

# RAGLAN TATTLER

ISSUED January 2017

Please contact Andrew on 5461 7387 or email [andrew.earl@havilah.org.au](mailto:andrew.earl@havilah.org.au) if you would like your Havachat sent via email  
HAVILAH WEBSITE: [www.havilah.org.au](http://www.havilah.org.au)



**May every day of the New Year glow with good cheer and happiness for you and your family.**

Most of us make (and break) New Year resolutions—here are a few you might like  
Tomorrow is the first page of a 365 page book—write a good one

Although no-one can go back and make a brand new start anyone can start from now and make a brand new ending

The best comes from William Shakespeare who said “Come gentlemen, I hope we shall drink down all unkindness.”

**Resident Meeting— Monday 6th February at 1.15 pm**

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



# Our Christmas Barbecue



Time for  
Family and  
friends to  
celebrate  
Christmas  
together





## And more memories



The boys were there to make sure no one went thirsty.



Food is best when shared with family and friends



## RESIDENT SURVEYS

### RESIDENT SURVEYS - November 2016:

Of the 67 (45 Harkness + 22 Raglan) residents surveyed:

100% of residents are happy that they can get outdoors when they want.

100% of residents agree that staff let them do things the things they wish to do for themselves.

100% of residents stated that they have easy access to the things they want.

98% surveyed residents commented that they enjoy reading the newsletters each month.

