

ISSUED 8th DECEMBER

RAGLAN TATTLER



MERRY
& CHRISTMAS
HAPPY
NEW YEAR 2014



All the Management and Staff of Havilah would like to say

It's Christmas

Thank You

*It's been our pleasure spending time with all the
residents this past year*

We hope you and your family have a

*Wonderful Christmas
and a Happy New Year.*



NOTICE FROM THE CEO - Barb Duffin

Visitors Meals

After many years of maintaining the cost of visitors meals, we will be raising the price to \$8.00 from January 1st 2015. We welcome all family and friends to join the residents for dinner or tea and bookings can be made via the Havilah Kitchen.

I would like to wish you all a very Merry Christmas and hope that you have a safe and joy filled Christmas period.

Sincerely Barb



RESIDENT SURVEY - October 2014

Of the 60 residents surveyed 98.33% found the staff friendly and courteous during admission and provided the information required.

100% of residents surveyed said the cleaning staff are friendly, that their rooms are cleaned to their satisfaction and that the call bell and lights are kept in good working order.

Of the residents surveyed 100% said they found the nursing staff friendly and kept residents informed and included in care decisions.

All 60 of the residents surveyed said they found staff courteous and friendly to their visitors and families.

NOTICE FROM THE DIRECTOR OF CARE— Dave Burrridge

Hi from the desk of the Director of Care, Another month has come and gone the weather has not warmed up as expected and the rain has been reluctant to deposit itself around our area necessitating extra watering of the flower and veggie gardens, my veggies are looking good and starting to produce.

Havilah had a three day education session at Harkness St this month, it was run by the Accreditation Agency and is one step in our preparation for our upcoming accreditation in May 2015. There were 13 staff from Havilah and we invited 3 staff from Maryborough Hospital to attend. The days were long but some very useful information was gained by all participants, which will help in developing pathways that increase our residents enjoyment in their stay at Havilah.

As part of our preparation we recognise the need for outside help and if anyone knows of someone who would like to become a volunteer at either Harkness St or Raglan St can they please contact Rhonda at reception to express their interest in joining us at Havilah,. The feedback we receive from our current and past volunteers is the experience is enjoyable and very rewarding. The hours you devote to this experience can be flexible, and the skills you would bring to our facility will always be unique.

Thanks Dave

HAVILAH XMAS BBQ

Our Annual Christmas Barbecue will be held

Friday 12th December 5.30 pm.

All family and friends are welcome—There are no limits on numbers attending— Please advise Reception 5459 0140 (Mon—Fri) or email keithf@havilah.org.au if you would like additional invitations sent out to family members and friends. We would appreciate your advice on numbers attending.



CHRISTMAS DAY LUNCH

Christmas Day Celebrations at Havilah Raglan House are lots of fun, with good food and good cheer to be had by all. Families and friends are welcome to join residents for a 3-course lunch at a cost of \$25.00 per head.



Bookings are essential, RSVP by Friday 12th December.

Please telephone Reception 5459 0140 or email keithf@havilah.org.au

Food Hygiene

It is imperative that residents refrain from touching or serving themselves while the meal services are in progress.

Our staff are trained food handlers they have the skills and knowledge that are needed to handle food safely as they carry out their work.

Havilah takes great care to ensure the food you are served is safe, please help us by remaining seated and patiently wait until our friendly staff serve you. **Thank You**



DON'T TOUCH



DON'T TOUCH



DON'T TOUCH



DON'T TOUCH



DON'T TOUCH



DON'T TOUCH



Stu's News & Keith's Corner



Stu & Keith would like to thank all the Residents of Raglan House for their kindness, patience and support throughout the past year. We feel privileged you allow us to be part of your lives and welcome us into your homes each day.

We would like to wish you and your families a Merry Christmas and a Safe Healthy and Happy New Year.

We take time to remember absent friends who departed us along the way this year, gone but not forgotten your memories live on with us and with all your fellow co-residents.

