

link



SILVER CHAIN

EVERY MINUTE. EVERY HOUR. EVERY DAY. WE CARE.

Recognised for Life

Veronica Steele and Bette Davies certainly have one thing in common. For many years, they have volunteered and been passionate supporters of Silver Chain, contributing towards our organisation in their own significant way.

And, last year they were recognised as our 2008 Life Members.

Each year, Silver Chain recognises individuals for the outstanding contribution they have made while supporting our organisation over an extended period of time by awarding life memberships.

Veronica's association with Silver Chain dates back to more than 20 years ago when she became involved with our Palliative Care service in Bunbury. At the time, this service was only just beginning in Bunbury and Veronica played an instrumental role as our Volunteer Co-ordinator, a position she held for eight years.

One of Veronica's first fundraising ventures for Silver Chain was a fashion parade, which was held twice a year for approximately four years in the ballroom of the Lord Forrest Hotel. In more recent times, Veronica has co-ordinated the infamous 'Australia Day Breakfast' in Bunbury, with local businesses donating their time and produce, to raise money to



Photograph courtesy of the South Western Times.

support our services in the local community.

Veronica was also recognised for her outstanding community service on Australia Day 2006 and was awarded 'Citizen of the Year' by the Mayor of Bunbury.

Today, Veronica continues in her role as President of our Bunbury Branch Committee, a position she has held for almost 12 years.

Bette was instrumental in setting up Silver Chain's Carnarvon Branch Committee some 17 years ago. The inaugural Branch President for 11 years, Bette continued to play a significant role in the committee and was Vice President for six years, until she relocated to live in the South West.

Bette was active in the committee's many fundraising events and was instrumental in raising Silver Chain's profile in Carnarvon. A respected Justice of the Peace, Bette was also an esteemed advocate for the health needs of the greater Gascoyne community. Bette's moral support of Silver Chain continues today and is greatly valued.

It is the contributions of people like Veronica and Bette that have shaped Silver Chain throughout our 100 year history and have helped us become the organisation we are today.

If you would like to become a Silver Chain volunteer please call 9242 0242 or country callers 1300 650 803 (for the cost of a local call).

Silver Chain's Link Newsletter

Do you know someone who would like to know more about Silver Chain, be informed about the services we provide or the research we are currently undertaking? Maybe they might like to know about the events we take part in or how they can support us. Anyone can receive our quarterly Link newsletter, which showcases all of this and more.

If you know someone who would like to receive the Link, even if they live interstate or overseas, please telephone Kaye or Lynne on 9242 0233 or email kfoster@silverchain.org.au or ltobin@silverchain.org.au.

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Silver Chain's Disability Health Training Team

Do you care for someone with a disability or know someone who does?

Our Disability Health Training Team, funded by the Disability Services Commission (DSC), provides training, guidance and education to carers and family members of people who have multiple or severe disabilities or complex health requirements.

Training is free for carers (including organisations) and family members in the metropolitan area who are funded (level 2 or 3) by or registered with DSC. A fee can be negotiated with organisations or individuals that do not fall into this category.

Our clinical nurses, who provide training, guidance and education, have extensive experience working in the community. The program is designed to meet individual needs and personal goals – in the least restrictive way.

The program encourages people to develop important skills such as medication administration, blood sugar monitoring, pressure area and skin care, oxygen therapy, oral suctioning, elimination including suppository and mircolax enema administration and nutrition including gastrostomy feeding.

Our Disability Health Training Team accepts referrals from medical practitioners, DSC and associated agencies, education departments, allied health professionals and any carer or person with a disability.



Red Beef Curry

Preparation Time – 20 minutes

Cooking Time – 15 minutes

Serves - 4 people

Serves of vegetables in this recipe – 15

Ingredients

2 cups rice	500g pumpkin finely diced
2 teaspoons vegetable oil	2 red capsicums, seeded and finely sliced
400g lean blade steak, sliced into strips	Rind of 1 lemon, grated
2 medium onions, sliced	250ml reduced fat coconut milk
3 teaspoons red curry paste	1 bunch English spinach leaves, washed and roughly chopped
½ cup chicken stock	

Method

Cook rice following packet directions. Heat half the oil in a large pan, pan-fry beef for 5 minutes until brown, set aside. Heat remaining oil and pan-fry onion until tender.