## FALLS PREVENTION



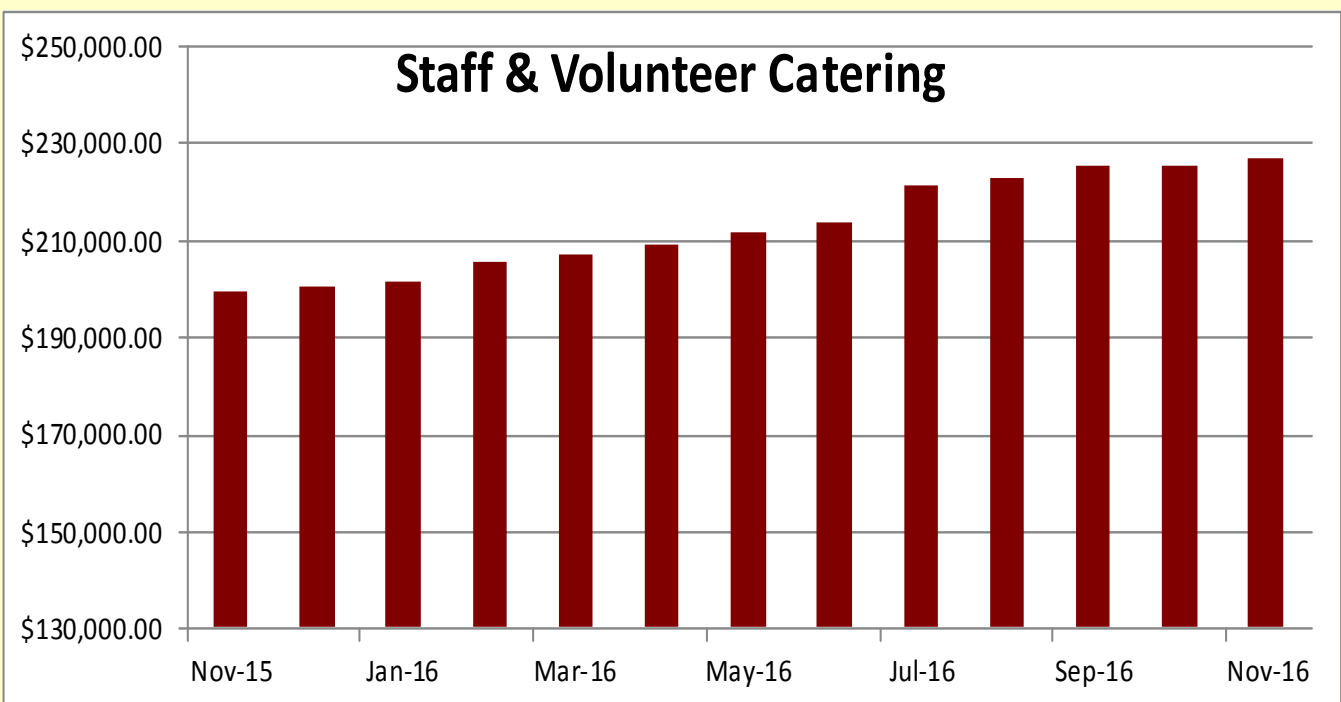
### Things to consider

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

**\*Can I see my way to get to get to the toilet?**



This table shows the amount of fundraising provided by the Havilah volunteer catering group. The Group provides catering for birthdays, parties, funerals and weekly dinners for Maryborough Rotary. New volunteers are always welcome. Please see Kim

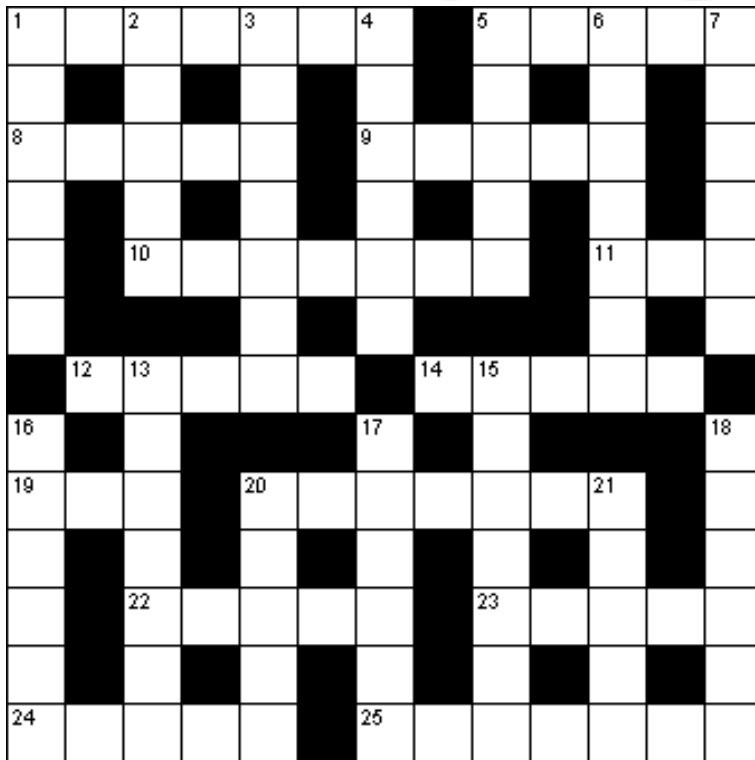




## Roma's Farewell Morning Tea



# Mind Games



## Across

1. Restricted (7)
5. Perils (5)
8. Detection Device (5)
9. Villain (5)
10. The Sheltered Side (7)
11. Flightless bird of Australia (3)
12. Chasm (5)
14. Complies (5)
19. Prohibit (3)

## Down

1. Food Store (6)
2. Decoration (5)
3. Goals (7)
4. Fin (6)
5. Stiff (5)
6. Stage Set (7)
7. Repress (6)
13. Dressing (7)
15. Perplexed (7)

## ANAGRAMS—ACTORS

1. Mice Tours
2. Perm Restyle
3. Barn Moorland
4. Tinsel Tweak
5. Phantom Memos
6. Animal Crank

## Word Search—in your dreams

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

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

CATNAP, DAYDREAM, DOZE, DREAM, DROWSY, EXHAUSTED, FANTASY, FATIGUED, FORTY WINKS, HIBERNATE, IMAGINATION, KIP, MIRAGE, NIGHTMARE, NOD OFF, RELAX, REPOSE, REST, SHUTEYE, SIESTA, SLEEP, SLUMBER, SNOOZE, STARGAZE, TIRED, VISION, WEARY.



