

RAGLAN TATTLER

ISSUE January 2022

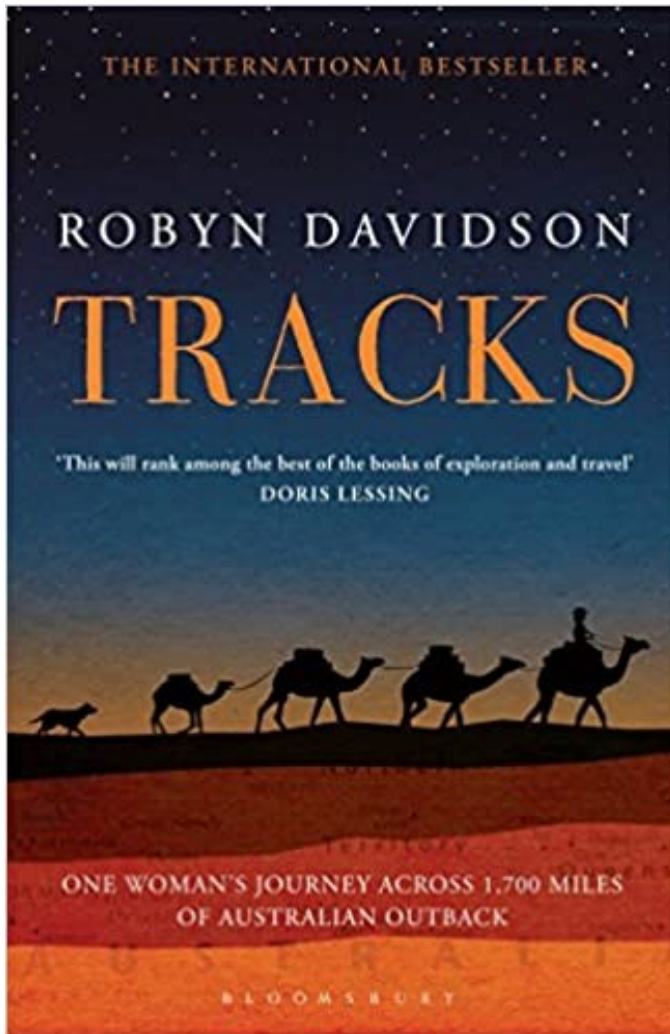
HAVILAH WEBSITE: www.havilah.org.au
please contact Andrew on 5461 7387 or email
andrew.earl@havilah.org.au if you would like your Tat-
tler sent via email



HAVILAH PRESIDENT ANNOUNCES NEW CEO

Havilah President Danny Tatchell announced that after an extensive executive search Craig Young has been selected from a strong field of applicants to replace retiring CEO Barb Duffin. Craig is well experienced in the aged care environment with strong knowledge and qualifications in governance and aged care legislation. As a Certified Practising Account Craig is also right across financial management. Very importantly Craig is a man who has been involved in his community and wants to continue with this. **A very good fit for Havilah as a not for profit community organization.** Craig will be moving to Maryborough from Mt Martha to take up the position. He will arrive in mid February and have a period of transition with Barb prior to taking over the reins in earnest. He will be around to meet you all once he arrives.

President Danny said Craig was an outstanding candidate and the Board was confident under Craig's leadership Havilah will continue to achieve great things for the local community.

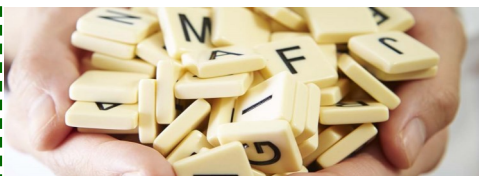


Robyn Davidson's opens the memoir of her perilous journey across 1,700 miles of hostile Australian desert to the sea with only four camels and a dog for company with the following words: "I experienced that sinking feeling you get when you know you have conned yourself into doing something difficult and there's no going back."

Enduring sweltering heat, fending off poisonous snakes and lecherous men, chasing her camels when they get skittish and nursing them when they are injured, Davidson emerges as an extraordinarily courageous heroine driven by a love of Australia's landscape, an empathy for its indigenous people, and a willingness to cast away the trappings of her former identity. *Tracks* is the compelling, candid story of her odyssey of discovery and transformation.



Resident meetings are held on the first Monday of the month in the Bingo area. The meetings are an avenue for residents to raise issues/concerns that they believe need to be addressed within their environment in Havilah and are a good form of communication.



