

RAGLAN TATTLER

ISSUE July 2021

HAVILAH WEBSITE: www.havilah.org.au
please contact Andrew on 5461 7387 or email
andrew.earl@havilah.org.au if you would like your Tat-
tler sent via email



HAVILAH MAJOR RAFFLE Once again it is time for our annual major raffle.

All prizes are for Goods/Services at

Retailer/s of choice

1ST Prize \$10,000

2nd Prize \$5,000

PLUS 10 x \$500 early bird prizes

Tickets are \$100 each and payment can be made over 10 weeks

Please ask your friends and relatives if they would like a ticket or you may like to have a family Syndicate.

Only 410 tickets available so the odds are very good.

This is an important part of our fundraising program each year with the proceeds used towards capital purchases such as equipment.

Our goal is to sell all the tickets and we are almost there, we would very much appreciate your support. .

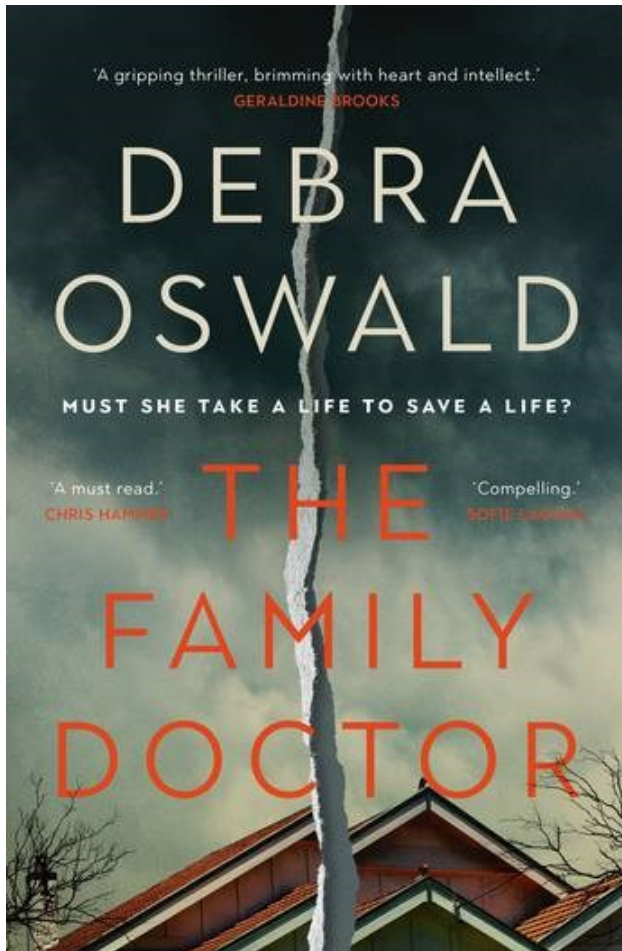


The winter weather is setting in with the rain and heavy frosts. Please be mindful that when venturing outdoors for a walk, an activity or for an appointment that you are dressed appropriately to suit the conditions, Staff will ensure that resident rooms are at a comfortable temperature during the day and night. Please don't hesitate to ask staff if you need assistance in adjusting the heating in your room or in public areas.



CHRISTMAS in JULY Wednesday 21st July

Traditional Christmas luncheon will be served in the dining rooms and common areas for residents to enjoy each others company. Each area will be set up as per the maximum people allowed in an area and for social distancing.



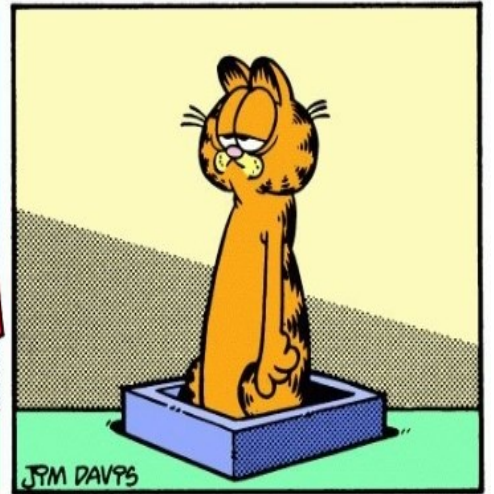
'The Family Doctor' is a compelling thriller - fast-paced, gripping and frightening. But is more than that because it is a story that draws desperately needed attention to domestic abuse in this country, to institutional indifference, to the devaluing of women's lives.

Paula is a dedicated suburban GP, who is devastated by the murder of a friend and her children by their estranged husband and father. Stacey and the children had been staying with her after fleeing his control, and Paula is haunted by the thought that she couldn't protect them when they most needed it. How had she missed the warning signs? How had she failed to keep them safe?

