

# RAGLAN TATTLER

ISSUE January 2021

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



## PHOTO GALLERY

Christmas festivities were well received by the residents, family and friends. The Family and friends BBQ was a great success with many favourable comments how well everything was managed during these turbulent times, We were pleased to be able to welcome guests for both the BBQ and Christmas day lunch, while working within the restriction guidelines put in place. All who attended functions over the festive period thoroughly enjoyed themselves.



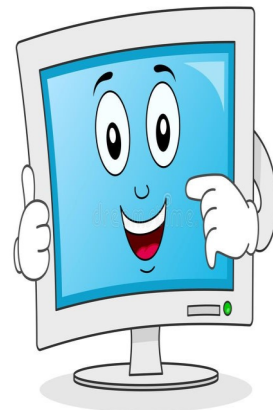




With activities in communal areas and visitors limited by strategies in place to control any outbreak of coronavirus within Havilah facilities, Ipads have been purchased so that residents are

able to have contact with family on face book, Skype, Zoom and other forms of social media. Residents can also use the Ipads 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. If you want to have a go please talk to our Life-style staff who will assist you to become familiar with using these.

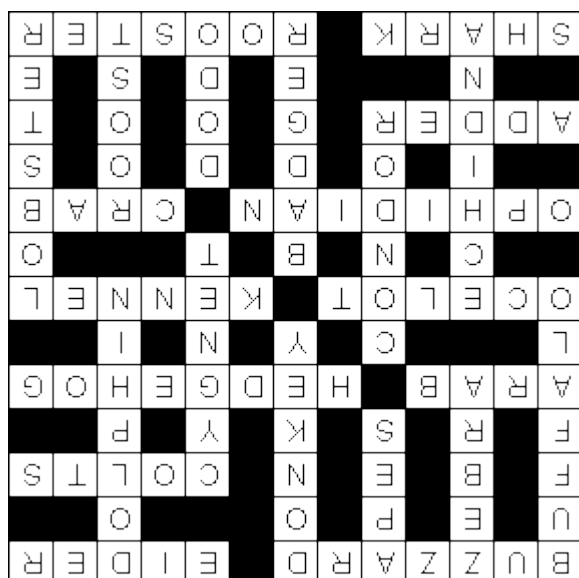


## WEIRD and WONDERFUL WORDS

### ADSCITITIOUS - additional



**We know that residents may be missing their regular group shopping outings. Please let us know where our staff can assist with shopping and also let Lifestyle staff know any ideas of any special programs that you would like to see offered. We are all pleased that outings with family and friends are once more possible and it hopefully will not be long before regular group outings will once more be on the calendar. Possibly some outdoor gatherings to begin with.**



### Quiz and Crossword Solutions from page 7



### Answers to Quiz

1. Mouse.
2. Canberra.
3. New South Wales
4. Royal Australian Air Force.
5. Essendon.

## Directions update: Visitors and Outings 31/12/2020

### Changes to visitor restrictions

Updated Visiting Restriction information for family and friends as at 31/12/2020.

Due to the COVID-19 outbreak in NSW and new identified cases within Victoria (Metro Melbourne) we are required to put in place the following visitor restrictions.

### Enhanced visiting restrictions

Additional visitor restrictions will now be in place for residential aged care facilities:

- Access to 1 visitor at any time, once per day for a maximum of 2 hours.
- Essential care persons: 1 visitor, no time limits apply
- Essential behaviour assistance person: no time limits apply
- Interpreters or informal language support: no time limits apply
- Visitor is being assisted to handover care for discharge: maximum of 2 hours
- Visitor is viewing facility as a potential site to live in: maximum of 2 hours
- End of life: 2 visitors, no time limit.

### Visitors are required to

- wear face masks\* unless they have a specified exemption. \*People 12 and over should wear a face mask unless an exception applies.
- have a current influenza vaccination unless they have a specific exemption.
- visit within the resident room or within the area that has been set aside for the visit. Eg where arrangements have been agreed to visit including a meal.
- Undertake screening prior to entry into the facility

**if you are over 16 years of age and have not received your influenza Vaccination for 2020 you will not be able to enter.**

### You cannot enter the facility if:

- ♦ In the last 14 days you visited or have been in close contact with anyone from NSW; **or**
- ♦ In the last 14 days you visited or have been in close contact with anyone from areas of Victoria where there are current active cases of COVID-19.