WEIRD and WONDERFUL WORDS

CALLITHUMPIA - like a discordant band or noisy parade





We have I pads available for resident use to contact family on face book, Skype, Zoom and other forms of social media. The

Ipads are also available to read newspapers and periodicals and play scrabble, other word games, solitaire and other card games, do art work , watch movies according to their various interests. Residents can

use the I pads in small groups or within their own room. It has been amazing how many residents are now tech savvy. You can use them to send and receive emails from family including photos.

If you would like to try the IPads please talk to Lifestyle staff who will assist you to become familiar with using these.

Desk top computers in common areas are also available.



The Central Highland Library mobile service will not be attending Havilah during the month of January. They will resume this wonderful service early February. During their absence residents can select books to read from the various bookshelves through out the facility.

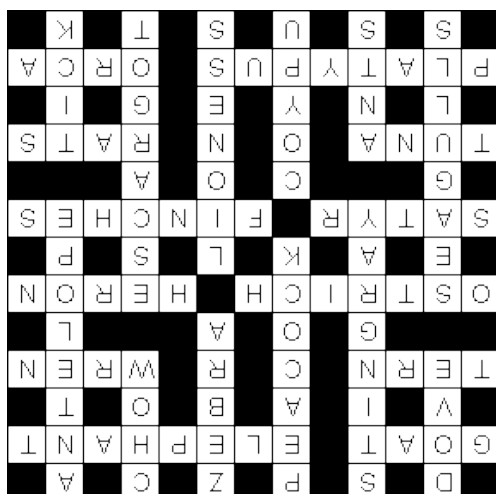
NON PRESCRIBED TREATMENTS

You may not consider over the counter medications, creams or alternate herbal remedies as medications but as it is a requirement of the Department of Health and Ageing that these are included on resident medications

charts.

Please advise staff of any medications or creams that your keep in your room and self administer. We will then be able to arrange for the required documentation to be put in place to accommodate you. **You will be**

able to self administer these as before.. We very much appreciate your co-operation with this.



Quiz and Crossword Solutions from page 4

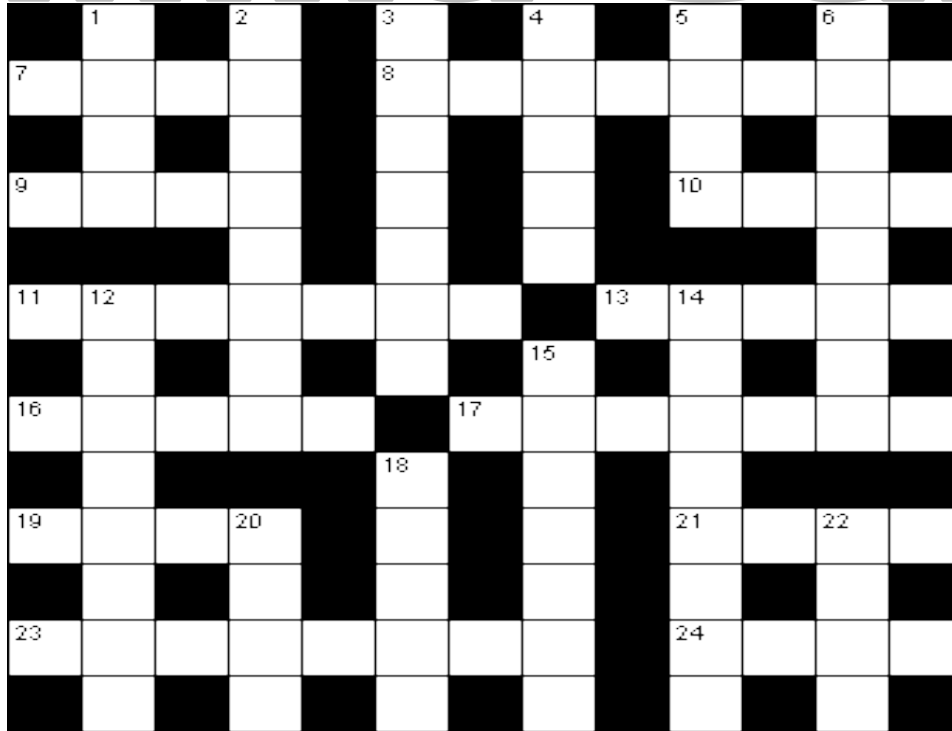


Answers to Quiz

1. Fraser Island
2. English Channel
3. Gills
4. The Saint
5. Ned Kell

Mind Games⁴

Themed 13



ACROSS:

