

RAGLAN TATTLER

ISSUE: January 2019

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



2019 PROMISES TO BE AN IMPORTANT AND EXCITING YEAR FOR HAVILAH.

In mid December we received a welcome Christmas present with notification of a \$382,000 grant under the Regional Rural and Remote Infrastructure Grant Program to carry out works at Havilah on Palmerston,

Including

installation of a 69.3kW Solar Power System \$119,800;

a 38.7m² extension to the resident dining room \$218,600; and

establishment of 104m² of large item storage including secure enclosed gopher parking for nine gophers \$43,500.

Stu is very happy, he has been waiting almost 7 years for his shed.

Havilah on Palmerston new Development

A Planning Permit was lodged pre Christmas with Central Goldfields Shire for the development of the former tennis court site at Havilah on Palmerston. The proposal includes two multi storey buildings including

one 24 unit residential aged care building (similar to Raglan House) and one 18 unit retirement living building, linked by a covered walkway. We expect to turn the first sod on the development later this year. Havilah has a provisional allocation of 24 places for the new residential aged care facility due to open in 2021. Fingers crossed that the planning approval process proceeds without issue.

A MASSIVE YEAR FOR ACCREDITATION AT HAVILAH IN 2019

Both Havilah sites are subject to re-accreditation this year. The Harkness application is already in so the assessment can be at any time pre 21st May-Raglan will be sometime towards the end of the year.

As all assessments are now unannounced we cannot tell you when the assessments will be but residents and advocates will be notified when the application is lodged for Raglan and again when the assessors are on site. Raglan House will receive at least one unannounced support visit prior to its re-accreditation assessment at the end of the year.

And then there is the Royal Commission

Hopefully this will not affect Havilah too much however a requirement to lodge copious information going back five years, in relation to our services has been flagged.

Resident Meeting— Monday 7th February 2019 at 1.15 pm

THESE MEETINGS ARE A FORUM FOR IDEAS AND NEW INITIATIVES
WE WELCOME YOUR INPUT.



Residents at Raglan House had a full program of christmas activities, from Gingerbread House making, christmas craft, a visit from Maryborough Education Centre students singing and reading and the special morning tea with retirement living residents and guests.



PHOTO GALLERY

Raglan House was thriving with family and friends who attended the annual BBQ and Christmas Day Lunch. Everyone enjoyed the atmosphere of the festivities with many compliments to all staff and volunteers who assisted these functions. There is an incredible amount of volunteering involved in these functions including our own staff. Thank you to everyone concerned.



Positive about the future but feeling less valued: snapshot of seniors

By: Dallas Bastian in News, Practical Living, Top Stories December 5, 2018 0



I'm fit, healthy, enjoy my work, volunteer, do recreational and sporting activities, and am part of a loving family."

"I am old, tired and depressed."

The above quotes, provided to Newgate Research as part of a COTA-commissioned survey of over 50s, perhaps sum up its main findings – living in Australia as an older adult seems to be a mixed bag. The snapshot showed that, generally, older Aussies are feeling pretty peachy, but many are struggling with bills, health and public sentiments.

The *State of the (Older) Nation 2018 Report*, launched by COTA at Parliament House in Canberra, sought out the views of 2,562 Australians aged 50 and over.

It covered topics like quality of life, employment, health, cost of living, age discrimination and housing.

While some of the report's findings were seemingly positive – 80 per cent of older Australians feel younger than their current age, 78 per cent rate their quality of life as good and seven in 10 feel positively about what the future holds for them – others prompted calls for government action.

Of those who participated in the research, nearly half (46 per cent) said they feel less valued by society than when they were younger, and only one in five feel valued as a voter.

While health was the main cause of concern for participants, finances were also a challenge for many. One in five older Australians said they have experienced employment-related age discrimination and 12 per cent are struggling with overdue bills. The vast majority feel that they don't have

enough money for leisure or social activities.

Said one participant:

I am worried about the fact that I have no assets and I am not sure how I will be cared for in later years."

