

RAGLAN TATTLER

ISSUE: March 2020

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 MAJOR RAFFLE

Once again it is time for our annual major raffle.

All prizes are for Goods/ Services at Retailer/s of choice

1ST Prize \$10,000

2nd Prize \$5,000

PLUS 10 x \$500 early bird prizes

Tickets are \$100 each and payment can be made over 10 weeks

Please ask your friends and relatives if they would like a ticket or you may like to have a family Syndicate.

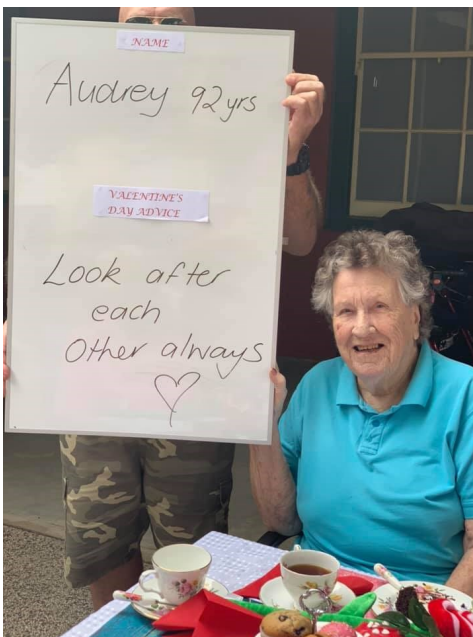
With only 410 tickets available the odds are very good.

This is an important part of our fundraising program each year with the proceeds used towards capital purchases such as equipment.

We would very much appreciate your support.

To purchase a ticket or collect a book to sell, please contact Raeleen 54617 380 or

Reception 5461 7387



A special Valentine Day morning tea was held out in the courtyard, the weather held out and it proved to be a pleasant morning for the residents from both Raglan House and Havilah on Palmerston.

Resident Meeting— Monday 6th April 2020 at 1.15 pm


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

PHOTO GALLERY



The residents always enjoy their bus outings or street walk on Thursday, Recent outing to Clunes for afternoon tea at the renowned Quigley and Clark Café.

Street walk residents met a staff members new bundle of joy.



Special Event
Happy Hour
Country Western Hoe down
 All welcome
 When : Friday 20th March 2020 at 5pm
 Dress: Country style
 Where: Courtyard weather providing
 Or else in room 1-2
 BBQ dinner with salads, live Country music,
 Local line dancing performance , horseshoe toss,
 Lemonade stand.



**AFL 2020
 FOOTY TIPPING
 COMPETITION
FREE TO ENTER**



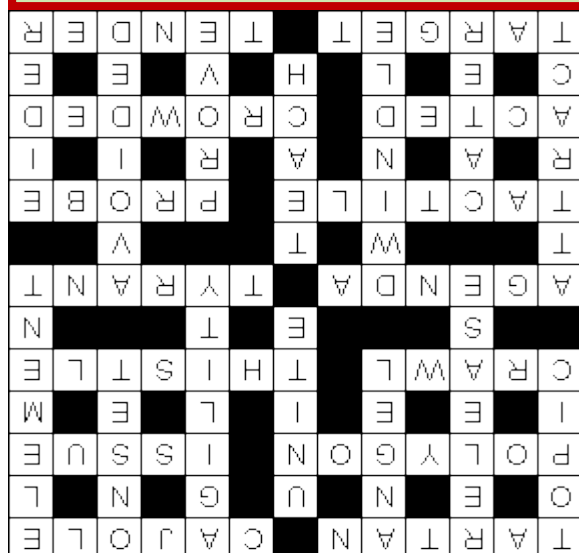
**If you would like to participate in the
 Football tipping competition, see Kim or please take a pack which has all of
 your tipping needs including the draw and blank tipping forms.
 Make your selections on the supplied entry sheet for the 1st round and each
 consecutive round**

**Then Place your entry sheet in the box in front of the nurses station ground
 floor**

Season prizes 1st, 2nd, 3rd & Last Place

**There is a \$10.00 Prize each week for correctly tipping
 all 9 winning teams. Ladder will be posted weekly in main foyer and recep-
 tion areas.**