Not long after, a patient with suspicious injuries brings her anxious young son into Paula's surgery. The woman admits that her husband hurts her, but she's terrified to leave for fear of escalating the violence, and defeated by the consistent failures of the law to help her.

Can Paula go against everything she believes to make sure one woman is saved, one child spared? She isn't motivated by revenge. She's desperately trying to prevent a tragedy .

..



The AFL Footy season is well into the second half of with a total score of 94 points.

the season with 17 rounds been played. The scores have been varied from the tipsters with different residents showing their skill in picking the winners and still being very close.

Bill D'Alton is still leading the competition after 17 rounds with a score of 96 points.

The second position is held jointly by Anne Stuart and Dianne Rowe

Terry Simpson has crept into third place with a score of 93 points.

Sadly there is always someone holding up the ladder, Bev McKenzie is doing that job with a total of 63 points.

Prize pool: 1st - \$50.00, 2nd - \$30.00 3rd - \$20.00 and last place \$10.00.

Weekly prizes are awarded for tipping all the winners in the round.





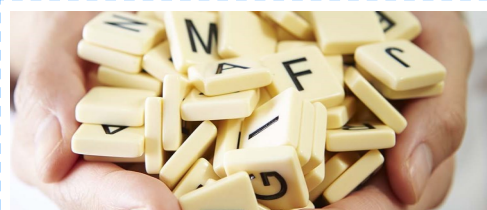
We have Ipads available for resident use to contact family on face book, Skype, Zoom and other forms of social media. The Ipads are also available to read newspapers and periodicals and play scrabble, other word games, solitaire and other card games, do art

work , watch movies according to their various interests. Residents can use the Ipads in small groups or within their own room. It has been amazing how many residents are now tech savvy. You can use them to send and receive emails from family including photos.

If you would like to try the IPads please talk to Lifestyle

staff who will assist you to become familiar with using these.

Desk top computers in common areas are also available.



WEIRD and WONDERFUL WORDS

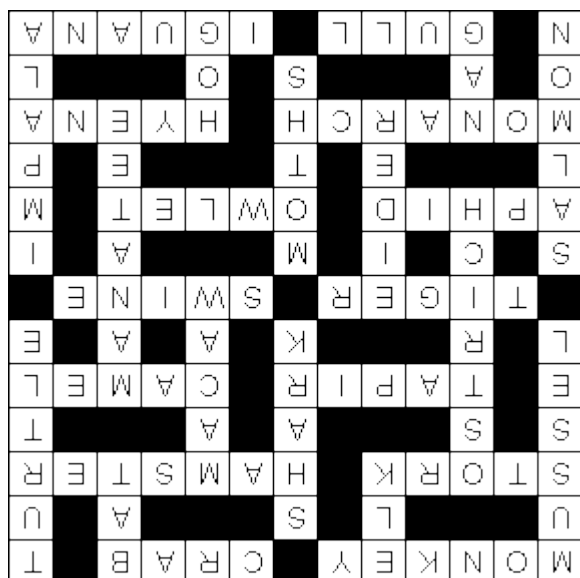
DYSANIA - the state of finding it hard to get out of bed in the morning.



Havilah has implemented the QR scanning system at both Harkness and Palmerston sites. Visitors are still required to sign the visitors book, sign in through the Zip Line system when your temperature is taken. There are QR code posters in various positions in the main reception areas at both sites. A code also appears as the last entry on the Zip Line auto sign in so there are multiple opportunities for you to enter your code.

Interesting Facts About Australia:

- Australia's first police force was made up of 12 convicts who were judged to be the best behaved
- Koalas sleep for about 20 hours per day
- The Nullarbor Plain is home to the longest straight road in the world, at 146km long
- Melbourne has the largest public tram system in the world
- The record jump recorded by a kangaroo is a whopping 9 metres (30 feet) in a single leap!