Still, others were rosier about the future:

Can't think of anything that concerns or worries me."

COTA chief executive Ian Yates said that while the report showed most older Australians believe they have a good quality of life, the peak is concerned about the number of older adults who feel they're not coping with the rising cost of living.

"There are also too many older Australians feeling ignored, left behind or discriminated against in society and this report shows action is needed urgently, particularly to address the needs of vulnerable older Australians," Yates said.

COTA called on all sides of politics to commit to a long-term national strategy to address the needs of older Australians.

Yates said pressing matters included increasing rent assistance by 40 per cent, taking a whole-of-government approach to services for older Australians, and improving access to oral and dental health services for older Australians.

And what did some of those surveyed say was needed to for better outcomes?

More aged care facilities of a higher standard."

"Retirement age needs to be lower. Asking a manual labourer to work until they are 67 is ridiculous."

"Lower rates for medical health insurance – it is far too expensive for a pensioner."

"As a carer for elderly parents and having just had my father in law go through the process of having to be placed into an aged care facility etc., there's a real need for the Department of Human Services to be more accessible."

"Being given a fair go when it comes to employment."



THINGS MY MOTHER USED TO SAY

Enough is enough!

Go play outside it's a beautiful day!

Going to a party? Who's going to be there?

I can't believe you sleep in this filth!

I didn't ask who put it there, I said "Pick it up!"



RESIDENT SURVEY: November 2018

Of the 20 residents surveyed at Raglan House

100% of surveyed residents mentioned that they feel safe at Havilah all the time.

100% residents surveyed said they believe most of the time or always that the staff have the skills to do their job.

86% of residents surveyed agreed or strongly agreed that they like the meals that are presented and the hot foods are at their desired temperature.

90% of residents surveyed agreed or strongly agreed that they choose to leave their door open or closed.



FALLS PREVENTION

Regular podiatry for foot care helps with balance.

The use of appropriate walking aids.

Realising the time to attend the bathroom.



SHORT FUNNY SAYINGS:

- I am on a seafood diet. I see food, and I eat it.
- I don't need a hair stylist, my pillow gives me a new hairstyle every morning.
- Don't worry if plan A fails, there are 25 more letters in the alphabet.
- If I'm not back in 5 minutes, just wait longer....
- A balanced diet means a cupcake in each hand.
- Don't drink while driving - you might spill you beer.
- I refuse to answer that question on the grounds that I don't know the answer.
- My wallets like an onion. When I open it, it makes me cry...
- I'm not clumsy, the floor just hates me, the table and chairs are bullies and the walls get in my way.
- Life is short, smile while you still have teeth.
- I'm not lazy, I'm just very relaxed.
- You're born free , then your taxed to death.