These areas include but are not limited to: Black Rock, Cape Schank, Doveton, Fountain Gate Shopping Centre, Glen Waverley, Mentone, Parkdale, Oakleigh, Mitcham, Hallam *You should check the DHHS website before visiting for further updates on areas of concern as changes are being announced each day;* **or**

- ♦ Have returned from overseas or travelled on a cruise ship within the last 14 days.
- ♦ Have been diagnosed with COVID-19 or have been in contact with a confirmed COVID-19 case within the last 14 days.
- ♦ Have been in contact, within the last 21 days, with someone who is currently awaiting test results regarding COVID-19
- ♦ Have fever or symptoms of respiratory illness (sore throat, cough, shortness of breath, however mild).
- ♦ Have had and provide evidence of a current influenza vaccination unless you have a specific exemption.

**Visiting hours remain the same from 10.00am to 4.00pm 7 days a week.**

**Note that special arrangements can be made for palliative care and on compassionate grounds.**

THE RULES AROUND VISITING ARE CURRENTLY SET BY THE VICTORIAN AND COMMONWEALTH GOVERNMENTS BY STAFFING FOR SCREENING OF VISITORS 7 DAYS A WEEK HAVILAH IS DOING AS MUCH AS WE CAN TO FACILITATE PHYSICAL VISITING

With the current restrictions providing for only one visitor per day, **for visitors travelling to visit it is a good idea to book your visit to ensure that you will be able to visit.** If there has already been a visitor a second visitor is not allowed. Residents can still go out though so a visitor not able to visit within the facility could take a resident out if the resident was able and agreeable to the outing.

We will keep you informed as we are advised and hope that these restrictions will be short lived and visiting will be back to where we were pre new year.

### Excursions

Travel in vehicles, such as minibuses, for group outings can occur. Social distancing should be maintained with mask wearing indoors and in vehicles where appropriate.

Transport in Havilah vehicles is in accordance with our COVID Safe Plan. This includes measures such as recording who used the vehicle; regular cleaning of the vehicle; and encouraging driving with windows down where possible to encourage ventilation.

The destination for any excursion must also be permitted by the public health directions.

### Residents can still go out.

Under current restriction levels, residents in Victoria can leave their care facility for any reason, provided they comply with current restrictions applicable to all Victorians.

When residents leave the facility, they must comply with the general directions, including:

- Social distancing (keeping 1.5m distance)
- Wearing a face mask indoors and wherever social distancing is not possible (carry a face mask at all times)
- Private/public gathering limits
- Not knowingly mixing with persons who are unwell, isolating or in quarantine.
- Abide by the directions that apply to all Victorians when they leave their home.

With the required documentation we must do outings do take some time to organize and we ask that you let us know 24 hours in advance if possible. Please book the outing at reception either in person, emailed to ([mail@havilah.org.au](mailto:mail@havilah.org.au)) or by phoning 54617387.

We appreciate you organizing your outing between 10am and 4 pm if possible as this assists with screening that needs to happen on return from outings.

# WEEKLY ACTIVITIES

## MONDAY

**9.20am** Morning Movers

**10.15am** Games Morning, coffee and chat (alternate Mondays)

**10.15am** Movie Morning & Morning tea (alternate Mondays)

**1.30pm** Bingo

**2.30pm** Movie Afternoon (alternate Mondays)

## TUESDAY

**9.20am** Morning Movers

**10.30 am** Marbowls

**1.30pm** Bingo

**2.30pm** Chairrobics

## WEDNESDAY

**9.20am** Morning movers

**10.00am** Nail Care, cuppa & chat

**1.30pm** Bingo

**2.45pm** Pop Up Shop (alternate weeks, check calendar)

**2.45pm** Cooking (alternate weeks, check calendar)

**2.45pm** Craft (alternate weeks, check calendar)

Last Wednesday in the month

Cuppa & Chat– show & tell

## THURSDAY

**9.20am** Morning Movers

**10.00am** Games Morning Cuppa & Chat

**1.30pm** Bingo

**2.30pm** Afternoon Movies

## FRIDAY

**10.00am** Special Morning Tea served to rooms

**1.30pm** Bingo

**2.30pm** Chairrobics

**5.00pm** Happy Hour Food served to rooms.

## SATURDAY

Cooked Breakfast - served to rooms

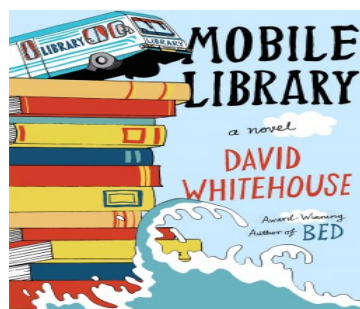
**2.00pm** Afternoon Movie

## 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**

CONTACT  
HARALD

This card can trace and contain outbreaks in your workplace.



