



**Emmy Monash**  
Aged Care

# EMMY TIMES

Pesach 2018



**6<sup>th</sup> ELDERCARE  
INNOVATION  
AWARDS 2018**

Eva de Jong-Duldig, Founder and Patron of Duldig studios with Vera Freidin

## FINALIST IN THREE CATEGORIES AT ASIA PACIFIC ELDERCARE AWARDS

**Emmy Monash is thrilled to be a finalist in three categories of the 6th Asia Pacific Eldercare Innovation Awards 2018.**

To be recognised on an international stage for our innovation in active ageing programs as well as building architecture and interior design is an amazing achievement for Emmy Monash and we are very proud to showcase our facility and programs to a global audience. These awards recognise aged care organisations for their innovative and quality approaches to change the way seniors age, and for their contribution in shaping the future of the ageing landscape.

We have been invited to the Finalist Presentation Day on 14th May by the judging panel at the Eldercare Conference to personally deliver our core focus areas. Tanya Abramzon, CEO and Judy Fetter, General Manager Operations will be representing Emmy Monash to showcase our strengths and innovation in each category, competing with delegates from the Asia Pacific region.

### **Finalist Award Categories are:**

#### **Best Active Ageing Program: Still Firing – Journeys through Sculptures and Clay**

A partnership initiated by Emmy Monash Aged Care with Duldig Studios and Bialik College, Still Firing is a creative sensory program focussed on clay sculpture techniques and personal expression. Residents learned new artistic skills, fostered intergenerational friendships with the Bialik students and developed an appreciation of shared values and community wellbeing.

#### **Best Silver Architecture: Gandel House**

It's no surprise that the architectural design of Gandel House has attracted international attention since it's completion. We have created a community hub that encourages socialisation across generations, stimulates inclusiveness and offers opportunities for meaningful engagement. The architectural design allows for an abundance of natural light, flexible community spaces and themed lifestyle rooms which give residents more space for Emmy's varied activities and programs.

#### **Best Silver Interior Design: Gandel House**

To challenge the notion that quality of life diminishes with age, Emmy Monash Gandel House strikes the right balance of aspirational lifestyle with clinical care options in a positive ageing facility where residents live a full life; socially, emotionally, spiritually and physically in a refined urban landscape.

Award winners will be announced by the international judging panel at the Eldercare Gala Dinner in Singapore on 16th May, attracting a delegation of 600 participants from Australia, Singapore, China, Japan, Malaysia and New Zealand.



A finished sculpture from the Still Firing Program



## MESSAGE FROM THE CEO

We have so much to celebrate and be thankful for at Emmy Monash at this special time of Pesach. Riding on the success of Stages One and Two of our building program over the last few years, we are basking in our upgraded surrounds on the Dandenong Road site.

Our diligent planning and consultation process really paid off in spades and the Executive Team and the Board have delivered incredible, contemporary new spaces to cater for the varied care needs of all our residents. We are now the proud recipients of an amazing modern space offering a state of the art secure Memory Support Unit and dedicated residential wings for complex care. Our 19 independent living apartments were also fully upgraded and modernised in the process.

We always knew when we embarked on this building program that it was going to be a challenging time – to remain fully operational on both sites and still deliver such a successful outcome. I have our Board to thank for their tireless work and support during the project, as well as all staff who adapted without fuss to the changing working environments and ensured that the safety of residents, volunteers, staff and visitors was paramount at all times.

Some months back we began preparations and consultations to update Emmy Monash's strategic plan and I'm now proud to share with you our very inspirational plan for the coming five years. In the new Strategic Plan 2018–2022 we have refined

our key objectives and what is most important to us in staying current and relevant in this changing environment. Our Mission encompasses what we look to achieve every day – to offer every opportunity to live life well. The Strategic Plan 2018–2022 will soon be available at Emmy Monash and on our website.

In a move to streamline the reporting structure within Emmy, and ensure our focus remains our core business, we have made some changes to the Executive Team. Judy Fetter has moved into a newly created role as General Manager Operations. Steve Aivaliotis has joined as Quality, Risk and Innovation Manager and Michael Sher is our new Communications and Marketing Manager. These new appointments in Executive are joined by Josh Wonder (Finance) and Kerri Stuart (Human Resources). I'm really excited with our new Executive team and feel confident they will help to take us to the next level.