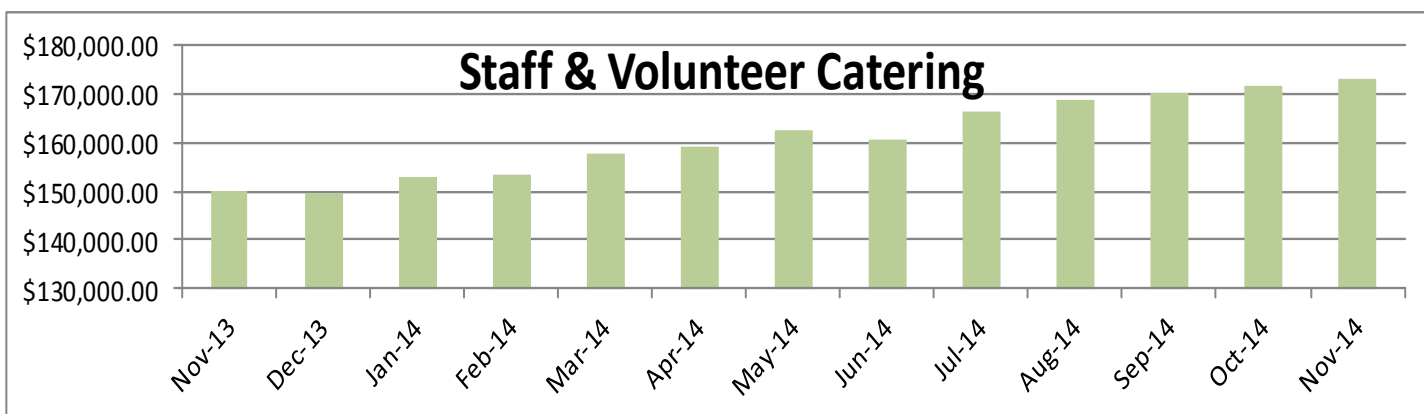
We are proud to be part of your community.



RESIDENTS BE AWARE

At times residents receive phone calls from persons claiming that they are a representative of a telephone and electricity companies, asking for bank account details to clear outstanding balances. This type of phone call should at all times be ignored.

PLEASE DO NOT ADVISE YOUR BANK DETAILS TO ANYONE OVER THE 'PHONE AND REPORT ALL SUCH CALLS TO RECEPTION.



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



WHAT TO DO WHEN THE FIRE ALARM SOUNDS

Residents and Visitors should remain where they 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.

There is a maximum of 6 resident rooms in each smoke/fire compartment and therefore should evacuation be required in the first instance it would only be for residents in the affected compartment.

The fire alarm automatically alarms at the fire station and the Brigade is here within minutes. Once the alarm has sounded the Brigade will attend even for false alarms. From the fire panel at the front of the building and on our staff pagers we can see which alarm has been actioned and therefore we immediately know the area to check.

When the Fire Alarm sounds RESIDENTS WILL BE KEPT INFORMED VIA STAFF AND THROUGH THE PUBLIC ADDRESS SYSTEM.

Havilah is a non smoking site which adds to the safety of residents and staff.



COMMUNICATION

USING EMAIL TO CONVERSE WITH OUR MANAGEMENT TEAM

Sometimes it is out of hours when you think of things you might like to raise with us. For those with email access you can have a conversation by email with our management team.

Chief Executive	Barb Duffin	barbceo@havilah.org.au
Director of Human Services	Annie Constable	dhs@havilah.org.au
Director of Services	Dave Burrridge	dave.burrridge@havilah.org.au
Clinical Liaison Nurse	Kelsey Hooper	kelsey.hooper@havilah.org.au
Food Services Manger	Di Jackson	di.jackson@havilah.org.au

GREAT THINGS TO DO

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

UPCOMING EVENTS

Christmas BBQ

Friday evening Commencing at 5.30pm

Smorgasbord BBQ Meal, Desert and Cold Beverages, Beer, Wine, Soft Drink & Juice.



Raglan House Resident Meeting Monday 8th December 1.15pm Downstairs Raglan House (Bingo Area)

MEETINGS ARE A FORUM FOR IDEAS AND NEW INITIATIVES
TO BENEFIT RESIDENTS AND FAMILIES. WE WELCOME YOUR INPUT



Bus Trip Out - Thursday afternoon departing at 1.30pm for lots of Fun points of interest throughout Central Victoria.

If you have an idea or suggestion for an outing, just let Activities Co-Ord Keith know and he will do his best to arrange the outing for you.



500 Cards Games - Every 4th Wednesday Evening of the Month at 7.00pm, come along and join the fun and meet the members of the Independent

community. Tea, Coffee and supper provided.



FALLS PREVENTION and STRENGTHENING EXERCISES

Rhonda James Monday afternoons 2.30 - 3.00pm
Downstairs Resident Lounge. Care Staff will assist you
to the Lounge if required.