## **FROM THE DESK OF CLETA ROUGHEAD**

### **DIRECTOR OF SERVICES**

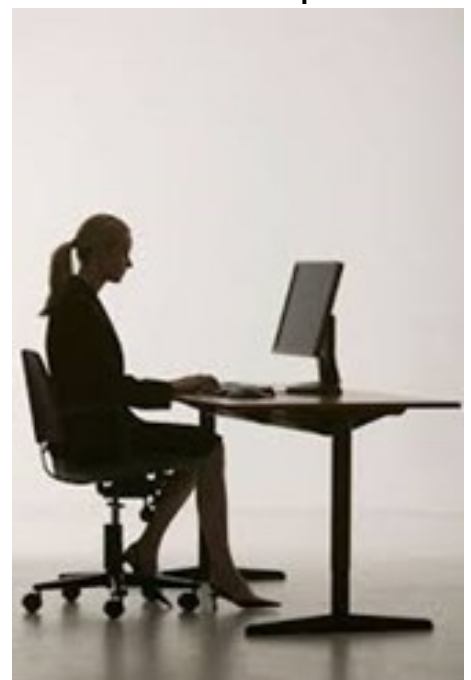
I hope everyone has enjoyed the joy and celebrations of Christmas and feels refreshed and ready for great things in 2017. Many residents have been on leave over the Christmas period, it is wonderful to have all returning with stories of your families and time away. I look forward to catching up with all.

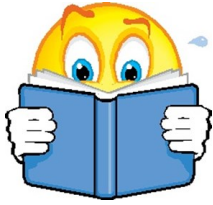
We start 2017 with Optometry examinations for residents. Wild Open Road Optometry will be at Raglan on Thursday, January 12 and 19th. All residents are invited to have ocular health and vision checks on these days. Please call DoSP (Cleta Roughead) on Phone 154 (internal) or 54590154 (external) if you would like to be included and have your vision checked by the Optometrist at Raglan.

Following resident discussion and consent we will trial a change to the evening dinner time at Raglan. The trial period is planned to commence from February 6th to March 13th. Dinner time will change to 5 p.m. during the trial and resident feedback is both encouraged and welcome. Residents are encouraged to provide feedback through the Comment, Complaint and Compliment forms and/or directly to the DoSp (Cleta Roughead). A resident survey will be completed during the trial and prior to implementing any permanent change. Residents will also have the opportunity to discuss the proposed change at the resident meeting on March 6th. All resident feedback will be taken into account prior to making this change permanent.

Reminder that Ballarat Podiatry—Caitlyn Little will be at Raglan on January 20th and 27th for foot and nail care needs. Contact Cleta Roughead for appointments.

Roma Smart moved to Warrnambool on December 20th. For those who are after Roma's address, please contact me for the details.

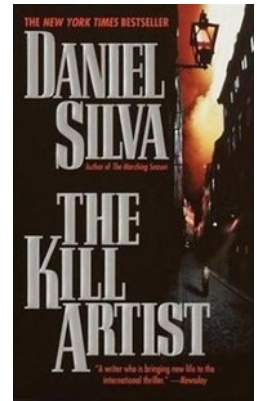




## BOOK REVIEW

### THE KILL ARTIST

BY Daniel Silva



Immersed in the quiet, meticulous life of an art restorer, former Israeli intelligence operative Gabriel Allon keeps his past well behind him. But now he is being called back into the game—and teamed with an agent who hides behind her own mask...as a beautiful fashion model.

Their target: a cunning terrorist on one last killing spree, a Palestinian zealot who played a dark part in Gabriel's past. And what begins as a manhunt turns into a globe-spanning duel fueled by both political intrigue and deep personal passions...