I am very pleased to advise that Monica Arango has been appointed as our new Clinical Care Manager.

In recent months, we farewelled two stalwarts of Emmy Monash – Joy-Ann Goldberg and Naomi Bala. Joy-Ann worked for 20 years as our Finance Officer, and she was an integral member of the Emmy family. Naomi retired after dedicating 36 years of her career to caring for Jewish seniors in Melbourne, the last ten of those years spent at Emmy as Clinical Care Manager. Warm wishes to Joy-Ann and Naomi in their next adventures.

I wish your family a Happy and Kosher Pesach and wonderful Seders with your children, grandchildren and great grandchildren.

**Tanya Abramzon, CEO**



## MESSAGE FROM THE PRESIDENT

Following a period of so much incredible change and amazing achievements it's time now to take a breath and focus on consolidation, stability and refinement. We have had an extraordinary few years of growth, and we are very proud of our continued contribution to the Jewish community. We need to ensure that all we have achieved now becomes a strong platform for our future as articulated in our Strategic Plan.

Our objective is and always will be the enrichment of our residents' lives. I would like to take this opportunity to acknowledge the commitment of our staff and volunteers, without whom we would not be able to meet our objectives.

We will continue to provide excellence in care and strong connections to Jewish life and the community.

**Joe Krampel, President**



Emmy's future direction is articulated in the new Strategic Plan 2018–2022



Dr Stephen Szental

## LIFE MEMBERSHIP AWARDED AT AGM

At the 76th Emmy Monash Annual General Meeting in November 2017, President Joe Krampel presented Dr Stephen Szental with Life Membership, acknowledging his ten years as a loyal Board Member whose vast experience has triggered valuable contributions to the growth of Emmy Monash over the years.

Stephen is also a member of Pharmacy and Therapeutic Committee and has visited Emmy Monash for many years in the capacity of GP to the residents in his care. Congratulations Stephen on this achievement.

## 60 SECONDS WITH MONICA ARANGO

### In your new role of Clinical Care Manager at Emmy Monash, what do you think will be your main focus?

I am committed to ongoing professional education for the Clinical Care Team and supporting the team to deepen their learning, stay at the cutting edge of dementia and aged care and to apply this knowledge and confidence to all of our residents. I want to build on Emmy's reputation for trusted, compassionate and high quality care.

In order to achieve this we will have a major emphasis on clinical excellence and focus on a strong teamwork environment.

Also, I believe it is very important to foster good communication with families and residents of course, as well as with other departments of Emmy Monash so that together, we can achieve our common goal of best practice. When we see goals being achieved, it boosts our confidence and motivates us to reach new goals.

### Outline your professional background

With two degrees behind me, one in Marketing and Business Management and one in Nursing, I originally worked in the pharmaceutical industry in Columbia. Early on I realised that I would have to move to an English-speaking country to improve my English so that I could progress my career. I could have chosen America or the UK, but settled on Australia in the end. Friends had told me that Australian people were very friendly and welcoming. My plan was to come to Australia for two years, improve my English and go back home to resume my career.



Monica Arango, Clinical Care Manager

I came to Australia in 2004 and began at Emmy as a Personal Care Assistant. After a stint at the Alfred Hospital as a Registered Nurse Div1, I returned to Emmy Monash as Clinical Care Unit Manager. My plan of returning to Columbia after two years was foiled after I fell in love! I met my husband, who is from Argentina, in Melbourne and we got married and have decided to make Australia our home.

With the opening of Gandel House, I progressed to the role of Clinical Care Coordinator. My background in business management has enabled me to take a holistic approach to caring for residents and consider the wider implications and outcomes for each resident as well as for Emmy Monash.

### What are the most rewarding aspects of working at Emmy Monash?

When I walk along the corridors at Emmy and see the Clinical Care team and residents happy and content, I know that we are creating a quality environment for the residents. I enjoy rising to new

challenges and am rewarded with gaining new skills and professional growth, fostering continuous improvement.