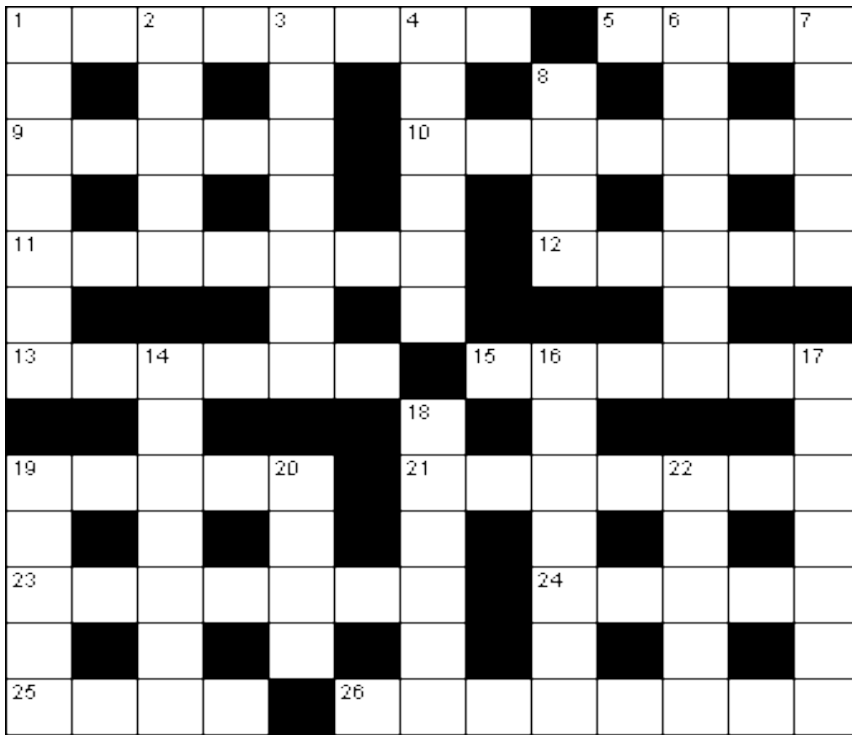
Signing In and Out

We ask that all residents and their families please complete the details in the Sign Out Book when leaving Havilah and when returning. This is so we are aware of who is in the facility at any time for reasons of evacuation.

Please fill out the following information: Residents Name, Where they are going, Who with, Time out, Approximate time due back, Returned time, Signature and Date. We want to know that everyone is safe and this information assists us should you not return when expected.

The Central Highlands Library service visit's Raglan House every second Monday in the month. Come and talk to Kerry the Librarian who will help you find the book you are after. They have a great range of books to select from and if there is something that you specifically want they can arrange this for you on the next visit. The mobile Library is set up in the North end on the ground floor. from 10.15am - 11.15am.



**Across:**

1. Peril (8)
5. Rim (4)
9. Similar (5)
10. Extinct Elephant (7)
11. Aromatic seasoning (7)
12. Wild Feline (5)
13. Gaped (6)
15. Winner (6)
19. Go in (5)
21. Farmer's calendar (7)
23. Italian red wine (5)
24. In experienced (5)
25. Luxuriant (4)

Down:

1. Envious (7)
2. Mediterranean fruit tree (5)
3. Norm (7)
4. Type of plum (6)
6. Shortage of rainfall (7)
7. Used as and anesthetic (5)
8. Leave out (4)
14. Achieves (7)
16. Vast (7)
17. Wealthiest (7)
18. Of the sea (6)
19. Surpass (5)
20. Rip (4)
22. Dissonance (5)

Word Search - What's your Game?

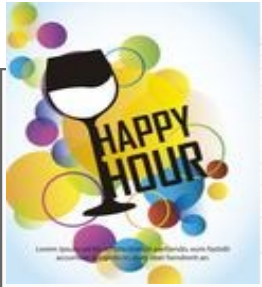
G V R R E R I A T I L O S O T N T
 C E E N O Y T N E W T V T V P O E
 G B L A C K J A C K V C C C M I U
 E T E R H C U E C A H H R L D Y Q
 C H A S X R A M N I N I E R O P I
 A S T R E U I C C E B F B A A C P
 R T P D A C E A M B W H I N R E K
 T I I O H C G M A X T M S E S T J
 E P V I T O C G B Y V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

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

BACCARAT, BLACKJACK, BRIDGE, CANFIELD, CASINO, CHICAGO, CLOCK, CRIBBAGE, ECARTE, EUCHRE, FANTAN, GO FISH, HEARTS, KLONDIKE, MAICHIGAN, NEWMARKET, OLD MAID, PATIENCE, PIQUET, POKER, PYRAMID, SEVENS, SNAP, SOLITAIRE, SPIDER, STOPS, TWENTY-ONE, WHIST.

QUIZ

1. Who was known as the father of the theatre?
2. Claimed to buried near Warrnambool is which 400 plus year old ship?
3. In which year did Cyclone Tracey hit Darwin?
4. In which year did Burke & Wills set out from Melbourne to cross the continent from South to North?