**I have to confess to being a great fan of this author. This little snippet of a review is trying not to give too much away.**

#### About the author

He has been called his generation's finest writer of international intrigue and one of the greatest American spy novelists ever. Compelling, passionate, haunting, brilliant: these are the words that have been used to describe the work of award-winning #1 *New York Times* bestselling author Daniel Silva.

Silva began his writing career as a journalist with a temporary position at United Press International in 1984. His assignment was to cover the Democratic National Convention. United Press International made Silva's position permanent and, a year later, transferred him to the Washington, D.C., headquarters. After two more years, he was appointed as UPI's Middle East correspondent and moved to Cairo, Egypt.

In 1994 he began work on his first novel, *The Unlikely Spy* (1996). The novel debuted on the New York Times best-seller list on January 26, 1997; it remained on the list for five weeks, rising to number 13. In 1997 Silva left CNN to pursue writing full-time.

Since then Silva has written 18 more spy novels, all best-sellers on the *New York Times* list. The main focus is Gabriel Allon, an Israeli art restorer, spy and assassin, who is a key figure in all but three of Silva's titles. The series has been a *New York Times* bestseller since its first installment in 2001. Seven of the series' titles hit number one on the New York Times list of best sellers. Some of his novels are set against Islamic terrorism, some relate to villains set in Russia, and some are about historic events related to World War II and the Holocaust. Silva did not come into the Allon series with a significant understanding of the world of art restoration but was able to use a neighbor's expertise to help him turn a spy-assassin into an artist.

**Next Mobile Library visit is the Monday, 30th January, 2017**



## HEALTH AND WELLBEING

### FOOT CARE

#### How can seniors take care of their feet?

Foot problems are especially common in older people, for a variety of reasons. Feet lose cushioning as they age, and the skin and nails can grow dry and brittle. Many seniors have poor circulation, and this can slow the healing of foot sores.

Finding comfortable shoes that fit is the best thing you can do for your feet. It's especially important to avoid tight or high-heeled shoes that put undue pressure on the foot. The constant rubbing and pinching from this "fashionable" footwear are a major cause of corns, calluses, and bunions. (Not surprisingly, these conditions occur four times as often in women as in men.) Keep in mind that feet can become wider in your later years, so you should always have them measured before buying new shoes.

Another way to protect your feet is to keep your blood flowing freely. If you usually spend much of the day in a chair, you can improve your circulation by stretching, walking, and other exercises. Avoid wearing tight socks or sitting too long with your legs crossed. And here's yet another reason to avoid tobacco: Smoking narrows the arteries and can hamper blood flow.

You can also avoid problems such as foot odor by alternating what shoes you wear each day, and by washing your feet every day and drying them carefully. (Drying between your toes and elsewhere will also help you ward off irritating problems like athlete's foot.)

#### What are the foot problems seniors commonly face?

**Athlete's foot.** The fungus thrives in warm, dark, moist areas, which makes the foot an inviting target. If you notice redness, blisters, peeling, and itching (especially between the toes), quickly blast the fungus with an ANTIFUNGAL CREAM. You can prevent athlete's foot by keeping your feet clean and dry and wearing open-toe sandals.

**Dry skin.** You can reduce the burning and itching of dry skin with moisturizers,

preferably the kind with petroleum jelly or lanolin.

**Corns and calluses.** Wearing properly fitting shoes is the best way to prevent this painful condition. If they do arise, it is best to consult a Podiatrist or the Foot Care nurse.

**Heel spurs.** If you put too much pressure on your feet -- by being overweight, standing too long, or wearing shoes that don't give proper support.

**Hammertoes.** When a toe doesn't have room to move, the knuckle can swell and draw the toe back. Hammertoes are especially troublesome for seniors because they can affect balance and increase the risk of falls. The remedy is simple: Wear shoes and socks that give your toes ample space.

**Ingrown toenails.** This painful nuisance occurs when a sharp piece of nail pierces the skin. Instead of trying to pull the nail off, carefully trim it straight across, keeping it even with the top of the toe. Regular trimming will also help prevent future problems.