No Sessions: December 29th 2014

BE SAFER ON YOUR FEET



WEEKLY ACTIVITIES

BUS TRIP OUT - Thursday's 1.30pm



NAIL-CARE - 10.00am Wednesday mornings each week

FOOT SPA - 9.30am Thursday mornings each week



HOY - Monday 10.30am

BINGO - Monday to Friday 1.30pm

CARPET BOWLS - Friday Morning 10.30am



MARBOWLS - Tuesday Morning 10.30am

CHAIROBICS - Tuesday & Friday 2.30pm



STRENGTH EXERCISES Monday's 2.30pm



HIGH TEA - 2nd Wednesday's of the month
2.30pm

SING A LONG - 3rd Wednesday's of the month 3.00pm



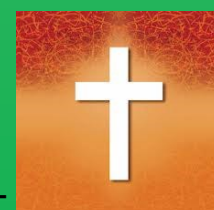
CHURCH SERVICES

UNITING CHURCH - 1st Wednesday each Month 2.30pm

ANGLICAN CHURCH - 1st Thursday each Month
10.30am



AOG GENESIS CHURCH - 4th Thursday each Month
10.30am



WATTLECITY CHURCH - **Final Service at Raglan House**

The Wattlecity Church hosted its final Service In October 2014. Pastor Stuart Rodgers wishes to thank all the HOP Residents for attending his Services at Raglan House over the past year. Due to more commitments in 2015 Stuart will no longer be able to provide a Service at Raglan House.



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

Community Centre Ring 140 between 9am & 12 Noon Monday to Friday

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 required.

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.

Other useful numbers can be found in your Resident Information Folder

COMMENTS, COMPLIMENTS, SUGGESTIONS AND COMPLAINTS FORMS ARE AVAILABLE IN THE FOYERS OF BOTH BUILDINGS

Residents and families are encouraged to communicate any issues they may have. There is a **Director of Services (RN1) David Burridge** 5459 0154 email dave.burridge@havilah.org.au & **(Clinical Liaison Nurse) Kelsey Hooper** 5459 0154 or internal dial 154. Email kelsey.hooper@havilah.org.au

You can also contact: **CEO Barb Duffin** 5461 7381 Internal Dial 381 Mobile 0429 617380

email: barbceo@havilah.org.au or **Director of Human Services Annie Constable**

54 617383 Internal Dial 383 email: dhs@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.

GENERAL ENQUIRIES

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

COMMUNITY CENTRE ADMINISTRATION OFFICE HOURS

MON-FRI 9.00 am—12.00 pm for account payments and enquiries

MEDICATIONS

People often think complementary medicines are safe and will not cause any problems. However, complementary medicines may cause side effects or interact with prescription medicines, alcohol and other drugs, and other complementary medicines to cause side effects. It is important to tell all your health care professionals about all the medicines you are taking, including prescribed medicines, over the counter medicines and complementary medicines.

RAGLAN RATTLER EMAIL LIST

If you would like a Raglan Rattler Newsletter sent out to you via email please contact Keith on 5459 0169 or 0408 774 715

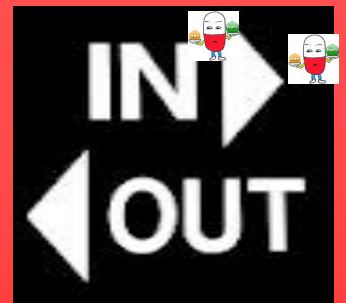
EMAIL: keithf@havilah.org.au

HAVILAH WEBSITE: www.havilah.org.au



SIGN OUT BOOK

A reminder to residents and families to sign the sign out book when residents are leaving the facility. This book needs to be signed when leaving and returning so that we are aware of all residents currently present at Havilah in the case of an emergency. Please also inform the kitchen if you will not be requiring a meal.



GIFTS:

We ask that Residents do not make gifts to individual members of staff of Havilah. Individual staff accepting gifts put their jobs in jeopardy so please do not be upset when gifts are refused. We would appreciate your co-operation in relation to this. A smile and thank you lets us know that you are happy at Havilah and our staff are rewarded by the knowledge that they have contributed to your wellbeing and enjoyment of each day.



Every letter of the alphabet is used at least once. Three letters are already in place to get you started.

1	2	3	4	5	6	7	8	9	10	11	12	13
14	15	16	17	18	19	20	21	22	23	24	25	26

23. Relating to a city (5)

[illegible]

1	14	T
2	15	T
3	16	A
4	17	L
5	18	G
6	19	F
7	20	O
8	21	R
9	22	N
10	23	H
11	24	M
12	25	Q
13	26	B

T	A	N	D	E	M	L	A	W	F	U	L	
A	I					T	M		A		A	
I	N	G	O	T	E	L	E	C	T	O	R	
L	H				R		N		U		D	
O	P	T	I	O	N	S	D	R	O	N	E	
R					U	E		U			R	
	W	R	A	T	H		A	M	A	S	S	
S	A				W		A				U	
T	E	M	P	T	A	D	J	O	U	R	N	
A	B	R	G		O					R	I	
R	E	L	E	A	S	E				R	O	T
T	E				R		A			A	E	
S	A	D	D	L	E		A	T	O	N	E	D