1. Caprine animal (4)
8. Five-toed pachyderm (8)
10. Slender gull with forked tail (4)
11. African flightless bird (7)
13. Wading bird (5)
16. Supernatural woodland creature (5)
17. Small songbirds (7)
19. Large edible fish (4)
21. Rodents (4)
23. Egg-laying mammal (8)
24. Type of whale (4)

DOWN:

1. Emblem of peace (4)
2. Venomous aquatic creature (8)
3. Showy foul (7)
4. African equine (5)
5. Breed of dog with bushy tail (4)
6. Graceful ruminant (8)
12. Aquatic birds (8)
14. Edible snail (8)
15. Female wild feline (7)
18. Large aquatic rodent (5)
20. Colony insects (4)
22. Small parasite (4)

WORD SEARCH - Keep in Touch

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

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

ACKNOWLEDGE, ADDRESS, ANSWER, CALL, CHAT, COMMUNE, COMMUNICATE, CONTACT, CONVERSE, CONVEY, DELIVER, DISCOURSE, DISPLAY, ENQUIRE, EXCHANGE, GESTURE, GOSSIP, GREET, HEAR, IMPART, INFORM, INTERACT, LETTER, LISTEN, MESSAGE, ORATE, PHONE, PONTIFICATE, QUESTION, RENDER, REQUEST, SHOW, SIGN, SPEAK, TALK, TOUCH, TRANSFER, TRANSMIT, UTTER, WRITE.

QUIZ

1. Which island off the Queensland coast is Australia's fifth largest but the world's largest sand island?
2. The Channel Islands are in which Channel?
3. Most fish exchange gases using what?
4. In which TV series did Roger Moore star from 1962 to 1970?
5. Which Australian outlaw wore home-made armour?

WEEKLY ACTIVITIES

MONDAY

10.30am Morning Movers

11.00am Games Morning, coffee and chat

1.30pm Bingo

2.45pm Movie Afternoon

TUESDAY

10.30am Chairrobics

11.00am Technology step by step using the I pads

1.30pm Bingo

3.00pm Special Afternoon Tea

WEDNESDAY

10.00am Street wask

1.30pm Bus outing

2.45pm Afternoon movie

THURSDAY

10.30am Morning Movers

11.00am Hoy and Cuppa

1.30pm Bingo

2.45pm Gardening Group

FRIDAY

10.00am Nailcare

1.30pm Bingo

2.45pm Marbowls

5.00pm Happy Hour

SATURDAY

Cooked Breakfast - served to rooms

2.00pm Afternoon Movie

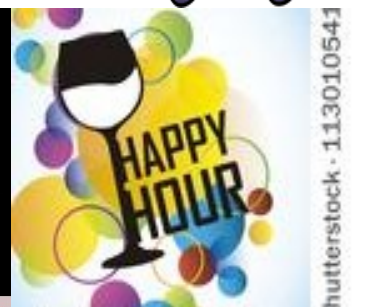
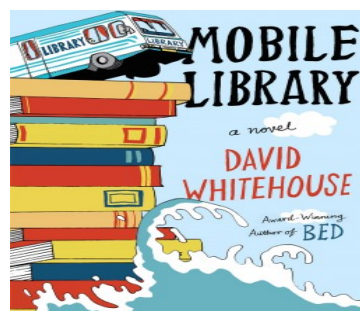
SUNDAY

3.00 pm Devonshire Afternoon Tea served to resident rooms.

Every second Friday of the month - Men's Luncheon



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

Visitor Restrictions at Havilah

From 11.59pm, 12 January, in line with the new Victorian Government Care Facilities Directions, Havilah will be permitting two visitors per resident per day unless a site is in lockdown.

All visitors will be required to return a negative RAT. This will be arranged for you at the time of entry, before you commence your visit.

The limiting of the visitors to two per day for each resident is due to the limited availability of Rapid Antigen Tests. Once this situation eases increased visits will be enabled

All visitors to Havilah need to be fully vaccinated and able to show proof of such.

These guidelines are subject to change based on a daily risk assessment that seeks to balance the health, safety and wellbeing of both residents and staff and the level of community transmission.

In the event that the facility needs to go into outbreak lockdown, essential visitors will be permitted for compassionate and end-of-life circumstances in consultation with the Director of Care

We understand that visitor restrictions are onerous and impact on the lives of residents, their families and friends. As always we seek to balance the risk presented by COVID-19, with the health, safety and wellbeing needs of every resident and our staff.