Remember the best way to help prevent any of these problems is to see your Foot Care Nurse or Podiatrist on a regular basis.

Dates for the Ballarat Podiatrist visits 2017. Please make note of dates on your calendar. REMEMBER you need to book as per last months Newsletter,

Friday January 20th and 27th

Friday March 3rd and 10th

Friday April 21st and 28th

Friday June 2nd and 9th

Friday July 14th and 21st

Friday August 25th

Friday September 1st

Friday October 6th and 13th

Friday November 17th and 24th

Friday December 15th and 22nd



## GREAT THINGS TO DO

### UPCOMING EVENTS

#### Happy Hour Every Friday evening

Commencing at 5.00pm, Music, Finger Food, Hot & Cold Beverage, Ice-creams and Ice-cream Cones.

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

**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-coordinator Kim know and she will do her best to arrange the outing for you.

#### Raglan House Residents/Advocate Meeting

Next meeting Monday 6th February 2017 at 1.15 pm

**Special Morning Tea and Reminiscing Chat**  
each Friday at 10.30 a.m.

### AUSTRALIA DAY CELEBRATIONS

Thursday 26th January

### AWESOME FACTS:

1. Australia is as wide as the distance between London and Moscow.
2. The biggest property in Australia is bigger than Belgium.
3. More than 85% of Australians live within 50km of the coast.
4. In 1880, Melbourne was the richest city in the world.
5. Gina Rinehart, Australia's richest woman, earns \$1 million every half hour, or \$598 every second.
6. Per capita, Australians spend more money on gambling than any other nation.
8. In 1832, 300 female convicts mooned the Governor of Tasmania. It was said that in a rare moment of collusion with the Convict women, the ladies in the Governor's party could not control their laughter."
9. Australia is home to the longest fence in the world. It is 5,614 km long, and was originally built to keep dingos away from fertile land.
10. Australia was one of the founding members of the United Nations.
11. Melbourne is considered the sporting capital of the world, as it has more top level sport available for its citizens than anywhere else.





## WEEKLY ACTIVITIES

**BUS TRIP OUT** - Thursday's 1.30pm

**NAIL-CARE WITH CUPPA & CHAT** -

10.00am Wednesday mornings each week

**FOOT SPA WITH CUPPA & CHAT-**

9.30am Thursday mornings each week

**MUSIC QUIZ** - Monday 10.30am

**BINGO** - Monday to Friday 1.30pm



**REMINISCING CHAT** - Friday Morning 10.30am with Anne and June

**MARBOWLS** - Tuesday Morning 10.30am

**CHAIROBICS** - Tuesday & Friday 2.30pm

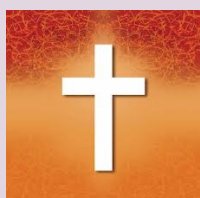


**CRAFT WITH CUPPA & CHAT** -

Selected Wednesday's 2.30pm (Check your calendar)



**STRENGTH EXERCISES** - Monday's 2.30pm with Physio Rhonda



## CHURCH SERVICES

**No church services for the month of January**

**From February:**

**UNITING CHURCH** - 1st Wednesday each Month 2.45pm

**ANGLICAN CHURCH** - 2nd Thursday each Month 10.30am

**SALVATION ARMY CHURCH** - 4th Wednesday each Month 2.45pm



# Giggletime

A police officer jumps into his squad car and calls the station.

"I have an interesting case here," he says. "A woman shot her husband for stepping on the floor she just mopped."

"Have you arrested her?" asks the sergeant.

"No, not yet. The floor's are still wet.

A salesman talked my uncle into buying 10,000 personalized pens for his business with the promise that he would be eligible to win a 32-foot yacht. A born gambler, my uncle agreed.

Well, he won, and a few weeks after the pens arrived, his prize showed up: a 12-inch plastic yacht with 32 plastic feet glued to the bottom.



"Tom, this is Kate from the office. Boy, you're a hard person to reach when you're on vacation!"