Season commences Thursday 19th March 2020

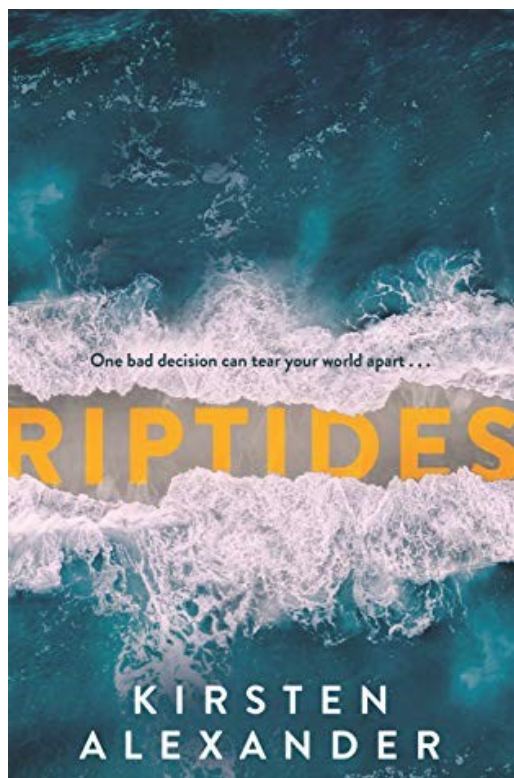


**Quiz and
 Crossword
 Solutions
 from page 8**



Answers to Quiz

1. Ruth Park.
2. Moonee Onds
3. Rockmelon
4. Femur



In 1974, in country Queensland, Charlie Campbell forces a car off an unlit and rarely travelled dirt road into a tree, killing the pregnant driver. The crash wakes Charlie's sister, Abby, who'd been sleeping in the passenger seat next to him. They were heading to their father's farm.

A dead woman has no place in either of their plans. They drive away, leaving her on the ground as heavy rain falls. They cannot help her, there are no witnesses, and there is too much at stake.

When they arrive at the farm, the siblings learn that the dead woman, Skye, was their father's fiancée.

They resolve to tell no one what they've done — to admit to this

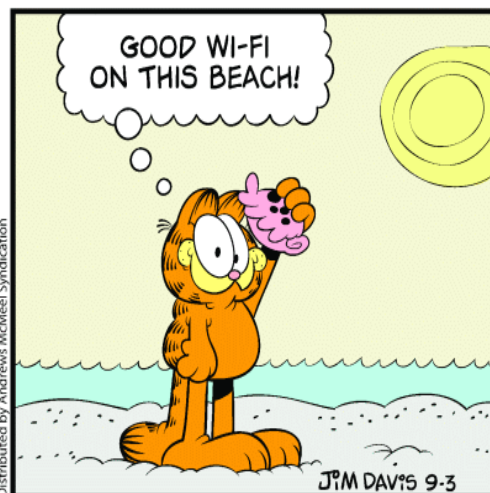
crime will cost them their father and their future. Charlie leans on his older sister to lead them out of trouble, to act as the protector she's had to be since their mother died. But their secret grows more complicated by the day.

Abby, however, is not one to give up. She keeps the single piece of evidence hidden, and decides to redeem herself. She determines to raise Skye's son as her own, study, and make a difference. She is convinced that she and Charlie can get back on track. But along the way, they need to reconsider exactly what it is they want.



WEIRD and WONDERFUL WORDS

BOILOVER - a surprise result in a sporting event.



Auto Lock Down:

At present with daylight savings still in place, the automatic lock down of doors is 8.00pm

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. **The information required includes: Residents Name, Where they are going, Who with, Time out, Approximate time due back, Returned time, Signature**

Chronic pain can change your brain and personality.

A new Australian study has found that people who live with chronic pain experience changes to their brain which can cause negative personality changes.

The world first discovery found that people with chronic pain have smaller amounts of glutamate – the brain's key chemical messenger – in the region responsible for regulating thoughts and emotions.

The lead author of the study, associate professor Sylvia Gustin from Neuroscience Research Australia and University of New South Wales, said that the disruptions that pain causes between brain cells can make sufferers “more negative, fearful, pessimistic or worried”.

Gustin, who is also a registered psychologist, has studied chronic pain for 20 years and says that perceived personality changes are a constant issue raised by patients.

“They say, ‘I’m not myself any more.’ And a lot of people with chronic pain are stigmatised. They are stigmatised to the level that other people say, ‘You developed chronic pain because of your personality,’ or, ‘You have a negative personality’. And this is not true,” Gustin tells *Aged Care Insite*.

Chronic pain is thought to affect 3.24 million Australians, with 1.03 million of those aged 65 years and over. It is estimated that chronic pain costs the economy \$139.3 billion yearly in productivity and cost to the health system, among others.

The researchers studied participants with chronic pain and found that the lower the glutamate levels within the medial prefrontal cortex, the more a person experienced these negative personality changes. “We know that there are structural, functional and biochemical changes in the brain, particularly in the region which is responsible for regulating emotions and cognition. And this area is called the media prefrontal cortex. And it sits directly behind your forehead,” says Gustin.