I feel supported by management and the Board who ensure we are equipped with the right skills and people to provide each resident with the unique care that they require, and can respond as their needs change. I am very grateful to Emmy Monash for the opportunity to continue learning, improving and achieving the best that I can.

### How do you enjoy your recreational time?

I find going to the gym is a wonderful release of adrenaline and energy, and I try to go as often as I can. I like doing Pilates, meditation and relaxation exercises as this keeps me balanced spiritually. I also like to read when I have time. All my family are living in Columbia and my husband's family are in Argentina so when our holidays coincide, my husband and I travel back to South America to visit our families.

## AUSTRALIA DAY HONOURS

### Dr Karen Wayne OAM

For service to the community of Victoria through a range of organisations

Board Member, Dr Karen Wayne has served on the Emmy Monash Board of Directors since 2002, becoming a Life Member in 2013. Karen is a member of our Quality Committee, Development Committee and Pharmacy & Therapeutic Committee. Karen has also been involved with a range of other community organisations across education, arts and music. We are very proud and grateful for Karen's dedication to Emmy Monash as a Board Member, friend and family member.



Dr Karen Wayne OAM

# 60 SECONDS WITH LOTTI EISINGER-PHILIPP

Living in her Emmy Monash Apartment (EMA) for the past three years, Lotti has found the right balance of independence, community and support within the Emmy family.

## What attracted you to Emmy Monash?

There were really two main reasons that I came to live in EMA. The first being I was worried about security when living by myself at home. I realised I didn't want to be in a situation where I felt unwell and nobody would be around to help me. I knew that at Emmy Monash, I would have 24-hour nursing assistance if needed. I am very content living here as it enables me to still pursue a very independent life.

## What does an average day entail?

My days are varied and each day brings something new. My children, grandchildren and great grandchildren often visit me and that's what I love the best as my family means everything to me. I sometimes go out with friends for lunch or have a coffee in Glenferrie Road and I enjoy getting out to the shops. I sometimes have friends over for lunch and on other days I may go and meet a friend in the Felder Café for lunch. If I need shopping I can just pop into the shops in Glenferrie Road and once a fortnight I have a helper to assist me with a bigger supermarket visit. I love food and enjoy eating and I still cook for myself in my



Lotti Eisinger-Philipp in her apartment

apartment. My freezer is always stocked up with my home cooking. My speciality being chicken soup! If I want some quiet time I'm happy to relax in my apartment and play solitaire on the computer.

## What activities do you attend at Emmy Monash?

I love listening to music and always have the radio playing in my apartment. The activities I usually attend are music related including listening to classical music concerts. I'm quite discerning so I pick and choose the ones that really appeal to me. We are lucky that there are many different music concerts to see at Emmy Monash. The other activity I regularly attend is the Kabbalat Shabbat service run by Temple Beth Israel at Gandel House on the 1st and 3rd Friday of every month.

## Anything else you'd like to add?

All the furniture in my apartment came from my previous home so it's mine and is familiar. My apartment is spacious enough that I can keep some sentimental furniture as well, like my old sewing machine. I loved to sew and used to sew all my children's clothes when they were young. I worked in the fashion industry for many years so my sewing machine holds special value. Every Friday night I go out to my family for Shabbat dinner and that is a highlight of my week. The most important aspect to me about living here is that I can live independently, which I cherish, and have the reassurance that support is close by if I need it.

# INDEPENDENT LIVING APARTMENTS

Emmy Monash apartments offer the perfect balance of independence, community life and security in our prized Caulfield North location.

- **MODERN** interiors with new kitchens, bathrooms, fixtures and fittings coordinated with interior designers to achieve style, elegance and functionality.
- **DYNAMIC** Community, Culture and Wellness programs encouraging social involvement. Clinical Care support on call if required.
- **NEW** leasing model offers security of tenure and affordability.