Contact Harald is up and running within both Harkness and Raglan house sites, all staff and residents have their own cards, regular contractors, visitors and professional people have also been issued with

their own cards. The information the system gener-

ates will help to trace any form of a report of a positive case of the virus. The cards are activated 24 hours a day, the cards that are issued to a visitor will be activated and registered to that person and then when returned after the visit will be uploaded and kept ready for the next visitor. Regular visitors are issued with their own 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](mailto: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 information and updates are published.

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



dates

**Get the app**



up-



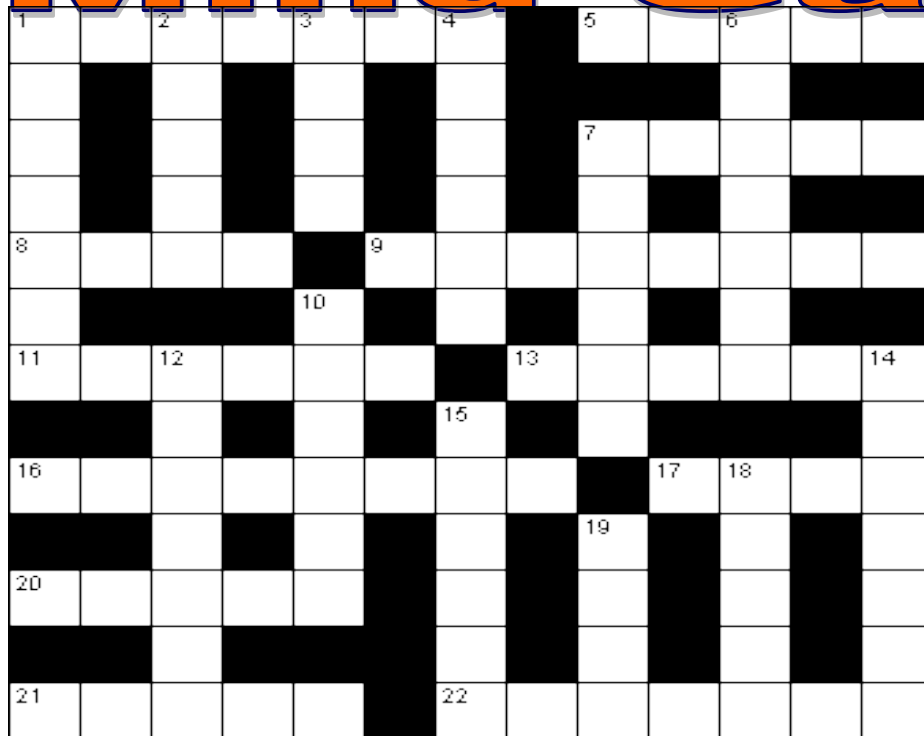
### COVIDSafe app

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 measure as restrictions ease.

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

**Please contact reception if you have any questions in relation to COVID 19**

# Mind Games



## ACROSS:

1. European short-winged hawk (7)
5. Type of duck (5)
7. Young male horses (5)
8. Middle East riding horse (4)
9. Porcupine (8)
11. Nocturnal wildcat (6)
13. Dog house (6)
16. Snake (8)
17. Crustacean (4)
20. Viper (5)
21. Aquatic predator (5)
22. Adult male chicken (7)

## DOWN:

1. Bison (7)
2. African equine (5)
3. Simians (4)
4. Burro (6)
6. Mahimahi (7)
7. Young swan (6)
10. Large flying bird (6)
12. Anteater (7)
14. Shellfish (7)
15. Musteline mammal (6)
18. Bird shelter (5)
19. Extinct bird (4)
- 20.

## WORD SEARCH - The Lord of the Rings

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

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

AGLAROND, ARAGORN, ARWEN, BILBO, BOROMIR, CELEBORN, DAMROD, DEAGOL, DENETHOR, ELДАРION, ELROND, EOMER, EOWYN, EVERARD, FARAMIR, FRODO, GALADRIEL, GANDALF, GIMLI, GORBAG, GRIMBOLD, HOBBIT, ISENGARD, ISILDUR, LEGOLAS, MADRIL, MERRY, MIDDLE EARTH, MOUNT DOOM, PIPPIN, SAM, SARUMAN, SAURON, SMEAGOL, STRIDER, THE RING, THE SHIRE, THEODEN, TREEBREARD.