Stir through the curry paste, stock, beef, pumpkin, capsicum and lemon. Simmer for 10 minutes until pumpkin is soft, adding a little water if necessary.

Pour in coconut milk, stir through spinach and cook until wilted. Do not boil. Serve over rice.

Hint

To reduce fat content, replace coconut milk with one can of low fat evaporated milk and one teaspoon of coconut essence.

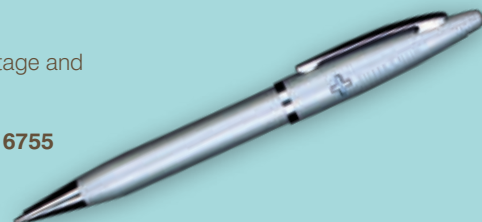
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If you would like more information about our Disability Health Training Team please call Silver Chain on 9242 0242, country callers on 1300 650 803 (for the cost of a local call) or visit www.silverchain.org.au/Services/Education-and-Training.

SILVER CHAIN MERCHANDISE STORE

Although silver in colour, our Silver Chain pens write in black and are just \$5.00 each (including postage and handling). What better way to show you support Silver Chain every time you use it!

To purchase a Silver Chain Silver Pen please call Marketing and Communications on 9201 6755 or visit Silver Chain House Reception, 6 Sundercombe Street, Osborne Park WA between 8:30am and 5:00pm, Monday to Friday.





Wellbeing in Older Age

'Wellbeing in Older Age' is a guide to keeping active and positive in older age and has been designed with Western Australians in mind.

The booklet provides information to empower older people living in the community to adopt strategies to enhance their physical and mental wellbeing.

Candice Patterson, a Silver Chain Research Assistant, who helped develop the booklet, says it contains suggestions to help seniors avoid social isolation. "There is some great advice about activities people can get involved in, as well as ideas about recreational contact and a number of volunteer options people can take part in. The booklet also provides some guidance on loneliness and goal setting."

The booklet was developed by Silver Chain in partnership with the Department for Communities, Perth Home Care Services, Western Australian Centre for Health Promotion Research at Curtin University, DepressioNet and the Wheatbelt GP Network.

If you would like to order a copy of the booklet please call Silver Chain's Research Department on 9242 0242 or country callers 1300 650 803 (for the cost of a local call). Alternatively, the booklet can be downloaded from our website www.silverchain.org.au/Client-Information/Silver-Chain-Publications/Other-Useful-Publications.

A 'Wheeliegood' Guide

Steve Brown has spent many hours researching and 'road testing' a number of Western Australian venues and attractions to discover just how well they cater for people who use a wheelchair or have mobility challenges.

Steve is the Founder of the 'Wheeliegood' wheelchair accessible guide, a website which rates the venues and attractions he has visited. This extraordinary guide is sure to benefit many Western Australians and visitors to our State.

"Anybody in a wheelchair will know, finding information about accessibility is difficult," says Steve. "Not everywhere is suitable, or somewhere advertised as disabled friendly can often not be accessible."

Steve has considered every aspect at each venue including its overall accessibility, parking and toilets. The guide provides information about wheelchair friendly accessible attractions, accommodation, entertainment, parks and beaches throughout Western Australia; including Fremantle, Mandurah and the Swan Valley.

"All the venues on my website have been road-tested in my electric wheelchair – this is an accessibility guide you can use with some confidence," says Steve.

If you would like further information please visit the 'Wheeliegood' wheelchair accessible guide www.wheeliegood.com.



Flourish Magazine



Flourish Magazine is a glossy, full colour, Western Australian based womens magazine offering a fresh approach to healthy, positive living. Chapters include *Inform, Flourish, Corporate + Finance, About Your Look, Nourish, Play and Tool Kit*.

Published biannually and available at your local newsagency for \$12.95, Flourish Magazine is a really good read and a magazine to keep for ongoing reference.

With no celebrity gossip and an upbeat outlook, Flourish Magazine is for the real women of Western Australia. Look out for Volume 2, 2009 which goes on sale June 2009. You can subscribe online at www.flourishmagazine.com.au and it makes a great gift idea!

Flourish Magazine is giving four lucky *Link* readers the chance to win a subscription (four issues) valued at \$45 (including postage and handling).

For your chance to win a Flourish Magazine subscription simply write your name and address, along with the correct answer to the question below on the back of an envelope and send it to:

Link Newsletter Competition, Silver Chain, 6 Sundercombe Street, Osborne Park WA 6017 (please don't use the reply paid envelope).