Quiz and Crossword Solutions from page 4

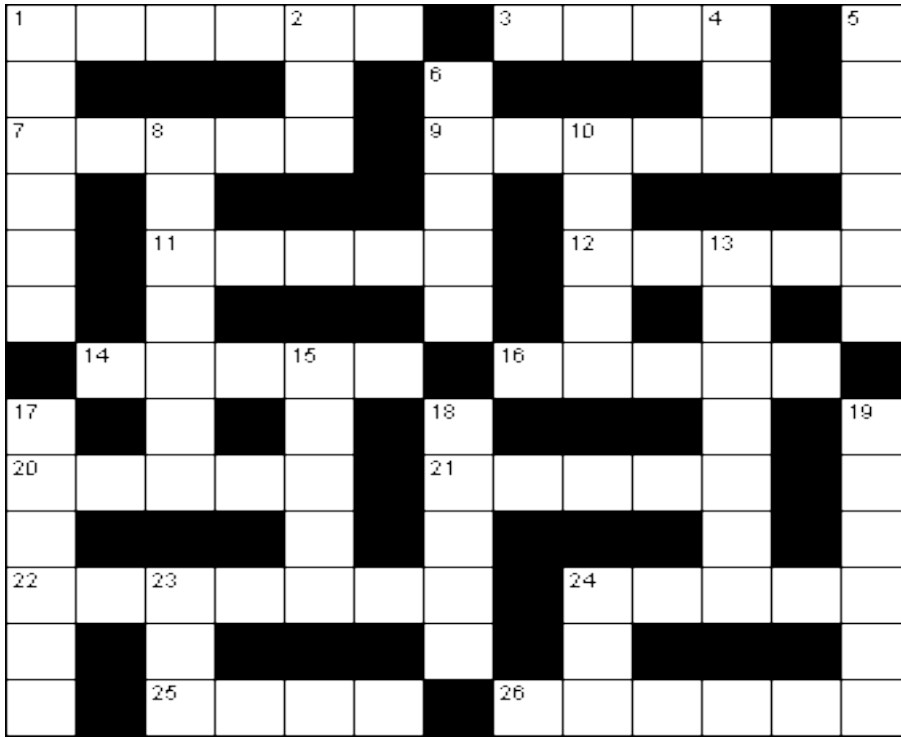
Answers to Quiz

1. Mercury
2. White
3. Pride
4. Diamond
5. Frank Sinatra
6. Serena



Mind Games⁴

Themed 08



ACROSS:

1. Long-tailed primate (6)
3. Crustacean (4)
7. Large wading bird (5)
9. Burrowing rodent (7)
11. Large ungulate with fleshy snout (5)
12. Could be a Bactrian or dromedary (5)
14. Large Asian feline (5)
16. Short-legged omnivorous animals (5)
20. Plant pest (5)
21. Young nocturnal prey bird (5)
22. Large American butterfly (7)
24. Doglike mammal (5)
25. Aquatic bird (4)
26. Tropical American arboreal lizard (6)

WORD SEARCH - Thirsty Work

R E E B R E G N I G Y E C I U J D B E
 R U E U Q I L A L A S R A M R E T A W
 K L I M V E N I W A S R A E R E E B V
 E G A R E V E B O N L C P P H C N U P
 P C O R D I A L A N W C I E O D E V E
 E S I H E K T E P F I L O F R X D S N
 L A C N D T R E I A S C F H P N H N G
 U N T O I E S T Q N C E C R O E O R A
 J G V O G T I I E U E T E U R L E D P
 T R D A D R R R N C I S H R P T V A M
 N I L E E D C A I A S L Y G T P A V A
 I A L P W J Y G M O O V A I I R A S H
 M A A K C A J E L P P A B B B N S C C
 C O C C O C K T A I L T C O R E C H S
 I I U L T G O E G G E B R U A L O N H
 N V D Z A U R C D I D S E R N I T A A
 O R V E O R O A O T N O A B D X C P N
 T C T T R A E T E A M D M O Y I H P D
 S T I R I P S T S V M A I N D R N S Y

DOWN:

1. Shellfish (6)
2. Moose (3)
4. Nocturnal mammal (3)
5. Aquatic or land reptile (6)
6. Carnivorous fish (5)
8. Large flightless bird (7)
10. Parrot (5)
13. Sirenian mammal (7)
15. Type of duck (5)
17. Large food and game fish (6)
18. Lepidopteron (5)
19. African antelope (6)
23. Old horse (3)
24. Pig (3)

QUIZ

1. Hg is the chemical symbol of which element?
2. Who starts first in chess?
3. Groups of Lions are called?
4. What is the hardest rock?
5. Who sang the song, 'My Way'?
6. Which Williams sister has won more Grand Slam titles?

Find the hidden words? They may be horizontal, vertical, diagonal, forwards or backwards:

ALCOHOL, ALE, APERTITIF, APPLEJACK, BEER, BEVERAGE, BITTER, BOURBON, BRANDY, CAPPUCCINO, CHAMPAGNE, CIDER, CLARET, COCKTAIL, COCOA, COFFEE, CORDIAL, CREAM, ELIXIR, EXPRESSO, GIN, GINGER BEER, JUICE, LAGER, LIQUEUR, MARSALA, MARTINI, MILK, MINT JULEP, NIGHT CAP, OUZU, PERNOD, PILSNER, PUNCH, RETSINA, SANGRIA, SCHNAPPS, SCOTCH, SHANDY, SHERRY, SODA, SPIRITS, STOUT, TEA, TEQUILA, TODDY, TONIC, VODKA, WATER, WINE.