Three drunks get into a taxi and tell the driver where to go. The driver has an idea of the address so he starts the engine, waits a few seconds and turns off the car. He says, "Alright guys we're here!"

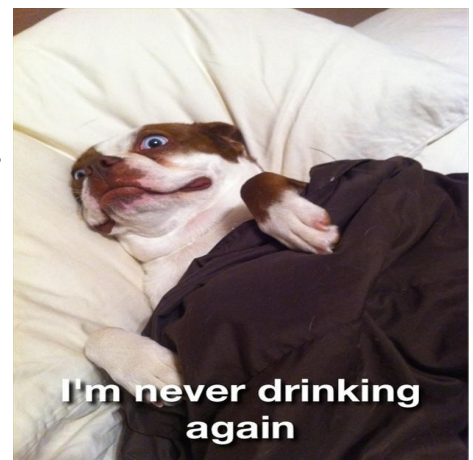
The first drunk tips him \$10 and gets out.

The second drunk tips him \$20 and gets out.

The third drunk then slaps the driver across the face.

Worried that the drunk had realized the car hadn't moved an inch, he asks the drunk, "What was that for?"

The drunk says, "Control your speed next time. You almost killed us!"



more awesome stuff at ThumbPress.com

A couple of tourists were dining at a fine restaurant in Paris. After waiting for an hour, the husband finally was able to catch the waiter's eye. "I want a bottle of your best wine," he ordered.

"What year?" asked the waiter.

"Right now!" bellowed the tourist.

This morning on the way to work I wasn't really paying attention and I drove into the back of a car at some traffic lights.

The driver got out and it turned out he was a dwarf.

He said, "I'm not happy."

I said, "Well, which one are you then?"



# IMPORTANT INFORMATION

## 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.

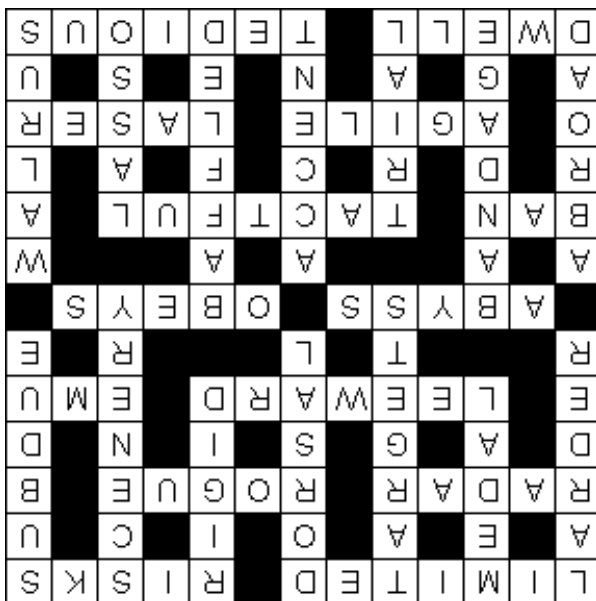
Havilah is a non smoking site which adds to the safety of Residents and staff.



## Quiz and Crossword Solutions from page 6

### Answers to Anagrams—Actors:

- |                  |                  |
|------------------|------------------|
| 1. Tom Cruise    | 6. Alan Rickman  |
| 2. Meryl Street  | 5. Emma Thompson |
| 3. Marlon Brando | 4. Kate Winslet  |



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



### 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 AT THE DOWNSTAIRS & UPSTAIRS NURSES STATION WINDOWS.**

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

**Director of Services (RN1) Cleta Roughead** 5459 0154 or internal dial 154.

The Director can be contacted by email using the email address:

[raglanmanager@havilah.org.au](mailto:raglanmanager@havilah.org.au)

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

email: [barbceo@havilah.org.au](mailto:barbceo@havilah.org.au) or

**Director of Care Kelsey Hooper** 54 617383 email: [dhs@havilah.org.au](mailto: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.