Question – What is the name of one of the chapters in Flourish Magazine?

The competition will be drawn Tuesday, 7 April 2009 and winners will be notified by mail.

flourish
MAGAZINE

Contenance Management and Advice Service Extended



Bladder and bowel problems are common and affect thousands of people.

- Do you sometimes leak a little urine?*
- Or suddenly need to go in a hurry?*
- Do you go to the toilet a lot during the day?*
- Or plan your day around the nearest toilet?*
- Do you have difficulty emptying your bladder or bowel?*
- Or suffer from constipation?*

If you have an ongoing bladder or bowel problem then our Contenance

Management and Advice Service (CMAS) can help. You are not alone!

Our trained nurses understand bladder and bowel conditions and can give you advice on how best to manage and improve your problem. You may also be eligible to receive free pads or products up to the value of \$480 a year through CMAS.

What's more, CMAS has recently been extended to people who receive assistance through the Contenance Aids Assistance Scheme (CAAS).

People who receive assistance through CAAS and also meet CMAS eligibility can access an annual assessment with a continence nurse and up to \$480 in products annually. This is in addition to the CAAS subsidy.

If you are aged over 16 years and are a holder of a Pensioner Concession Card or Health Care Card you may be able to access CMAS for free.

If you would like more information about CMAS please call 1300 787 055 (for the cost of a local call) or visit www.silverchain.org.au/en/Services/Contenance-Service.

Update – Home and Community Care Fees

A charitable organisation, Silver Chain receives funding from the Commonwealth and State Government allowing us to provide our services within the Western Australian community. This includes funding from the Department of Health in relation to our Home and Community Care (HACC) services.

HACC services can include allied health care (for example podiatry and physiotherapy), home help, nursing, respite, social support and personal care.

"To continue to receive funding for these services, we are required along with all other HACC providers in Western Australia, to comply with the Department of Health's Western Australian HACC Fee Policy. This is reviewed annually," explains Jenny Innes, Silver Chain's HACC Fees Project Manager. "Included in this policy is the requirement for all HACC providers to charge a fee for HACC services, which we have done since 1999.

"Silver Chain has been reviewing our current Fee Schedule and all of our clients who receive HACC services were recently sent our new HACC Fee Schedule, including a fees table to allow them to calculate their new fee charges.

"All fees haven't increased immediately. Rather, they will increase only at the time of the next review of care or if a client's care needs change. In some cases, such as a fortnightly Home Help service, there is the possibility of a fee decrease," says Jenny.

The same Terms and Conditions apply with HACC Fee Agreements. "If you receive HACC services and feel you may be financially disadvantaged because of the new fee charges, the fee schedule can be negotiated. All contributions towards quality care and our ongoing services are greatly appreciated."

If you would like more information about our new HACC Fee Schedule, please call Silver Chain on 9242 0242 or country callers 1300 650 803 (for the cost of a local call).



Green Corner SHOPPING THE GREEN WAY

By shopping smart and purchasing green products, you too can help make a positive contribution and reduce the impacts on our environment.

Next time you're shopping, ask yourself the following questions and you'll be well on your way to becoming a 'green' consumer.

- Is there an environmentally friendly alternative available?
Compare the price, quality and environmental credentials of different brands.
- Is the product's packaging wasteful or excessive?
Look for packaging that is made from materials your local council recycles or choose products that come in refillable or reusable packaging.
- Is the product made from recyclable materials?
Choose products made from recycled materials such as paper, cardboard, aluminum, steel and plastic. Avoid hazardous materials.
- Was the product produced locally?
Transporting products from around the world contributes to air pollution and greenhouse gas emissions.
- Was the product created using environmentally sustainable methods?
Buy from manufacturers with a good environmental track record and check product labels for environmental certification such as ISO 14001.

If you would like more information about shopping green visit the Queensland Office of Fair Trading website www.fairtrading.qld.gov.au.

Hospice Care Service Awarded

The Health Consumers' Council recently acknowledged our Hospice Care Service by presenting Silver Chain with an Excellence Award for outstanding service.

"Clients and their families nominate organisations for these awards," says Steve Carmody, Silver Chain's General Manager, Health. "We are delighted that our service was recognised by an organisation that represents the voice of those that receive health services."