Happy Hour Every Friday evening

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



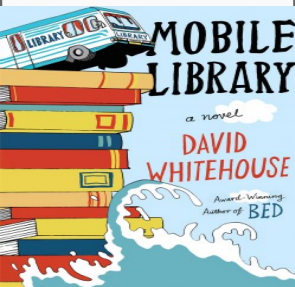
Bus Trip Out - Thursday afternoon departing at 1.30pm for lots of Fun points of interest throughout Central Victoria.

If you have an idea or suggestion for an outing, just let Activities Co-ordinator Kim know and she will do her best to arrange the outing for you.



Raglan House Residents/Advocate Meeting

Next meeting Monday 7th February 2019 at 1.15 pm



Mobile Library— each 2nd Monday of the month

Next dates 21st January, 4th and 18th February

Raglan House—Ground Floor—Neill Street end

Books Movies, Music CD's and Talking books are available

If you are not currently a member you can join on the day



Church Services

UNITING CHURCH - 1st Tuesday each Month 2.30pm

ANGLICAN CHURCH - 2nd Thursday of the month 10.30am

SALVATION ARMY CHURCH - 4th Wednesday each Month 2.45pm



Saturday Movie Afternoon.

19th January 2019

Room 7 at 1.30pm

Including afternoon tea



Learn, Laugh and Live!



THE UNIVERSITY OF THE THIRD AGE

U3A University of the Third Age

Meet the 1st Monday of the Month

Bingo area at 10.00am

WEEKLY ACTIVITIES

MONDAY

Games Morning coffee and chat 10.15 am

Bingo 1.30 pm

Strength Exercises with Physio Rhonda 2.30 pm



TUESDAY

Marbowls 10.30 am

Bingo 1.30 pm

Chairobics 2.30 pm



WEDNESDAY

Footspa & Nail Care 10.00am

Bingo 1.30pm

Craft/Cooking/Cuppa & chat 2.30pm



THURSDAY

Street Walk 10.00am

Bingo 1.30 pm

Bus Trip 1.30pm



FRIDAY

Special Morning Tea 10.00 am

Bingo 1.30 pm

Chairobics 2.30 pm

Happy Hour 5.00pm



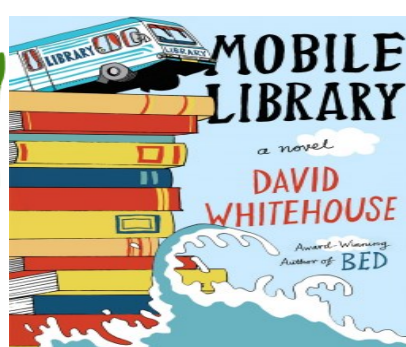
SATURDAY

Movie Afternoon - Next show 19th January 2019

1.30pm

SUNDAY

Devonshire Afternoon Tea each Sunday 3.00pm



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



Amid the Australian Army hospitals of World War I Egypt, two deeply determined individuals find the resilience of their love tested to its limits.

It's 1911, and 21-year-old Evelyn Northey desperately wants to become a doctor. Her father forbids it, withholding the inheritance that would allow her to attend university. At the outbreak of World War I, Evelyn disobeys her father, enlisting as an army nurse bound for Egypt and the disastrous Gallipoli campaign.

Under the blazing desert sun, Evelyn develops feelings for polio survivor Dr William Brent, who believes his disability makes him unfit to marry. For Evelyn, still pursuing her goal of studying medicine, a man has no place in her future. For two such self-reliant people, relying on someone else for happiness may be the hardest challenge of all.

From the casualty tents, the fever wards and the operating theatres of the palace; through the streets of Cairo during Ramadan, to the parched desert and the grim realities of war, Pamela Hart, beloved bestselling Australian author of *THE WAR BRIDE*, tells the heart-wrenching story of four years that changed the world forever.

ELEVATOR PROTOCOL

When residents are getting in and out of the elevator, the closest persons to the elevator door should enter and exit first.

This will ensure the Elevators are used as efficiently as possible and decrease the waiting time for the people waiting for the Elevator on the opposite level.

Justices of the Peace



There are 2 Justices of the Peace available within the Havilah on Palmerston Community.