WEEKLY ACTIVITIES

MONDAY

10.30am Morning Movers

11.00am Games Morning, coffee and chat

1.30pm Bingo

2.45pm Movie Afternoon

TUESDAY

10.30am Morning Movers

11.00am Technology step by step using the I pads

1.30pm Bingo

3.00pm Special Afternoon Tea

WEDNESDAY

10.00am Nail Care, cuppa & chat

1.30pm Bingo

2.45pm Marbowls

THURSDAY

10.30am Morning Movers

11.00am Hoy and Cuppa

1.30pm Bingo

2.45pm Afternoon Movies

FRIDAY

10.30am Chairarobics

11.00am Hoy & Cuppa

1.30pm Bingo

2.45pm Alternate weeks, Cooking and Pop Up Shop

5.00pm Happy Hour

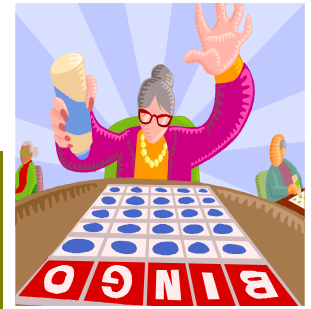
SATURDAY

Cooked Breakfast - served to rooms

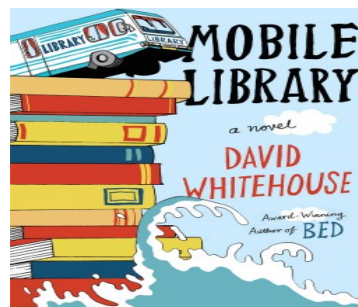
2.00pm Afternoon Movie

SUNDAY

Devonshire Afternoon Tea each Sunday 3.00pm—served to rooms



Leisure and Lifestyle staff will spend 1:1 time with residents on a regular basis.



Don't forget to check your Activities Calendar to see what's on each day

The Premier Daniel Andrews has announced that from 11.59 Thursday 15th July a 5 day circuit breaker will be in place

Visitor Restrictions

No visitors are permitted into aged care or other residential facility settings, except for end-of-life reasons and other excepted reasons such as essential care and support that cannot be provided by Havilah staff.

Non-essential contractors are restricted from entry

None of us will be able to have visitors in our homes, or go to cafes and restaurants etc for the next five days.

There will only be five reasons Victorians can leave home: **essential supplies, care and caregiving, exercise, authorised work or being vaccinated.**

THIS MEANS THAT LIKE ALL VICTORIANS RESIDENTS WILL NOT BE ABLE TO LEAVE HOME FOR OTHER THAN THESE FIVE REASONS FOR THIS PERIOD OF 5 DAYS. OF COURSE YOU CAN STILL GO OUTSIDE AND EXERCISE.

Keep in mind that these restrictions are only in place for the next 5 days and will affect all Victorians not just those living in residential care.

UNDER THESE DIRECTIONS FAMILIES REMAIN ABLE TO VISIT FOR END OF LIFE REASONS AND OTHER EXCEPTED REASONS SUCH AS ESSENTIAL CARE AND SUPPORT. PLEASE TALK TO US SO THAT WE CAN ASSIST YOU IN AR-

RANGING THESE VISITS.

FAMILIES WANTING TO ARRANGE ZOOM VISITS, TELEPHONE CALLS, PLEASE RING HAVILAH WE WILL HAVE STAFF ON HAND TO HELP YOU SHOULD YOU NEED IT. PLEASE ASK STAFF TO ASSIST YOU AT ANY TIME WITH THIS.

If you have any special requests at all around contacting family or visiting please do not hesitate to speak to our reception staff who will assist you with this.

RECEPTION WILL REMAIN STAFFED 7 DAYS PER WEEK, BETWEEN THE HOURS OF 10 A.M. AND 4 P.M. AND CAN ANSWER ANY QUERIES YOU MAY HAVE IN RELATION TO VISITING OR OUTINGS.

Unless by prior arrangement, visitors can only visit within the resident's own room.

Summary of restrictions

This means that you cannot leave your home unless you are doing it for one of the five specified reasons: (see previous column)

No visitors are permitted at care facilities, unless an exception applies. Exceptions apply in limited circumstances.

Visitors to care facilities will only be permitted in end-of-life settings or for a specified purpose.