Established almost 27 years ago, our Hospice Care Service is one of Australia's largest community based palliative care services.

Adopting a holistic approach to home care, our Hospice Care Service supports people throughout the Perth metropolitan area, with a life limiting illness to remain living in their own homes.

"Our interdisciplinary teams of registered nurses, doctors, enrolled nurses, care aides, counsellors, chaplains and trained volunteers provide expert professional care while supporting people with pain control, psychological support and counselling services," explains Steve. "The goal of our service is to build capacity within families to care for their own – filling gaps through skills transfer, encouragement, technical care, psycho-social and spiritual care."

If you would like more information about our Hospice Care Service, call Silver Chain on 9242 0242 or visit www.silverchain.org.au/Services/Palliative-Care.



International Nurses Day

The birthday of Florence Nightingale, 12 May, is celebrated as International Nurses Day. Each year we like to mark this day and pay tribute to all of our nurses, who play an integral role in our organisation. In particular, Silver Chain aspires to encourage and acknowledge nursing excellence.

Excellence in nursing is indeed a combination of many things – advanced skills, a commitment to continued learning and naturally, the dedication to care.

We extend an invitation to our clients and/or their carers to nominate a Silver Chain nurse who demonstrates excellence in nursing. Nominations will be considered by a panel. The selected nurses will be recognised by the Chief Executive of the Nurses Board of Western Australia at a formal ceremony.

If you would like to nominate a Silver Chain nurse who you believe deserves to be acknowledged for nursing excellence or their commitment to care, please send your nomination and reasons for nominating the nurse in writing before Thursday, 16 April 2009 to:

Steve Carmody, General Manager, Health
Silver Chain House
6 Sundercombe Street
Osborne Park WA 6017

Silver Vines, Golden Times

Silver Vines, our independent living retirement village situated in the heart of Margaret River, can offer you the lifestyle you may have only ever dreamed about.

Located just a short stroll away from shopping facilities and sporting and recreational amenities, Silver Vines is close to the Margaret River town centre and only minutes drive away from beautiful beaches.

Silver Vines is a secure gated community, offering two bedroom (plus study) fully self contained accommodation and independence. In the centre of the village is the Residents Clubhouse, complete with a paved outdoor area – perfect for entertaining.

Each villa is wheelchair friendly and is fitted with:

- Our CareLink Personal Alarms – a 24 hour emergency call system.
- Reverse cycle air conditioning.
- Remote controlled lock up garage with direct home access.
- Monitored smoke detectors.
- Security door at front entry.

If you are over 55 years of age, you too can enjoy all of this, as well as the freedom to 'lock up and leave' and explore the South West and more.

Please call Susan Millar at Stocker Preston Real Estate on 9780 5777 or mobile telephone 0417 958 025 for your obligation-free information pack.



Photograph courtesy of the Geraldton Newspapers.



A Tribute to the 'Shortbread Man'

It isn't everyday you hear of a 94 year old making shortbread to help raise funds for charities, but that is exactly what Joe Hollomby did. Sadly, Joe passed away in his home on Saturday, 15 November 2008.

Joe was affectionately dubbed the 'Shortbread Man' and was a local hero in his home town of Geraldton. He was well known for the delicious shortbread he made, using his late wife Mabel's secret recipe.

Silver Chain cared for Mabel and when she became too sick to continue making the shortbread herself, Joe began to bake and distribute the shortbread in the hope of giving something back to Silver Chain. In ten years he raised more than \$100,000!

As well as a considerable cash donation, the secret recipe shortbread also funded the purchase of much needed equipment for Silver Chain, including wheelchairs, commodes, bath chairs, a bladder scanner, a diabetic couch and a car.

"Joe was a respected member of the Geraldton community who selflessly dedicated much of his time to charitable causes including Silver Chain, the Leukaemia Foundation and The Royal Flying Doctor Service," says Gill Walsh, Silver Chain's Manager Regional Services, for the Midwest, Wheatbelt and Goldfields regions.

"Joe's dedication to help never diminished despite his age. Even though Joe's approaching years made it harder for him to carry on his good work, he ensured his fundraising methods would continue today by others in the community."

Joe you will always be remembered as the 'Shortbread Man', a kind hearted and generous person who touched so many lives.

Grand Art Goes Under Hammer

Lady Valerie Stanton-Hicks, a Perth artist, kindly offered her art and some of other artists from her private collection for auction last November, to help raise funds for Silver Chain.