WORD SEARCH

Can you find the hidden words? They may be horizontal, vertical or diagonal, forwards or backwards. **MERRY CHRISTMAS**



Santa's Reindeer



o	w	j	p	a	n	e	z	t	i	l	b
u	a	w	r	w	h	c	p	r	k	n	m
t	o	s	c	e	z	k	e	y	d	b	z
e	d	t	d	l	e	c	u	i	r	m	l
m	a	o	e	u	n	d	p	k	t	c	r
o	s	x	i	a	u	u	n	w	k	j	e
c	h	y	r	m	c	t	k	i	q	a	n
e	e	p	j	y	x	s	r	j	e	e	n
l	r	j	d	h	p	l	o	d	u	r	o
v	k	v	i	x	e	n	v	e	v	i	d
x	y	r	e	c	n	a	d	d	a	t	s
j	r	a	v	w	j	d	v	x	n	p	b

Blitzen

Comet

Cupid

Dancer

Dasher

Donner

Prancer

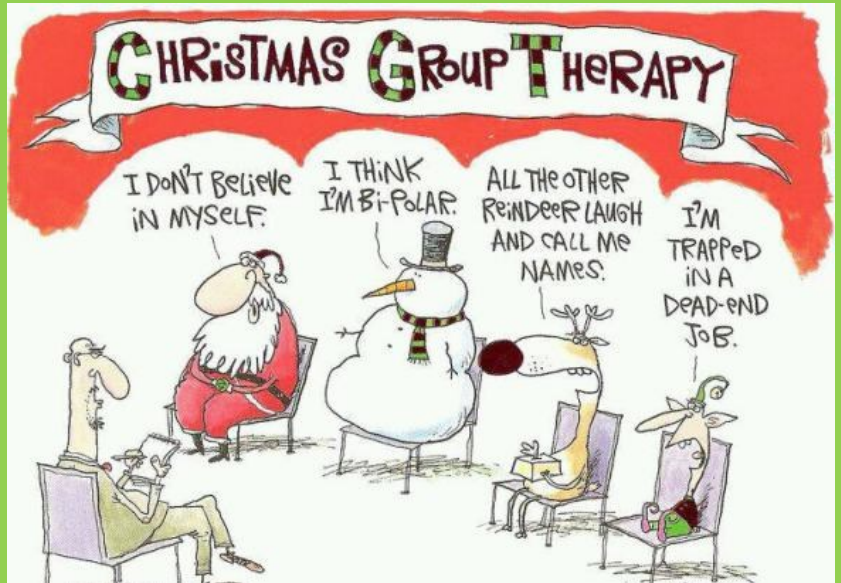
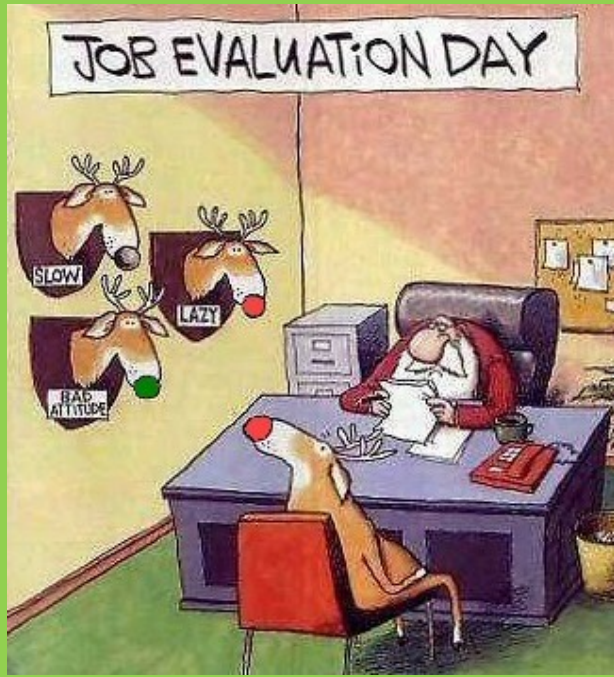
reindeer

Rudolph

Vixen



MERRY CHRISTMAS



It was just before Christmas and the magistrate was in a happy mood. He asked the prisoner who was in the dock, 'What are you charged with?' the prisoner replied, 'Doing my Christmas shopping too early.' 'That's no crime', said the magistrate. 'Just how early were you doing this shopping?' 'Before the shop opened', answered the prisoner.



It was Christmas Eve in at the meat counter and a woman was anxiously picking over the last few remaining turkeys in the hope of finding a large one.

In desperation she called over a shop assistant and said, 'Excuse me. Do these turkeys get any bigger?'

'No, madam, 'he replied, 'they're all dead.'