During the circuit-breaker restrictions, non-essential contractors are not allowed to enter care facilities.

You must wear a face mask when you leave home, unless an exception applies.

The following restrictions apply for visiting a resident with a life-threatening condition or for end-of-life purposes:

Two visitors at a time.

Do not have to be from the same household.

No time limits.

No specified purpose required.

A group may exceed the "two visitors at a time" rule if dependents of a visitor are in the group and

care for the dependents cannot be arranged.

No daily limit on the number of pairs of visitors.

Wear a face mask.

Who can visit people in care facilities?

No visitors are permitted at care facilities, unless an exception applies. Exceptions apply in limited circumstances.

You may only visit a care facility for the following excepted reasons:

- as a nominated person under the Mental Health Act 2014
- for providing essential care and support that is necessary for the resident's immediate physical or emotional wellbeing
- for providing interpreter or informal language support to enable the care team to provide care
- for learning to support a resident's care upon discharge
- for providing end-of-life support to a resident of the facility (subject to visitor limits).

Despite these exceptions, you will not be allowed to visit a care facility if you:

- are awaiting a COVID-19 test result (unless you are being tested in accordance with the Surveillance Testing Industry List and Requirements)
- are unwell with any symptoms of COVID-19 or have a temperature of 37.5 degrees Celsius or higher, or any symptoms of a fever such as night sweats or chills
- have arrived in Australia within the last 14 days, unless you have come from a green travel zone via a 'quarantine-free flight'
- have had known contact in the past 14 days with a person who was a confirmed case of COVID-19, or are self-isolating and have not yet been given clearance to exit
- have visited a Tier 1 exposure site and have been advised to immediately isolate, get a COVID-19 test, and remain isolated for 14 days.
- are self-isolating and have not yet been given clearance to exit
- are under 16 years, except in specific circumstances for end of life care.



CONTACT HARALD

All residents, staff, regular contractors, visitors and professional people have their own cards.

The information the “Contact Harald” system generates can assist to trace any contacts with a reported positive case of coronavirus. The cards are activated 24 hours a day. Regular visitors are issued with their own cards and for irregular visitors, cards are issued for that visit and then information is uploaded and kept ready for the next visitor.

AUTO SIGN IN WITH ZIPLINE

Visitors are managing very well with the auto temperature checking and sign in through Havilah electronic system.

Staff are always there to assist you when you need this so don't hesitate to ask for help.

Thank you to all our residents, families and visitors, we appreciate your understanding re signing in and out, booking outings and wearing your Harald cards.

CORONAVIRUS (COVID-19) INFORMATION FOR PERMANENT AGED CARE RESIDENTS

Emergency Leave

We provide this information to you so that you are aware of the system of Emergency Leave the Government has put in place in relation to COVID 19. This is really about providing assistance where residents may wish to leave the facility in the case of an outbreak and we want to make sure that residents and families are aware of what is available and the steps to take should you wish to take advantage of this at any time. Should you wish to obtain further advice in relation to this please email mail@havilah.org.au and we will contact you.

Havilah has gone above and beyond the guidelines for personal protective equipment, contact tracing, cohorting of staff and residents, screening of residents, staff and visitors all to keep our residents and staff safe. [We have had a visit from the Australian Defence Force Infection Control Unit and were given a Green Light in their Traffic Light System for preparedness and also a visit from the Monash University Health Division for on site infection control training who said Havilah was very organized and high achievers in the aged care world in this climate.](#)

So we have everything in place and hope we never have a need to use it. The Emergency Leave is similar, it is there if you want or need it hopefully you never will.

Coronavirus Australia app Stay up to date with official information and advice about the coronavirus (COVID-19) situation. You can check your symptoms and get notified when urgent in-

You can use the Australian Government Coronavirus app to:

- stay up to date with the official information and advice
- important health advice to help stop the spread and stay healthy
- get a quick snapshot of the current official status within Australia
- check your symptoms if you are concerned about yourself or someone else
- find relevant contact information
- access updated information from the Australian Government
- receive push notifications of urgent information and updates



Get the app



COVIDSafe app

To help keep you safe and ease restrictions the COVIDSafe app is available to download onto your mobile phones now. This will be a great app to have once restrictions are eased and we all start getting about more. If we have been in contact with someone that tests positive, who also has the app installed, we will be able to be advised and act quickly. It will only work if most people

download the app so a great safety measurer as restrictions ease.

If you need assistance to download either of these free apps let us know at Reception.

