

# VILLAGE NEWS

The official newsletter of Fendalton Retirement Village



Mid Winter Festivities

## Welcome Everyone

Well winter is definitely here.

The weather has been gloomy and wet of late but we are enjoying some frosts with beautiful sunny days at the moment.

We had a busy few months with lots of fun and laughter at our events, residents also love to get out and about and have coffees and lunches at local cafes which is nice during the winter months.



Chocolate Extravaganza with our Golden Tickets

### In this issue

Message from Unit Manager, staff profile  
Page 2

Activities  
Page 3

Health reminders  
Page 4

Compliments, Complaints & Suggestions  
Page 5

Puzzle corner,  
Page 6

## Message from Dee Bannister, Unit Manager

I enjoyed a holiday to Ireland in May where I attended the wedding of my niece Laura and her new husband Peter. It was lovely to see everyone and the happy couple are coming to New Zealand in January to celebrate their honeymoon so I am excited to see them again.

I am really looking forward to Spring and I love seeing the gardens burst into life, it's one of my favourite times of year. It is just around the corner so not too long to go now. Mark our new Gardener is still busy as there is always something to be done. Weeds love the rain so they will have made an appearance. Sonya pruned the roses recently so they are ready for their new growth.

Dee

## Fendalton Staff Profile

### Felicity Toumi - Activities Co-Ordinator



Hi everyone, I'm Felicity, I know that most of you are very familiar with me by now as the second Activities Coordinator, here with you for part of the day on Wednesdays and a full day on Thursdays & Fridays.

Before coming here I was assisting my husband with our business. During this time, I was working mostly behind a computer screen and realised that I missed getting out and about and connecting with others. So here I am.

I'm married to Ramzi who is from Tunisia. We have two girls, Ruby who's 17yrs and Zahra who's 8yrs and a little dog who thinks it's her job to protect our house and her name is Cookie. I'm a Cantabrian girl through and through and think that Christchurch is one of the best cities in the world (I'm only a little bit biased). If there's anything that you'd like to see more of in our activities, please don't hesitate to talk to me about it.



Cookie

## Greetings from Activities

Welcome to our new residents Noyle Eves and Shirley Parker, we hope you enjoy your stay with us.

We celebrated our Pink Ribbon Breakfast in May and raised \$80 towards Breast Cancer research.

Thank you to everyone who participated.



Colin & John



Emma

We also enjoyed the Kings Coronation in June and celebrated Matariki - the Māori name for the cluster of stars also known as the Pleiades. It rises in midwinter and for many Māori, it heralds the start of a new year.



Ann



Enjoying the Kings Coronation  
George and Jean



Patricia

## Health Watch

### Falls, Staying Warm, Coughs & Colds

#### Beware of Falls

Falls tend to occur more frequently in winter, particularly when footpaths are wet, icy or slippery.

The best protection is to stay indoors when footpaths and roads are covered in winter frost. If you must venture out, be sure to wear shoes or boots with good traction to prevent slips and falls and be careful in shaded areas.

Most winter falls happen when people are in a hurry. It is better to arrive late than fall and get seriously injured. Many seniors can benefit from a cane or walker when going outside in the winter, even if they normally walk fine without assistance.

#### Dress Warmly

Layering is the name of the game when it comes to winter clothing. Be sure to wear a sweater or jacket when venturing outside.

Hats and gloves add a layer of extra warmth.



#### Ward off seasonal illnesses, coughs and colds

The frequency and severity of sicknesses escalates at this time of year.

Hand washing is one of the most effective ways to prevent the spread of illnesses. We recommend handwashing with soap and clean running water for 20 seconds. Wet lather, scrub rinse and dry your hands thoroughly.

Older adults can also help boost immunity through good hydration, which can benefit the immune system during cold and flu season.

Drinking plenty of fluids even hot drinks like tea and hot chocolate will help with hydration. Avoid contact with people who are sick.

## Complaints and Compliments Process

We welcome all feedback as it ensures we continue to provide a high level of service. There are several ways you can do this:

Complaints, Suggestions & Compliment forms can be found in the Studio Lounge, Post Box at Reception and Library area of the Resthome.

Alternatively, you can speak to Dee Bannister, Unit Manager or one of our senior staff who will pass it on.

We will respond within 5 working days and if an investigation is required we will advise you on the outcome within 15 further working days. All complaints are reported to our Quality & Risk Committee and are audited by Te Whatu Ora (Ministry of Health).

Compliments are gratefully received and are recorded in our staff newsletters. We are committed to working to a high standard at Fendalton and strive to always meet the Health and Disability Commissioners Code of Rights.

If you are not happy with the services and support you receive, you can:

1. Talk to the person you are not happy with.
2. Ask your family member or friend to help you make a complaint.
3. Call 0800 55 50 50 and ask for a health and disability advocate or e-mail [advocacy@advocacy.org.nz](mailto:advocacy@advocacy.org.nz)
4. Call 0800 11 22 33 to make a complaint with the Health & Disability Commissioner.



## Mask Use

To reduce the spread of infection over the winter months we are asking staff and visitors to continue wearing masks throughout the facility. This will be reviewed in September and thank you for joining us in keeping our residents safe.



## Puzzle Corner

### Word builder

How many words of 3 or more letters, including plurals, can you make from the 6 letters below, using each letter only once? No foreign words or words beginning with a capital are allowed. There's at least one six-letter word.

**A O G O L N**

Good 9 Very Good 12 Excellent 14



## Riddles



What has an eye but can't see?

A hurricane

What can you catch but never throw?

A cold

What has 4 legs and only one foot?

A bed

What goes up and down but does not move?

Stairs

## New Clothes Labelling Machine

A new labelling machine has been purchased for labelling clothing that go to the laundry. This will be a one-off fee of \$30 to label all clothing for residents who would like to use this service.

When residents purchase new items they can drop them off at the reception to be labelled. When items are labelled they will be returned to the resident.