Call us today on 8508 9300 to arrange your personal tour



# emMYworld



Hetty Kate Trio from the Melbourne Recital Centre performing in the Alter Family Function Room



Marcia Krampel with grandson Jake Krampel and others enjoying the petting zoo at the Chanukah Family Day



Harry Wenig presenting the Jewish Music Appreciation Series, an initiative of Emmy's Lifelong Learning series and Dean Ellinson's Jewish Learning Together, in memory of Varda Ellinson z"l



Kelly Binder, Culture, Community & Wellbeing Department with Ursula Flicker OAM on Mitzvah Day



Tommi Kalinski with the Yiddish Choir at the Chanukah Family Day



Les and Lily Gescheit and their grandchildren enjoying a coffee in the Dandenong Road Café

## EMMY'S PRELOVED LAUNDRY RELOCATES TO CHILE

Good things come to those who wait, and the charity organisation Don Oriones in Chile has been waiting a long time for a new laundry.

Don Oriones is a charitable organisation that supports underprivileged families who have loved ones undergoing palliative care. They utilise the Hospital Bed Bank which is run by Rotary Clubs in Chile, in partnership with Rotary in Port Melbourne.

When Emmy Monash Board Member George Greenberg heard a plea for support via the Rotary Club of Port Melbourne, he listened and put two and two together. Emmy Monash were upgrading their laundry facilities with the opening of Gandel House and had second-hand machines available. Don Oriones had been managing their 105 residents with a laundry that was 60 years old and was desperately in need of replacement.

With unanimous support from the Emmy Monash Board, plans are now in place for the machines to be dismantled and shipped to Chile in the coming months. A true humanitarian

effort that began with a small wish and was heard by like-minded organisations and generous people.



Washing machines destined for a new life in Chile

# MACCABI JUNIOR CARNIVAL COMMUNITY DAY VISIT

With the Maccabi Junior Carnival hosted by Melbourne this year, Emmy Monash welcomed a group of students for a very special intergenerational morning of activities.

On a sizzling hot Melbourne day, the positive energy from residents and our student visitors made the day a huge success!

Over an ice-cream morning tea, the 30 youth participants from around Australia had lots of time to engage with Emmy residents, discussing everything from their favourite sports to the incredibly hot weather outside. Together with the Maccabi participants, the residents took part in a 'Body Bliss' class which was designed especially for the group by Simone Gescheit. The class combined yoga, gentle movement, massage, meditation and mindfulness. It really was a 'mind', 'body' and 'spirit' work-out and proved very energising in the lead-up to Shabbat.



Students and residents connected in a Body Bliss class

It was a credit to the program that some of the Maccabi youth participants elected to stay at Emmy over lunchtime to serve fresh Challah (which had been baked earlier by the residents) in the dining rooms. This allowed everyone to spend more time together.



Uszer Kozlowski having fun with visiting students from the Maccabi Junior Carnival



# MAUREEN PRESENTS AT LASA TRI-STATE CONFERENCE

Leading Age Services Australia (LASA), last month invited Maureen Shulsinger, Emmy's Culture Community & Wellbeing Manager, to present to a captive and like minded audience at the LASA Tri-State Conference 2018.

LASA is the national peak body representing and supporting Australian aged care providers.

Maureen's chosen topic was Bridging the Gap, a program which has been running for six years emerging from the flagship beginnings with Mount

Scopus Memorial College in 2012 and has now expanded to include other local Jewish schools.

The presentation, The Power of Youth, talked about the recipe for success in creating such a valuable program. Emmy's Bridging the Gap program has enabled youth and seniors to connect over common ground through regular visits and discussions across the school year. It's a slow build of fostering trust and commitment from Maureen and her team, as well as an ongoing investment from the teachers at the schools to ensure the program achieves its full potential: shared values and traditions, respecting differences, forming and growing friendships and really changing perceptions in both generations.

Maureen's presentation was very well received by the conference audience and evoked an emotional response from many. Bridging the Gap has become part of the Emmy Monash DNA, it's



Maureen Shulsinger, Culture, Community & Wellbeing Manager, presenting at the LASA Tri-State Conference

a core practice among our range of lifestyle programs and the program continues to enrich the lives of residents and students across various interest groups and care needs.





Goola Lewis with youth volunteer Sam Lazar

## 60 SECONDS WITH SAM LAZAR

Year 11 student Sam Lazar volunteers at Emmy Monash almost weekly. He attends with his mum and is part of the iPad Connect Program that teaches and informs residents on IT and computer usage.

### What made you choose to volunteer at Emmy Monash?

I was eager to assist the elderly in my local community to learn how to use technology to assist them in their daily lives, for example to communicate with family and friends via social media.