Proceeds raised from the auction of more than 50 pieces, as well as three sculptures and the sale of many other fixed price pieces will go towards supporting the redevelopment of our residential care facility, Alfred Carson Lodge in Claremont.

"Quite a few years ago I used to play piano for the residents at Alfred Carson Lodge," says Lady Stanton-Hicks.

"I wanted to continue to support the valuable service Silver Chain provides to the community and decided to donate my works that have brought me so much joy over the years.

"I have been painting and sculpting for more than 50 years and as you can imagine, I had built up quite a collection."

Lady Stanton-Hicks was well known in Adelaide as a sculptor and painter and since returning to Perth in the 1980s has been travelling, painting and writing poetry.

We would also like to thank the following organisations for their kind support in helping us with the auction:

- Bitches Brew Picture Framers.
- Perkins Builders.
- Empire Homewares.
- Wembley SUPA IGA.
- Bunnings Warehouse.

We have a number of pieces from Lady Stanton-Hicks collection available for sale at fixed prices. Visit www.silverchain.org.au to find out more.



thank you! ♥

Christmas Gift Wrapping

We would like to especially thank the volunteers who helped us gift wrap at Westfield Carousel, Innaloo and Whitfords during the two weeks leading up to Christmas last year.

During the two weeks we were able to raise a significant amount from gold coin donations which were exchanged for the gift wrapping service our volunteers provided.

We would also like to extend our sincere thanks to Westfield who allowed us the opportunity to gift wrap in their centres while providing the mall space free of charge.



Carousel . Innaloo . Whitford City

Fighting Colds and Flu This Winter

As the Winter months begin to approach, now is a timely reminder to have your flu vaccine.

"It's a good idea to have an influenza vaccine before the flu season strikes," says Helen Rawlins, Silver Chain's Infection Control Co-ordinator. "Each year a different strain of virus circulates, so an annual influenza vaccine is needed. People who are elderly and young children are more susceptible to the flu and are more at risk of developing severe complications such as pneumonia.

"Flu can be transmitted by people who are incubating the disease even before they realise they are coming down with it. Therefore, prevention in this case is better than cure," explains Helen.

"Free influenza vaccines are available to people over 65 years of age, indigenous Australians 50 years or over and indigenous Australians aged between 15 and 49 who have a high risk medical condition. Talk to your general practitioner for more information."

There are also other precautionary measures you can take to help fight colds and flu this Winter:

Hygiene Measures

- Practice and encourage cough etiquette – cover your mouth and nose with a tissue when coughing or sneezing to prevent the spread of respiratory droplets.
- Disposal – dispose of used tissues promptly and appropriately.
- Hand hygiene – wash your hands or use alcohol hand gel after coughing, sneezing or blowing your nose.

Practice Social Distancing

- Maintain a metre distance between yourself and someone who is coughing or sneezing. Respiratory droplets are able to spread up to a metre.

Routine Cleaning

- Carry out regular cleaning with a neutral detergent or alcohol wipes to remove potentially infective virus and bacteria from common touch points, for example telephones, door handles, hand rails and light switches.



Your Feedback Counts

If you currently receive services or are a former client, family member, advocate or unpaid carer, Silver Chain welcomes your say on how we can improve our services.

How?

- Tell a staff member as soon as possible if you are not happy with a service or have a complaint.
- Telephone our 24 hour Customer Operations Centre or Client Liaison Service on 9242 0242 or country callers 1300 650 803 (for the cost of a local call).
- Write to the Chief Executive Officer at **Silver Chain, 6 Sundercombe Street, Osborne Park WA 6017.**

How will Silver Chain Respond?

- All complaints will be dealt with in complete confidence.
- You will be treated with respect and dignity.
- You will be able to have someone of your choice help you with a complaint or problem.
- We will attempt to resolve the issue within three working days where possible, or will keep you informed of progress until resolution.

Advocacy Alternatives

Advocare Inc 9479 7566 or Country Freecall™ 1800 655 566.

People with Disabilities (WA) Inc 9386 6477 or Country Freecall™ 1800 193 331.

Health Consumers Council (WA) 9221 3422 or Country Freecall™ 1800 620 780.

For unresolved health and disability complaints you can also contact the Office of Health Review on 9323 0600 or Country Freecall™ 1800 813 583.

* Calls from mobile telephones are charged at applicable rates.