Thank you so much for your ongoing cooperation and support to ensure safe visiting can take place for the benefit of all.

Excluded Visitors

- have symptoms of COVID-19;
- have had a COVID-19 test because they have symptoms or have attended an exposure site and are waiting for the result;
- are required to isolate or

quarantine;

have had contact with a COVID positive person in the past 14 days

- ♦ Have not had and provided evidence of a current influenza or COVID vaccinations unless you have a specific exemption.

Resident Outings

Residents are able to leave the facility. Masks are required indoors and on public transport and taxis, it is recommended wearing masks outside if you can't physically distance. There are capacity limits on venues. Density limits of one person per two square meters apply to indoor spaces in food and drink venues.

As a further precaution, a risk assessment will determine if a Rapid Antigen Test (RAT) should be carried out following resident outing. This would be dependent on for instance the location of the outing, the number of people the resident was in contact with, ppe worn etc.

This should not be seen as a disincentive to going out. If it is your normal practice to go on outings with family for instance you should continue to do this. RAT's are not intrusive and do provide an added layer of safety for residents.

The key things you need to know in relation to the general community are Private gatherings in the home.

There are no limits to the number of people you can gather with in your home or in public places (e.g. a park). It is recommended that social gatherings o be held outdoors to reduce risks. It is strongly recommend that everyone who you are gathering with at your home or in a public place is fully vaccinated.

Going out

Venues you can attend if you are fully vaccinated include:

- hospitality venues (e.g. bars, nightclubs, restaurants and cafés)
- entertainment venues (e.g. cinemas, zoos, museums, live music venues)
- tourism venues (e.g. walking tours, buses)
- casinos/gaming venues and adult entertainment venues.

You can also attend public events where vaccination is required.

If you don't meet the vaccination requirements for a venue or public event, you can't enter the venue or go to the public event.

Vaccination requirements don't apply to food and drink venues operating for takeaway only. There is a density limit of one person per two sqm in all indoor areas in hospitality venues (e.g. restaurant, bars, and nightclubs) gaming, bingo and the casino). Other entertainment venues do not have a density limit (such as theatres, cinemas, galleries, concerts). At major events, face masks are also required indoors and outdoors when at an event with 30,000 or more patrons - but you aren't required to wear a mask while seated outdoors.

To be as COVIDSafe as possible, you are strongly recommended to stick to indoor seated service.

RECEPTION IS STAFFED 7 DAYS EACH WEEK, 10 A.M. TO 4 P.M. RECEPTION STAFF CAN ANSWER ANY QUERIES YOU MAY HAVE IN RELATION TO VISITING OR OUTINGS.

HARKNESS OUTBREAK It has been extremely challenging with the increase of cases throughout Victoria including in Maryborough and surrounding areas. Fortunately Maryborough at this stage is not having a large number of daily cases but compared to pre Christmas when there was only the occasional case now there are infections reported each day. It appears no local government area has escaped this last wave with Bendigo, Ballarat and Geelong with a large number of cases each. The infections in regional areas appears to have happened as people are returning home from their holidays. At Havilah we have since before Christmas been testing visitors and staff who have been away from or who live outside of the local area. Post Christmas we had two staff within 72 hours who tested positive. Under the rules this constitutes an outbreak which was declared on the weekend

of 9th January. This was quickly brought under control with by the end of that same week with no further cases reported. Our planning came to the fore as we had enough Rapid Antigen Tests in stock to do all the required testing of residents and staff over the outbreak period. As we were in an outbreak situation we were able to order Rapid Antigen Tests through the Government Stockpile which we did on the weekend of the 9th January, we were told 2-5 days for delivery to regional areas. Today 21st January, 700 arrived. So don't believe all the spin you hear from our Prime Minister and Health Minister about the Commonwealth being responsible for Aged Care and everything they are doing. Whatever it is they are doing it is not done in a timely manner and to the extent that they should be. Our outbreak was well and truly over before our order arrived and then only 700 which will last no time

at all. We have needed to source others while waiting at a very high price and just as well we did this or we would have had no tests available. Thank you to MDHS for providing some tests for us during this period as well.

From this weekend our staff will test every day pre shift, all visitors will continue to be tested pre each visit and residents will be tested as needed.

We will use 1000 Rapid Antigen Tests a week for this level of testing. At \$12 a test this is around \$50,000 each month. To keep everyone as safe we think it is worth it. At this stage this is funded by Havilah with no additional funding offered by either the Commonwealth or the State Governments at the time of writing.