Residents are welcome to contact them during Business Hours

Contact: Bob Osborne Phone: 5461 2709 Mobile: 0409 189 681

Email: bobosborne8@iprimus.com; or

Terry Simpson Mobile: 0419 737 837

WEIRD and WONDERFUL WORDS

FLOCCINAUCIBIHILIPILIFICATION - the action or habit of estimating something as worthless (a word generally only quoted as a curiosity)



EFTPOS

For the convenience of residents,

EFTPOS facilities

are located at reception in the High School Centre for payment of Accounts.

Postage stamps are available for purchase at the main reception desk, between the hours 9am - 12noon, Monday - Friday.

Reception hours in the High School Centre are Monday - Friday, 9.00am - 12noon, except public holidays.



FROM THE KITCHEN

From all the food services staff, we wish you all the very best for the New Year.

MEALS FOR FAMILY MEMBERS AND GUESTS. We welcome resident guests for meals at a cost of **\$8.00** per head for all meals, with exception for special occasions, eg Christmas Day, Mothers Day when special prices are set. Guests can attend at Happy Hour free of charge.

Please advise the kitchen prior to 10.00am by phoning the Raglan House kitchen on 54 59 0180. When booking meals for more than 5 people, please notify the kitchen the day before.

REPORTING FOOD BROUGHT IN FOR RESIDENTS As all food prepared by Havilah is closely monitored under the Food Safe Standards it is a requirement that **All food brought in to Havilah** by residents or their families/visitors must be reported to **kitchen staff**. Food put in the fridges must also have the residents name and the date clearly marked. Your assistance with this is appreciated.

If there is food that you enjoy that you would like to see on the menu you can discuss this with Food Services Manager Di Jackson or you can place your suggestions in the Suggestion Box. The menu for each day is displayed on the dining tables. 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. Just in case you do not like either

choice offered there are additional alternatives available every day. Lunchtime alternates are - Quiche, Cold Meat and Salad, Baked Beans, Spaghetti or Sandwiches. Please advise kitchen staff at breakfast or up to 10.00am if you would like one of the Lunch alternates rather than what is being offered as first or second choice on the menu for the day.

At tea time there is a selection of two soups, two mains and two sweets on the menu.

Tea time alternatives each day are - Salads, raisin toast and sandwiches. Please advise the kitchen prior to 3pm if you would like one of these alternate choices.

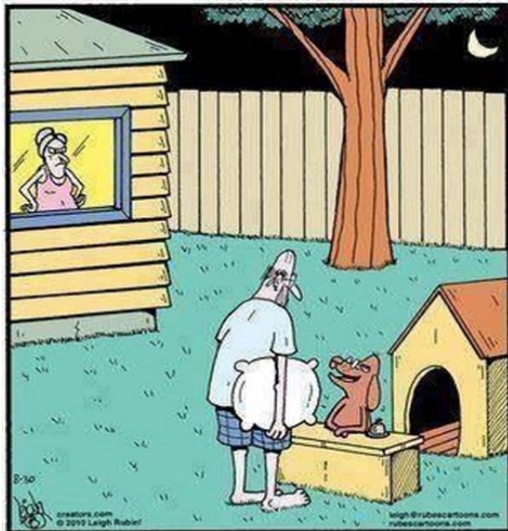
So that staff can have your meal ready for you at mealtime please order alternate meals at breakfast or by 10 a.m. for lunch and by 3pm for tea.





Recently a routine police patrol was parked outside a bar in the Outback. After last call, the officer noticed a man leaving the bar so apparently intoxicated that he could barely walk. The man stumbled around the parking lot for a few minutes, with the officer quietly observing. After what seemed an eternity, in which he tried his keys on five different vehicles, the man managed to find his car and fall into it. He sat there for a few minutes as a number of other patrons left the bar and drove off. Finally he started the car, switched the wipers on and off; it was a fine, dry summer night, flicked the blinkers on and off a couple of times, honked the horn and then switched on the lights.