PHOTO GALLERY

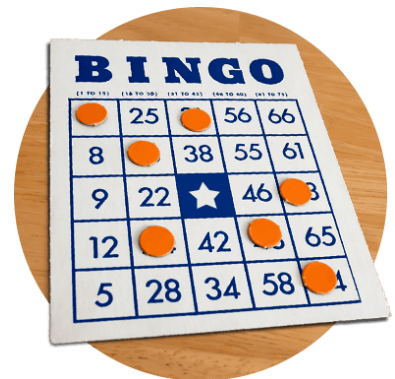


PHOTO GALLERY

All the residents are still smiling, attending activities arranged by the Leisure and Lifestyle staff on a daily basis, bingo, nail care and special morning teas are always a favourite among residents.





Falls Prevention

Things to consider

Is there enough light in my room to see at night?

Can I see my way to get to the toilet?

RESIDENT SURVEYS: Raglan

Of 23 residents surveyed:



100% of residents surveyed indicated that most of the time or always staff ensure they enough privacy when they are dressing, taking a shower or bath.

100% of surveyed residents stated

they are involved with decisions about their care and treatment most of the time or always.

100% of residents agreed or strongly agreed their room is comfortable for them to sleep at night.

100% of residents surveyed agreed or strongly agreed the common areas are kept clean and clear of clutter,.

Invitation to read your Care Plan and take part in your Care Plan Review

Every resident has a comprehensive care plan developed to ensure all care needs are documented for staff's information. This way staff can provide consistent care and services in accordance with your needs and the choices you make.. Our staff speak to you and/or your representative in developing your care plan initially and in the ongoing periodic review of your plan.

We ask you for your direction in relation to involve-

ment in the care plan review on entry. Your involvement can either be in person or by telephone. We wish all residents and/or representatives to feel they are consulted about changes made to care in response to assessed needs. We also make changes as per your individual choices and requests. You are invited to talk to staff at any time should your needs or wishes change.

WHEN THE FIRE ALARM SOUNDS



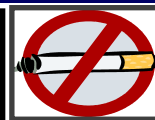
Please remain where you are and wait for staff to instruct you on evacuation. If you can see the fire you should move away from the immediate area and wait for instruction from staff. If the fire is in your room you should leave the room and close the door behind you. Havilah is a very safe facility and has many measures in place to stop the spread of fire and smoke and to provide for safe

evacuation in the case of a fire – this includes fire and smoke compartments, and sprinklers and smoke alarms. Should evacuation be required only residents in the affected compartment would be affected In the first instance. The fire alarm automatically alarms to the brigade who are here within minutes.

YOU WILL BE KEPT INFORMED BY STAFF AND THROUGH THE PUBLIC ADDRESS SYSTEM.



**ALL HAVILAH SITES ARE NON SMOKING SITES.
PLEASE RESPECT THIS FOR THE SAFETY OF RESIDENTS AND STAFF.**





Under the National Guidelines for visitors entering an aged care facility current flu vaccinations are required. All visitors are to supply a copy of proof that they have had the 2021 vaccination to reception to enable staff to update our records and will also accept copies of proof of covid vaccinations.

Thank you for your assistance with this.

FROM THE KITCHEN : If residents do not wish to have the 'First Choice' for lunch please notify the catering staff that you would like the 'Second Choice' shown on the menu. The first and second choices change each day. There are also choices listed for soft and pureed diets including sweets. Just in case you do not like either choice offered there are additional alternatives available every day and these are also listed on the menu. At tea time there is a selection of two soups, two mains and two sweets on the menu and also additional alternatives are listed in case you do not like the main choices offered.

If there are not things on the menu that you fancy please ask staff for some other alternatives that we can arrange for you.

For breakfast residents may choose whatever cereals and breads they wish. Please notify the kitchen who will arrange to get this in if it is not held as normal stock.

FAMILY MEMBERS AND GUESTS. We apologise that we cannot welcome resident guests for meals each day and look forward to reintroducing this as soon as possible. Where it is a special occasion lunch or afternoon tea can be arranged for guests. Please book this at reception a few days in advance as a special area will need to be set up for you. Hopefully before long we will be back to unrestricted guest meals once again. We look forward to that time.

For our residents we still have in place Special Morning Tea on Tuesdays and Sunday Devonshire afternoon tea. Tea and coffee making facilities and biscuits are on hand in the kitchenettes for resident use.

REPORTING FOOD BROUGHT IN FOR RESIDENTS

As all food prepared by Havilah is closely monitored under the Food Safety Standards it is a requirement that **All food brought in to Havilah** by residents or their families/visitors

must be reported. There is a register available in each Foyer and in the Kitchen for you to record this. Food put in the fridges must have the resident's name and the date clearly marked. Your assistance with this is appreciated.