CONTACT HARILD

All residents, staff, regular contractors, visitors and professional people have

their own cards. The information the "Contact Harald" system generates can assist to trace any contacts with a reported positive case of coronavirus. The cards are activated 24 hours a day. If your card is flashing red please report this to staff so that they can arrange a replacement for you.



AUTO SIGN IN WITH ZIPLINE

Visitors have access to our auto temperature checking

and sign electronic system.

Added to this all visitors must sign in using the QR code. There are QR code posters in various positions in the main reception areas at both sites. A code also appears as the last entry on the Zip Line auto sign in so there are multiple oppor-

tunities for you to scan in. **If you add Havilah to your favourites the next time you check in this will save you having to scan the code each time.**

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

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

(COVID-19) Emergency Leave for Aged Care Residents

This is really about providing assistance where residents may wish to leave the facility in the case of an outbreak and we want to make sure that residents and families are

aware of what is available and the steps to take should you wish to take advantage of this at any time. Should you wish to obtain further advice in relation to this please email mail@havilah.org.au and we will contact you.

Havilah has gone above and beyond the guidelines for personal

protective equipment, contact tracing, cohorting of staff and residents, screening of residents, staff and visitors all to keep our residents and staff safe.

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.



The Christmas festivities started at Havilah with the Residents family and friends BBQ held on Fri 10th Dec. With covid restrictions in place residents were able to have 5 guests for lunch for the event and also for Christmas day lunch. Everyone enjoyed themselves at both functions, with many positive comments about the meal and the ambience throughout the facility. Residents also enjoyed the Christmas Lights Bus Tour throughout Maryborough and the surrounding district.



Santa paid a visit in the days leading to Christmas, handing out lollies and chocolates and festive cheer to everyone. A big thank you to resident Santa Cal, who almost melted in his Santa costume. The Havilah Santa also did a drive by to the Childcare Centre and visited the CBD to the delight of local children.



Falls Things to consider

Ensure that you have your eyes tested each year and have your glasses adjusted and fitting correctly. Consider using single vision lenses if falls are becoming an issue.

ACCOUNT PAYMENT: Residents who have accounts to be paid in the community, eg chemist, the accounts can be presented to reception staff to be paid and then the resident will be on billed to them at the end of the month.

RESIDENT SURVEYS: Raglan



Of 22 residents surveyed:

100% of surveyed residents indicated that most of the time or always encouraged to make decisions about their personal car routine.

100% of residents stated that most of the time or always it is peaceful enough for them to

sleep of a night.

100% of residents agreed or strongly agreed that they would recommend Havilah to a family member or friend.

100% of residents surveyed agreed or strongly agree they enjoyed the Melbourne Cup festivities.

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. **Please talk to staff at any time should your needs or wishes change.** When reviewing your care plan staff will ask you if you want a copy and this can be provided to you.

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.**



FROM THE KITCHEN:

Our menus have recently been reviewed to provide further increased choice for lunch and the evening meal. Lunch is the main meal of the day.

On the lunch time menu there are two main meal choices that change each day. There are also other main meal choices that remain constant each day. These include the favourites of our residents and provides further choice each day. The lunch menu also includes lighter alternatives of for instance pies, pasties, lasagne, quiche etc so we hope that there is something to suit everyone on any particular day. There are also choices listed for soft and pureed diets including sweets. At tea time there is a selection of two soups, two sweets and multiple mains for you to select on the menu

Where things that you like to eat are not included on the menu please talk to the staff in your area and they will get this arranged for you.

If you require a special diet that you feel is not catered for on the menu please discuss this with staff. Havilah has a consultant dietitian who reviews our menus for nutritional value. She also attends on site to speak with residents about their dietary requirements. Please ask staff if you would like to meet with her.

For breakfast residents may choose whatever cereals, breads and spreads they wish. Residents can also select their choice of juices and yohurts and also to have poached eggs on toast or bacon and eggs. If the cereal or bread you prefer is not listed on the menu please notify the kitchen who will arrange to get this in if it is not held as normal stock.

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

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

REPORTING FOOD BROUGHT IN FOR RESIDENTS

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

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

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

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

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

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

As always residents are able to choose to have room service rather than attending the dining room.

All residents are supplied with a daily menu to select their choice for the day, and breakfast for the following day.



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

For the older folk, enjoy the memories

EATING IN THE FIFTIES and SIXTIES.