He moved the vehicle forward a few inches, reversed a little, and then remained still for a few more minutes as some more of the other patrons' vehicles left. At last, when his was the only car left in the parking lot, he pulled out and drove slowly down the road. The police officer, having waited patiently all this time, now started up his patrol car, put on the flashing lights, and promptly pulled the man over and administered a breathalyser test. To his amazement, the breathalyser indicated no evidence that the man had consumed any alcohol at all! Dumbfounded, the officer said, "I'll have to ask you to accompany me to the police station. This breathalyser equipment must be broken." "I doubt it," said the truly proud Red-neck. "Tonight I'm the designated decoy."



"Welcome back, sir. Are you planning on being our guest for one night only, or will this be your usual extended stay?"

A couple go for a meal at a Chinese restaurant and order the "Chicken Surprise". The waiter brings the meal, served in a lid-ded cast iron pot. Just as the wife is about to serve herself, the lid of the pot rises slightly, and she briefly sees two beady little eyes looking around before the lid slams back down.

"Good grief, did you see that?" she asks her husband.

He hasn't, so she asks him to look in the pot. He reaches for

it and again the lid rises, and he sees two little eyes looking around before he too slams down the lid. Rather perturbed, he calls the waiter over, explains what is happening and demands an explanation.

"Please sir," says the waiter, "what you order?"

The husband replies, "Chicken Surprise."

"Ah... so sorry," says the waiter, "I bring you Peeking Duck"

A man walking through a supermarket to pick up a few things when he noticed an old lady following him around. Thinking nothing of it, he ignored her and continued on shopping.

Finally he went to the checkout, but the old lady got in front of him.

"Pardon me," she said, "I'm sorry if my staring at you has made you feel uncomfortable. It's just that you remind of my son who recently died." "I'm very sorry," replied the

young man. "Is there anything I can do for you?"

"Yes," she said, "As I'm leaving, can you say 'Goodbye, Mother!'"

The young man then stepped up to the checkout, put his few items through the register and then saw that his total was \$127.50.

"How can that be?" he asked, "I only bought a few things." "Your mother said that you would pay for her things," the checkout girl said



"He's our new Blood and Haematology Specialist."

IMPORTANT INFORMATION

WHAT TO DO 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.

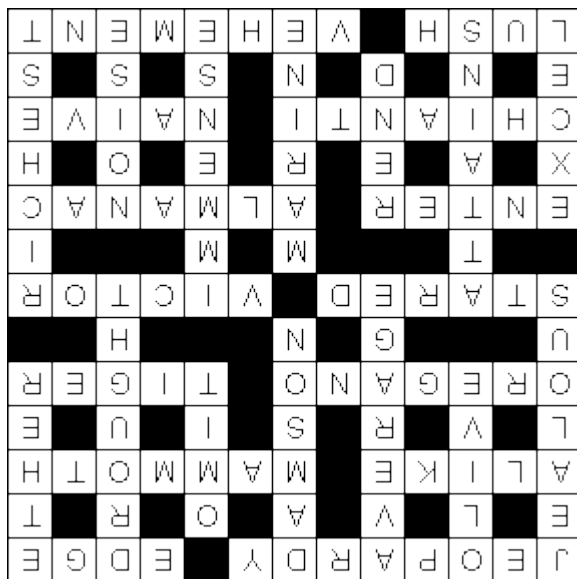
There is a maximum of 6 resident rooms in each smoke/fire compartment and therefore should evacuation be required in the first instance it would only be for residents in the affected compartment.

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.

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.



Quiz and Crossword Solutions from page 7



Answers to Quiz

1. George Selth Cop-pin.
2. The Mahogany Ship.
3. 1974
4. 1860



**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

High School Centre (Reception) 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.

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-FRI 9.00 am—12.00 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.

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 sta-

COMMENTS, COMPLIMENTS, SUGGESTIONS AND COMPLAINTS FORMS ARE AVAILABLE AT THE DOWNSTAIRS & UPSTAIRS NURSES STATION WINDOWS.

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

Nurse Manager (RN1) 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.