If there is food you enjoy that you would like to see on the menu or any theme days you would like to see introduced please discuss this with Food Services Manager Di Jackson, or any of the lifestyle staff. Alternatively you can fill out a form and place in the Suggestion Box. We welcome your suggestions.

Please let catering staff know your favourite soup if you would like it included on the list for Soup of the Day.

If you want to make a comment, suggestion, complaint or compliment but are unsure how to go about this, please ask a staff member to assist you.

Residents are enjoying the added socialisation of returning to Dining Rooms for lunch and Evening Meals.



Justice of the Peace

The Havilah on Palmerston community has the services of a Justice of the Peace,
Contact: Terry Simpson Mobile: 0419 737 837

Bookworm clocks up 69 years as Liverpool Library member and 14,000 books

Dorothy Joyce McGillivray has been a Liverpool Library member for a long time. Since 1952 Dorothy has amassed a huge 14,000 books borrowed and the 96-year old holds the title as the library's longest-serving member.

Pretty much the minute she landed on these shores as a "ten pound pom" she made a beeline for what was then just a "a poky little place". First as a resident of East Hills migrant hostel then living in Rossmore and Casula, Dorothy would make the trip into Liverpool, at a time when a lot of the roads were still dirt, to borrow books.

"At that time it was a poky little one and you could only take two books at the time and you only had them for one week," Dorothy tells *Aged Care Insite*.

"But nobody said anything about the size. So, if I saw ones on a subject I wanted and they were somewhat large, well they were the ones I took quickly. I picked something that was going to last."

And in recent times, over a year when a pandemic has meant many social interactions have been put on hold, especially for the elderly, the library and books have been even more important.

A voracious reader, Dorothy reads most of the day, often until the small hours and only recently got through three books in one week. History and non-fiction are her genre of choice.

"I don't know, it's something I've always had [my love of books]. I've always wanted to read things that have happened, not things that are just a figment of someone's imagination. I'm just interested in things that have happened, like history," she says.

And so the library has always been a special place for a woman with such

an appetite for knowledge. And she too became special to the library and the community around it.

A recent trip to the library after a long COVID-imposed absence had staff jumping for joy.

"When we went to the library a couple of weeks ago, there would have been 20 staff all jumping up and down and hugging and kissing her, because they haven't seen her for 12 months, so that was very special," Dorothy's daughter Ann says.

Librarian Mary Bush has known Dorothy and her family for over 30 years, and for the last 14 years has been delivering books to Dorothy as the bookworm became less able to make it to the library in person.

"They are the most beautiful family in Liverpool," she says.

"She is a very well read woman, a very beautiful woman. All the people at the library know her. All of us at the library, a lot of us have been there for a long time. The ones that have been there, like me, over 30 years, they all know Dorothy from the days when she used to come in.

"And they all love Dorothy, because she always came in, respects them, talks to them about books, about this, about that."

For Mary, someone like Dorothy exemplifies everything a local library should be. It's a communal space rather than just a place to get books.

"Some borrow, some don't borrow, but we get to know you," she says.

"We get different people coming to the library; we get homeless people, we get people with mental issues, social issues, poverty. We get all sorts of people coming. We help a lot of people around the library. If we spot something, if somebody needs help, we refer and we ring up for them.

"Sometimes we have people just come through the door to be amongst people, sit at the library desk and pick up a magazine or a book and they find somebody they can talk to. It's not only about books, it's a social thing, because people think the library is the social place to go."

And for older members of the community a library can be a trip out, to be among the community, to meet people and have a chat.

"Libraries are more than books," Mary says.

Dorothy agrees. At times the library was like a friend.

"They say that I've read 14,000 books. That is only since computerisation. That's only taken up one third of the length of time that I've been in Australia. On my 90th birthday, they put on a surprise celebration for me," Dorothy says.

"It definitely does mean an awful lot to me. As I said, it was a poky thing on the corner, and then they moved down the road a little and put one level on it, which is quite accessible. And all of a sudden, they completed it to four levels in total.

"And I used to make a beeline for the history, archaeology [sections], the ones that were of interest to me. I used to stagger home with two shopping bags full of library books. People would say, 'I suppose you're going to your second home.'"



LIFE IS
BETTER
WHEN
YOU'RE
LAUGHING.

An Irishman goes to the doctor, who after examining him says
"You have some problems with your heart, but if you take these tablets, I think it will be okay.

"So the doctor gives the man the tablets and the patient asks,

"Do I have to take them every day?"

No," replies the doctor, "take one on the Monday, skip the Tuesday, take one on the Wednesday, skip the Thursday and go on like that.

"Two weeks later the doctor is walking down the street, and he sees the patient's wife.