Client Liaison – Advocacy and Understanding

Silver Chain's Client Liaison Service provides advocacy, complaints monitoring and general support for clients and carers, including family and friends who have any feedback regarding the services they receive from us.

Community enquiries about our services are welcome and we are happy to visit community groups and forums to promote the services that Silver Chain offers. If you belong to a group that is interested in participating please call us at Silver Chain on 9242 0242 or country callers 1300 650 803 (for the cost of a local call).

Your Feedback is Important to Us!

Whether positive or negative we want to listen to your experience with Silver Chain. If you have a negative experience we want to make sure it doesn't happen again. If you have a positive experience we also would like to know so that we can provide feedback to staff.

We are happy to visit individual clients either in one of our residential care facilities or in your own home to listen to your feedback and generally assist in assuring that services provided are meeting your needs.

Carole Harris and Peter Biggins
Client Liaison Service

Making a World of Difference...

Thank you to the many people, organisations and community groups who kindly supported Silver Chain last year. We would like to take this opportunity to especially thank the following supporters for their generosity, raising funds to help support our services:

- The Middleton Family's annual Melbourne Cup function.
- George and Ermine Manook who celebrated their 40th Wedding Anniversary.
- Marion Gathercole who held a Silver and Pearls morning tea.
- Mrs C Jones who took part in Australia's Open Garden Scheme.
- Sarah Eastwood who celebrated her 30th birthday.
- Tivoli Club of Western Australia who held a Musical Variety Show.
- Allan Connolly, donations from Dawn Connolly's memorial website.
- Mr and Mrs Goater who also opened their garden.
- The Orbit Ladies Golf Club, Southern River, who donated proceeds from making and selling jams, pickles and relishes throughout the year.

Celebrations Supporting Silver Chain

As you can see a number of our clients and friends who have recently celebrated a special occasion, including birthdays, anniversaries and weddings have requested their guests make a donation to Silver Chain in lieu of receiving gifts. We are very grateful for their unwavering support.

If you too would like to support Silver Chain, next time you celebrate a special occasion please call Silver Chain on 9242 0233 as we can provide you with donation envelopes for your guests.

Our donation envelopes are reply paid and self addressed that your guests can use to donate either by cheque, credit card or money order

through the mail. Your guests can also call Silver Chain on 9242 0233 to make a donation using their credit card or by direct debit or visit www.silverchain.org.au/online donation to make an online donation through our secure website.

Your guests will each receive a receipt (donations over \$2.00 are tax deductible) and we will also notify you as to who made a donation in celebration of your special occasion.

There are many ways you can support Silver Chain. For more information about making a donation to Silver Chain please call 9242 0233 or visit www.silverchain.org.au/waystodonate.



Wherever You Are in the World...

It doesn't matter where you are in the world, you can still make a donation to Silver Chain using your credit card via our website. It's a secure, fast and efficient way.

People from as far away as South Africa, the United Kingdom and the United States of America have donated to Silver Chain. In particular we have received a number of donations in memory of a loved one who received our services.

Visit www.silverchain.org.au, click on 'Support Silver Chain' in the navigational menu, click on 'Make a Donation' and then choose the first option – make an online donation using our secure form.

The form includes two pages with the first capturing your details. Once you have filled in this page, click 'submit' and then enter your credit card details on the second page. Click 'submit' again. After completing the online donation, print off a copy of the receipt for taxation purposes.

There are a number of ways you can make a donation to Silver Chain. If you would like more information please call 9242 0233 or visit www.silverchain.org.au/waystodonate. All donations over \$2.00 are tax deductible and every little bit helps!

Calendar of Events

MARCH

- 7 – 8** Channel 7 Crab Fest, Mandurah.
- 27 – 28** Kalgoorlie Boulder Community Fair, Cruikshank Sports Arena.

APRIL

- 7** Silver Chain Golf Day, Mount Lawley Golf Club.

MAY

- 12** International Nurses Day.
- 15 – 17** Careers, Education and Employment Expo 2009, Perth Convention and Exhibition Centre.
- 24 – 30** National Palliative Care Week.

To find out about our events visit www.silverchain.org.au/News-Events.



6 Sundercombe Street Osborne Park WA 6017
• Facsimile 9242 0268 • Email info@silverchain.org.au

Silver Chain Nursing Association (Incorporated) ABN 77 119 417 018