Solution's to puzzles on page 2

## QUIZ

1. In the nursery rhyme Hickory Dickory Dock, what animal ran up the clock?
2. In which city is the Royal Australian Mint?
3. Which state is Australia's leading producer of rice?
4. In the military, RAAF stands for?
5. What VFL team did John Coleman play for which the Colman medal is named after?

There are an estimated 459,000 Australians living with dementia. It is estimated that this costs Australians \$15 billion per year and without a medical breakthrough the numbers of people with the disease is expected to rise to 590,000 by 2028 and 1,076,000 by 2058.

That paragraph, or one similar, has been written in this publication many times over the years. For those in the aged care sector, the facts are well established. What is less understood, or to be more accurate virtually unknown, is that one in every 2,800 babies is born with a genetic condition that leads to childhood dementia. There are over 70 conditions known to cause this in children, such as cystic fibrosis, and less than 5 per cent of these disorders have an effective treatment.

It is estimated that 700,000 children worldwide are living with dementia and each year 129 children in Australia are born with a condition that will lead to Childhood Dementia.

In 2021, it is estimated that there will be 2,273 Australians living with the disease.

“Depending on what the condition is, it could come on as early as very early infancy, or even into the teenage years,” said Megan Donnell, Chief Executive of *Childhood Dementia Initiative (CDI)*.

CDI is a new organisation tasked with raising awareness of this overlooked aspect of dementia.

“There is quite a spectrum, but the trajectory is relatively similar regardless of the condition that the child has. So usually in the early days, children or babies may be hitting their milestones and at some point they’ll be getting slow in their development. And that development will eventually then tail off and become regression and they begin to lose their skills. So there are a lot of similarities between the ageing dementia and the childhood dementias in terms of the presentation,” Donnell told *Aged Care Insite*.

Donnell says that a decline in cognitive abilities, memory loss, difficulties keeping attention and concentration as well as disorientation and anxiety are all common in children with dementia, and she speaks from experience.

“I have a terrible story about my then 10-year-old daughter wandering from home and ending up on a bus and looking like a regular 10 year old girl, nobody questioned her. I’ve talked to a lot of people with ageing parents and that’s one of the big challenges that they face,” she said.

Donnell has two children who have dementia due to a rare disease called Sanfilippo syndrome.

Her daughter, now 11, had an intellectual disability but was still able to converse with Donnell and was toilet trained. However, in the last 18 months she has shown severe regression. She no longer speaks and

she’s incontinent. Her level of engagement is extremely low, and Donnell believes that she suffers a lot.

“She’s very distressed a lot of the time. We don’t know if it’s physical pain or emotional pain,” she said.

“But there is certainly that distress that I know imprisons even a lot of people with ageing dementia, and her personality has completely changed from the sassy, bright little girl that she once was, to the person that she is today. So it is a really tragic thing.

“My son is nine, he’ll be 10 next year. And he, so far, is faring relatively well, but we’re starting to see some early signs of regression in him. And obviously I’m very caring to what those signs are, having already been through it once with my daughter.

“So it’s unimaginable. People who know him and know them both, say to me ‘I can’t imagine him being like her in two years.’ That’s the reality that we’re facing. It’s like a daily incremental loss every single day. It’s very, very hard.”

The CDI launched with the release of a white paper and Burden of Disease report, to give people an insight into the impact and horrific nature of childhood dementia.

The Burden of Disease report reveals that childhood dementia currently costs the Australian health system approximately \$40.4 million per annum.

It is also costing \$39.7 million in indirect costs, \$233.5 million in costs of life years lost and \$75.0 million costs to the National Disability Insurance Scheme (NDIS) in an average year.

The average lifespan of a child with dementia is 28 years according to Donnell, but most pass away before 18. For this reason the CDI want better recognition as well as collaboration between ageing and childhood dementia to produce better research and find effective therapies.

“We really want people to know that dementia affects children too. We want people to talk about it as a problem for our society. We also are looking to drive research into childhood dementia disorders.”

“And when you think about those numbers and the opportunity that exists to really provide solutions and therapies that would change the lives of many, it’s a really important and urgent cause that we’re working towards.”