### How long have you been volunteering here?

Approximately 9 months.

### What are some of the things you find most rewarding when you spend time here with residents?

Teaching an older generation, who have not grown up with modern technology, to learn to use their iPads and Windows 10 computers. It allows them to communicate with their friends and families. It also allows them to play games such as FreeCell Solitaire.

### Why is it important to you to give back to a community organisation such as Emmy Monash?

I saw my Papa and Grandmother live isolated lives in their last years. With the use of modern technology their lonely days could have been made easier and more fun. Now being older, I can help people like my grandparents enjoy their time at Emmy Monash.

### What sort of IT problems do you help residents with?

I help with whatever I can. The sorts of questions I get are around email, ABC Radio/ABC listen apps, iview and games apps, video chat, iMessage/online messenger, how to power on and off Windows 10 PC safely, and SoundCloud/podcasts/radio recording.

### How do the residents react when you are able to help them solve an IT issue? And how does that make you feel?

The happy smile and warm welcome they give mum and I says it all. When they understand a new skill, they are as excited as we are! It is very rewarding to be able to help the residents in this small way.

### Would you like to say anything else about your experience with Emmy Monash and the residents?

Tory Kraus, the Volunteer Coordinator, and the other staff, are so helpful and welcoming to us. They really appreciate our volunteering. The residents are so friendly and warm.

**If you are interested in volunteering at Emmy Monash, call Tory Kraus on 8508 9300.**

## HEIDE MUSEUM VISIT BY EMMY MONASH RESIDENTS

Following many months of planning, Juanita Bekinschtein took a small group of residents to the Heide Museum of Modern Art in Bulleen last November.

Selected Emmy residents visited the "Sidney Nolan at the Newsagent" exhibition and learnt about Heide's historic past.

Our residents and Heide guides enjoyed some lively and enriching discussions about the artworks and were also able to wander in Heide's Sensory Garden, full of tall artichokes swaying in the breeze, sweet smelling herbs, pear trees in fruit and deep blue lavenders spreading their scent freely.

The participants' smiles and enjoyment throughout the day reinforced the success of the trip and reminds us that art, modern or not, can touch our residents in many ways, and bring them great joy. We plan to continue with the Heide connection during 2018.



Juanita Bekinschtein, CCW Educator, with Blanka Wise at Heide Museum of Modern Art



Josef Rewinson among his citrus trees and with the finished product in the Felder Family Cafe

## JOSEF'S FLOURLESS CITRUS CAKE

For many years, resident Josef Rewinson has tended lovingly to the citrus trees that are spread through the courtyards and gardens of Emmy Monash.

In fact, you've probably seen him watering his plants and checking on them daily.

So pleased with this season's crop, Josef gifted CEO Tanya Abramzon with a bag of his freshly picked oranges and mandarins. Tanya and Josef decided that the best way for more people to share in Josef's green thumb efforts was to turn the fruit into a cake and make it available through the Cafés at Emmy.

Accordingly, the fruit was passed to Chris Markovic, Catering Supervisor, who produced a cake that showcased the fruits of Josef's citrus gardens. The result was a delicious Mandarin, Citrus and Hazelnut Gluten Free Cake. So popular was the cake that it sold out within hours of being on display.

## FAREWELL

Joy-Ann Goldberg worked at Emmy Monash for 20 years as Finance Officer, and she was an integral member of the Emmy family and greatly contributed to our community.

Naomi Bala retired after dedicating 36 years of her career to caring for Jewish seniors in Melbourne, the last ten of those years spent at Emmy as Clinical Care Manager. Naomi's warmth and leadership will be remembered fondly by the many residents, families and staff that she touched in her time at Emmy Monash.

Warm wishes to Joy-Ann and Naomi on their next adventures.



Naomi Bala



Joy-Ann Goldberg



## Yes, I would like to support Emmy Monash Aged Care

All donations over \$2 are tax deductible.

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Mail to: Emmy Monash Aged Care, 518-526 Dandenong Road, Caulfield North VIC 3161

Donations can be made online via our website [www.emmymonash.asn.au](http://www.emmymonash.asn.au)