"Hello Mrs Murphy," he says, "how's your husband?"

"Oh he died of a heart attack," says Mrs Murphy.

"I'm very sorry to hear that," says the doctor, "I thought if he took those tablets he would be all right."

"Oh the tablets were fine," says Mrs Murphy,

"It was all the skipping that killed him!"

Three blokes were working on a high rise building project, Macca, Chook and Simmo. Chook falls off and is killed instantly. As the ambulance takes the body away, Simmo says, "Someone should go and tell his wife." Macca says, "OK, I'm pretty good at that sensitive stuff, I'll do it."

Two hours later, Macca comes back carrying a slab of VB. Simmo says, "Where did you get that, Macca?"
"Chook's missus gave it to me." "That's unbelievable,

you told the lady her husband was dead and she gave you beer?"

Macca says, "Well not exactly. When she answered the door, I said to her, "You must be Chook's widow."

She said, "No, I'm not a widow."

And I said, "Wanna bet me a slab"



An elderly couple wanted to take a sight seeing tour over Sydney in an open - air biplane, but said they didn't have enough money to pay the \$89.00 fare. So the pilot offered them a deal. He said he would take them up for a free ride if they promised not to say a single word during the flight, otherwise they

would have to pay the fare. The flight passed without a word being spoken. Back on the ground, the pilot said he didn't think they could do it. The old man replied, "You almost won, cause I sure felt like yelling when the wife fell out."

CONTACTING STAFF and other Useful Numbers

You can contact staff by using your **room phone** **In Raglan House** Ring 161 24 Hours a day to get the Nurse on Duty

Press your **Green** Call Button for **Non Urgent** assistance and

Press your **YELLOW** call Button for **URGENT** assistance

High School Centre (Reception) Ring 140 between 10am—4.00pm Monday to Sunday

The call system is for **emergency calls** so where possible for other than emergency issues please use your telephone to contact staff. This will ensure prompt action when you are in an emergency situation. There are call points in public areas for residents and family members to use when requiring staff attendance.

Please familiarise yourself with the position of these call points.

Wall phones are installed on the Nurses Station wall at Raglan House both Upstairs and

Downstairs these phones provide greater accessibility to staff for families. Please make use

of these phones as needed.

24 Hour Contact Raglan House. FOR FAMILIES ringing from outside Havilah to speak to staff in Raglan House please call 5459 0150 if there is no answer on this number the call will be diverted to staff on the floor. This number is available for 24 hour emergency contact.

Reception Hours—Account Payments and Enquiries MON-SUN 10.00 am—4.00 pm 54590140

General Enquiries. For any general enquiries: Families or residents can contact Havilah 24 hours a day, 7 days a week Telephone: 54617387. Leave a message if it is out of office hours and staff will get back to you as soon as possible.

Other useful numbers can be found in your Resident Information Folder

Pick up and Drop Off Points Residents and families, please use the flat surfaces provided for residents being picked up or dropped off at Raglan House. These are the areas directly out from the Raglan House front doorway (Raglan Street

entrance) and the Raglan House Court Yard Entrance. The nature strip areas and kerbing are not meant for walking on and do not provide a stable surface so please remain on the concrete paths and crossings to ensure safety.

FEEDBACK— We welcome feedback from residents, families and visitors and forms are available at the downstairs and upstairs nurses station windows.

Residents and families are encouraged to communicate any issues they may have to :

Nurse Manager (RN) Deb Matthews 5459 0154 or internal dial 154.

Deb can be contacted by email using the email address: deb.matthews@havilah.org.au

You can also contact: **CEO Barb Duffin** 5461 7381 Mobile 0429 617380

email: barb.duffin@havilah.org.au or

Director of Care Kelsey Hooper 54 617383

email: kelsey.hooper@havilah.org.au

If you report an issue to any staff member they will fill out a form on your behalf.

Complaints can be made openly, anonymously or your name can be kept confidential.

Havilah respects the right of residents and families to raise complaints anonymously, however it is more difficult to obtain the best outcome from anonymous complaints or feed back to the complainant the actions taken as a result of the complaint.

We welcome your input as to the things you don't like and the things that you do as this assists us in providing a quality service.

External Complaints through the Aged Care Quality and Safety Commission: 1800 951 822 **Elder Rights Advocacy** 1800 700 600 Email era@era.asn.au www.era.asn.au

ERA is a member of OPAN the Older Persons Advocacy Network, delivering the National Aged Care Advocacy Program, an Australian Government Initiative providing advocacy services to recipients of Australian Government

If you want to make a comment, suggestion, complaint or compliment but are unsure how to go about this , please ask a staff member to assist you.