## Falls Prevention

Always wear well fitting footwear

Avoid slippery surfaces



With the Covid restrictions lifting residents are able to go on outings with family, it may be going home, going to the shops and bank or for a drive and coffee. Please book the outing with 24 hour notice through the main reception at Harkness either in person, emailed (mail @havilah.org.au) or by phoning 5461 7387. If possible please arrange your outings between 10.00am and 4.00pm. There is a protocol in place for the safety of residents prior to leaving the facility and upon return. Please remember when we ask you questions about your outing we are not just being nosy. Under the current government rules we must document the details of where you go who you are in contact with etc. It is all about keeping everyone safe and a small price to pay for the current freedoms we are all now able to enjoy.

Extended social leave is also available, if you are unsure how this works and would like to arrange some overnight leave please discuss this with Raeleen. 54 617380



### RESIDENT SURVEYS: Raglan

#### Of 27 residents surveyed:

100% of residents indicated that the staff always calls them by their preferred name.

100% of surveyed residents stated that most of the time or always if they have any pain, the pain relief is managed well by the staff.

100% of residents agreed or strongly agreed they find Havilah to be comfortable and homely.

100% of residents indicated that they agreed or strongly agreed staff assist them with dental care needs if required.

**MESSAGE** Havilah have their own Resident masseuse who is available for massages at a cost of \$30 per session. If you would like to enquire about booking a session please contact Kim on 54590169 or Jo on 5461 7390.

**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 assessed need 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 involvement 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.

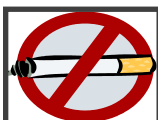


### WHEN THE FIRE ALARM SOUNDS

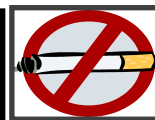
Please remain where you are and wait for staff to instruct you on evacuation. If you can see the fire you should move away from the immediate area and wait for instruction from staff. If the fire is in your room you should leave the room and close the door behind you. Havilah is a very safe facility 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.**





## LAUNDRY

There is a lost clothing section in the laundry .

Residents/family members are

encouraged to visit the laundry to see if they can identify any missing clothing.

Residents are reminded that after a month in the lost clothing

unlabelled clothing is sent to the Carisbrook Opportunity shop. Residents requiring assistance with labelling clothing should talk to reception to arrange 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.

Please advise the kitchen prior to 3pm if you would like one of these alternate choices.

**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.

**GUESTS.** We apologise that we cannot welcome resident guests for meals each day and look forward to reintroducing this as soon as possible. It was great to be able to welcome guests for the Christmas Barbecue Lunch and Christmas Lunch. Hopefully before long we will be back to unrestricted visiting and families will be able to book in for 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 residents and visitors.

## 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 that you enjoy that you would like to see on the menu you can discuss this with Food Services Manager Di Jackson or alternatively fill out a form and place in the Suggestion Box.

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 this will be extended to include Evening Meals from the 11th of January. As always residents will be able to choose to have room service rather than attending the dining room.

**NEWSPAPERS:** Newspapers and periodicals will not be supplied in communal areas during the pandemic.

If you would like to have your own

personal paper this can be ordered through the local Newsagency and will be delivered to you at your own cost. Please ask at Reception if you need assistance to order your

own papers and periodicals or arrange for family to organise.

Havilah also request if you do receive newspapers that you do not share with co-residents.



## 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

**Emailing the Tattler** If you would like your Tattler emailed to you please contact Andrew Earl 54617387 or email [andrew.earl@havilah.org.au](mailto:andrew.earl@havilah.org.au)

## Video games helping older Aussies improve balance and brain function



Aged care homes across the country are trialling a new exercise program based on an arcade-style video game, to help improve the balance and brain function of older Australians.

The program, smart±step, was designed by Neuroscience Research Australia (NeuRA), and is being piloted in four Allity aged care homes in NSW and Victoria.

It uses a dance map and adapted versions of popular video games to help train the brain for mobility, balance and cognitive function.

NeuRA Senior Research Scientist, Dr Daina Sturnieks, who designed the program, is particularly excited about its potential to help reduce falls – the biggest cause of injury-related death in older Australians.

In 2016/17, more than 125,000 Australians aged 65-plus were hospitalised due to a fall, but Dr Sturnieks believes smart±step can reduce this number by 50 per cent.