- Pasta was not eaten in Australia.
- Curry was a surname.
- A takeaway was a mathematical problem.
- A pizza was something to do with a leaning tower.
- All potato chips were plain; the only choice we had was whether to put the salt on or not.
- Rice was only eaten as a milk pudding.
- Calamari was called squid and we used it as fish bait
- Brown bread was something only poor people ate.
- Oil was for lubricating; fat was for cooking.
- Tea was made in a teapot using tea leaves and never green.
- Sugar enjoyed good press in those days, and was being sold as white gold.
- Cubed sugar was regarded as posh.
- Fish didn't have fingers.
- Eating raw fish was called poverty, not sushi
- None of us had ever heard of yoghurt.
- Healthy food consisted of anything edible.
- People who didn't peel potatoes were regarded as lazy.
- Indian restaurants were only found in India.
- Cooking outside was called camping.
- Seaweed was not a recognised food.
- "Kebab" was not even a word, never mind a food.
- Prunes were medicinal.
- Surprisingly, muesli was readily available, it was called cattle feed.
- Water came out of the tap. If someone had suggested bottling it and charging more than petrol for it, they would have become a laughingstock!
- But the one thing that we never ever had on our table in the sixties ...Elbows or Phones.

Trevor's New Year's Eve party was an annual occurrence with numerous guests arriving. During the evening, a man knocked on the door, was greeted heartily although no one knew who he was, and was led to where the drinks were, in the kitchen. He sat there happily, chatting away, for a couple of hours before a strange light dawned on his face. 'You know,' he confided to Trevor, 'I wasn't even invited to this party. I just came over to tell you that some of your guests' cars are blocking my drive.' He continued, 'My wife's been sitting out in the car waiting for me to get them moved, so that we can go out.'



With the summer weather being so unpredictable, please ensure that when residents are going outdoors for a walk either by themselves or with staff that they are dressed appropriately, on the sunny days make sure they are wearing a hat and that sunscreen is applied. Havilah have installed auto sunscreen dispensers at all entry/exit doors for the convenience of residents to use



LIFE IS
BETTER
WHEN
YOU'RE
LAUGHING.

A man goes into a pet shop to buy a parrot. The shop owner points to three identical-looking parrots on a perch and says, "The parrot on the left costs \$500 dollars."

"Why does the parrot cost so much?" asks the man. The owner says "Well the parrot knows how to use a computer."

The man then asks about the next parrot and learns that it costs \$1,000 dollars because it can do everything the first parrot can do plus it knows

how to use the UNIX operating system.

Naturally, the increasingly startled man asks about the third parrot, only to be told that it costs \$2,000 dollars.

Needless to say this begs the question, "What can it do?"

To which the owner replies,

"To be honest I have never seen it do anything but the other two call him boss!"



"Just this once, can't we take the scenic route?"

James is walking on a downtown street one day, and he happens to see his old high school friend, Harry, a little ways up ahead. "Harry, Harry, how are you?" he greets his old buddy after getting his attention.

"Not so good," says Harry.

"Why, what happened?" James queries.

"Well," Harry says, "I just went bankrupt and I've still got to feed my family. I don't know what I'm going to do."

"Could have been worse," James replies calmly. "Could have been worse."

A month or so later, James again encounters Harry, in a restaurant. "And how are things now?" he asks.

"Terrible!" says Harry. "Our house burned down last night."

"Could have been worse," says James, again with total aplomb, and goes about his business.

A month later, James runs into Harry a third time. "Well, how goes it?" he inquires.

"Oh!" says Harry. "Things just get worse and worse. It's one tragedy after another! Now my wife has left me!"

Harry nods his head and gives his usual optimistic-seeming little smile, accompanied by his usual words: "Could've been worse."

This time, Harry grabs James by the shoulders. "Wait a minute!" he says. "I'm not gonna let you off so easy this time. Three times in the past few months we've run into one another, and every time I've told you the latest disaster in my life. Every time you say the same thing: 'Could have been worse.' This time, for God's sake, Harry, I want you to tell me: how in Heaven's name could it have been any worse?"

James looks at Harry with the same little wisp of a smile. "Could have been worse," he says. "Could have happened to me."

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 7 days per week

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 5459 0154 or internal dial 154.

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

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

Director of Care Kelsey Hooper 54 617383

email: kelsey.hooper@havilah.org.au

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

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

Havilah respects the right of residents and families to

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

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

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

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