*“Our trials show people find the games extremely enjoyable,” she said. “The competitive nature of the games means that we are confident that smart±step participants will happily use the program to obtain the best possible health benefit.”*

*“We are excited to be undertaking this trial in partnership with Allity as this will enable the new technology to be used by thousands of people within aged care homes across Australia,” she added.*

Sounds like a great initiative.



*People went on about death bringing friends together, but it wasn't true. The graveyard, the stony dirt - that's what it was like now . . . Despite the three women knowing each other better than their own siblings, Sylvie's death had opened up strange caverns of distance between them.*

Four older women have a lifelong friendship of the best kind: loving, practical, frank and steadfast. But when Sylvie dies, the ground shifts dangerously for the remaining three. Can they survive together without her?

They are Jude, a once-famous restaurateur, Wendy, an acclaimed public intellectual, and Adele, a renowned actress now mostly out of work. Struggling to recall exactly why they've remained close all these years, the grieving women gather for Christmas at Sylvie's old beach house - not for festivities, but to clean the place out before it is sold.

Without Sylvie to maintain the group's delicate equilibrium, frustrations build and painful memories press in. Fraying tempers, an elderly dog, unwelcome guests and too much wine collide in a storm that brings long-buried hurts to the surface - and threatens to sweep away their friendship for good.

*The Weekend* explores growing old and growing up, and what happens when we're forced to uncover the lies we tell ourselves. Sharply observed and excruciatingly funny, this is a jewel of a book: a celebration of tenderness and friendship that is nothing short of a masterpiece.

**LIFE IS  
BETTER  
WHEN  
YOU'RE  
LAUGHING.**

A man and woman had been married for more than 60 years. They had shared everything. They had talked about everything. They had kept no secrets from each other, except that the woman had a shoe box in the top of her closet that she had cautioned her husband never to open or ask her about.

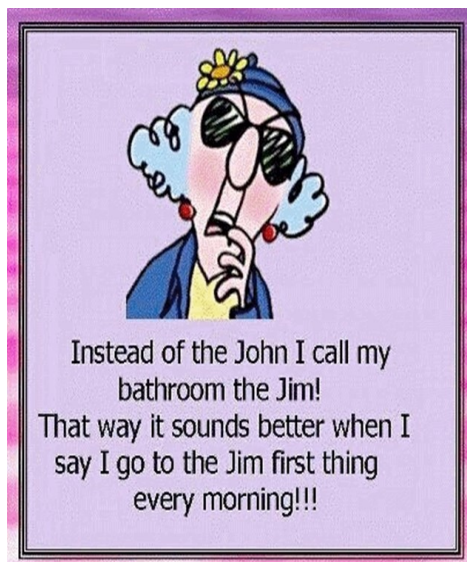
For all of these years, he had never thought about the box, but one day, the woman got very sick and the doctor said she would not recover. In trying to sort out their affairs, the man took down the shoe box and took it to his wife's bedside. She agreed that it was time that he should know what was in the box. When he opened it, he found

two crocheted dolls and a stack of money totalling \$95,000.

He asked her about the contents. "When we were to be married," she said, "my grandmother told me the secret of a happy marriage was to never argue. She told me that if I ever got angry with you, I should just keep quiet and crochet a doll."

The man was so moved; he had to fight back tears. Only two precious dolls were in the box. She had only been angry with him two times in all those years of living and loving. He almost burst with happiness.

"Honey," he said, "that explains the dolls, but what about all of this money? Where did it come from?" "Oh," she said. "That's the money I made from selling the dolls."



On New Year's Eve, Daniel was in no shape to drive, so he sensibly left his van in the car park and walked home. As he was wobbling along, he was stopped by a policeman. 'What are you doing out here at four o'clock in the morning?' asked the police officer.

'I'm on my way to a lecture,' answered Roger.

'And who on earth, in their right mind, is going to give a lecture at this time on New Year's Eve?' enquired the constable sarcastically.

'My wife,' slurred Daniel grimly.

- It's not who you know, it's whom you know.
- With a calendar, your days are numbered.
- There are two kinds of people who don't say much: those who are quiet and those who talk a lot.
- The trouble with doing something right the first time is that nobody appreciates how difficult it was.
- Discretion is being able to raise your eyebrow instead of your voice.
- The farther away the future is, the better it looks.

## **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](mailto:deb.matthews@havilah.org.au)

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

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

**Director of Care Kelsey Hooper** 54 617383 email: [kelsey.hooper@havilah.org.au](mailto: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](mailto:era@era.asn.au). [www.era.asn.au](http://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 Aged Care Services.*

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.