“However, we don’t know exactly the process. Is it immediately occurring? Is it occurring after two weeks of pain? After four weeks? It could be very individualised. So it could be different from one person to the other. And I think it actually has something to do with stress.”

Gustin says that stress from the pain incident kills the brain cells’ ability to communicate or talk properly to each other. And this results in emotional dysregula-

tion and a more negative-prone personality where

people can report feeling tired, unmotivated and constantly worried.

“We know that stress really can kill brain cells because stress is increasing your levels of cortisol in the brain. And cortisol is also linked to glutamate and an increase in glutamate is toxic and can kill brain cells,” she says.

The next steps will be developing medication that can target glutamate, which may be some way off. However, in the meantime Gustin says that this research should make us rethink our approach to chronic pain.

Educating patients about the effects pain can have on personality can go some way to combating these changes and it is equally important for clinicians and carers to better understand chronic pain.

“I’ve talked to a lot of family members and carers and one of the most problematic things for them is that they can’t help. And they’re trying to help but it’s not so simple. So for them, understanding what is going on is also relieving,” says Gustin.

“In regard to the medical professional, I think it’s always good if we understand why people with chronic pain sometimes have more negative personalities ... and understanding that hopefully helps the medical field to feel more empathy and to understand that there is a pathological reason for it.”

The research could also impact how we treat people in aged care, where chronic pain is often an issue.

“Brain function is similar between old and young people. It’s biology. So, if a young person with chronic pain shows personality changes, an old person would show exactly the same.”

“With Alzheimer’s and chronic pain, the changes are more exacerbated, because you have dementia and cognitive decline and that is, a lot of times, due to death of brain cells, plus pain also changes how the brain cells work.”

Gustin plans to continue her work in this area, looking at ways in which we can restore glutamate in the brain as well as developing trials using DBT (dialectical behavioural therapy) to see its effects on chronic pain.

GREAT THINGS TO DO



Happy Hour Every Friday evening

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



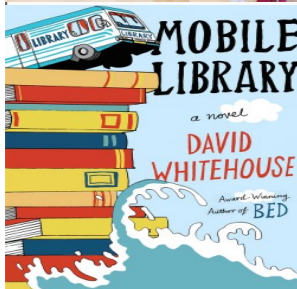
Bus Trip Out - Thursday afternoon departing at 1.30pm for lots of Fun points of interest throughout Central Victoria. If you have an idea or suggestion for an outing, just let Lifestyle Co-ordinator Kim know and she will do her best to arrange the outing for you.



Morning Movers:

Every Monday—Friday Morning @ 9.20am

Warm up to the day with exercise and music



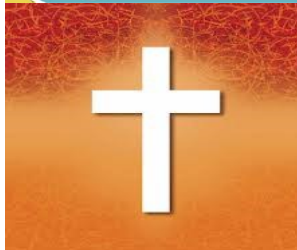
Mobile Library:

March 23rd, April 6th and 20th

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



Time to Talk - 2nd Wednesday each Month

Next Date 11th March @ 10.00am

Great chance for the men to get together and chat about secret men's business, first floor Raglan House.



Gardening Club

Meets Weekly on a Tuesday

@ 10.30am

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

Morning Movers 9.20am
 Games Morning coffee and chat 10.15 am
 Bingo 1.30 pm
 Strength Exercises with Physio Rhonda 2.30 pm



TUESDAY

Morning Movers 9.20am
 Marbowls 10.30 am
 Gardening Club and Cuppa 3.00pm
 Bingo 1.30 pm
 Chairbics 2.30 pm



WEDNESDAY

Morning Movers 9.20am
 Footspa & Nail Care 10.00am
 Bingo 1.30pm
 Craft/Cooking/Cuppa & chat, Pop Up Shop 2.45pm



THURSDAY

Morning Movers 9.20am
 Street Walk 9.30am
 Bingo 1.30 pm
 Bus Trip 1.30pm
 Music with records, Movie afternoon 2.45pm



FRIDAY

Morning Movers 9.20am
 Special Morning Tea 10.00 am
 Bingo 1.30 pm
 Chairbics 2.30 pm
 Happy Hour 5.00pm

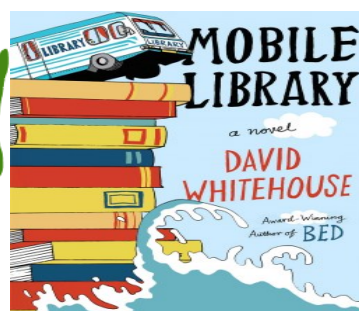


SATURDAY

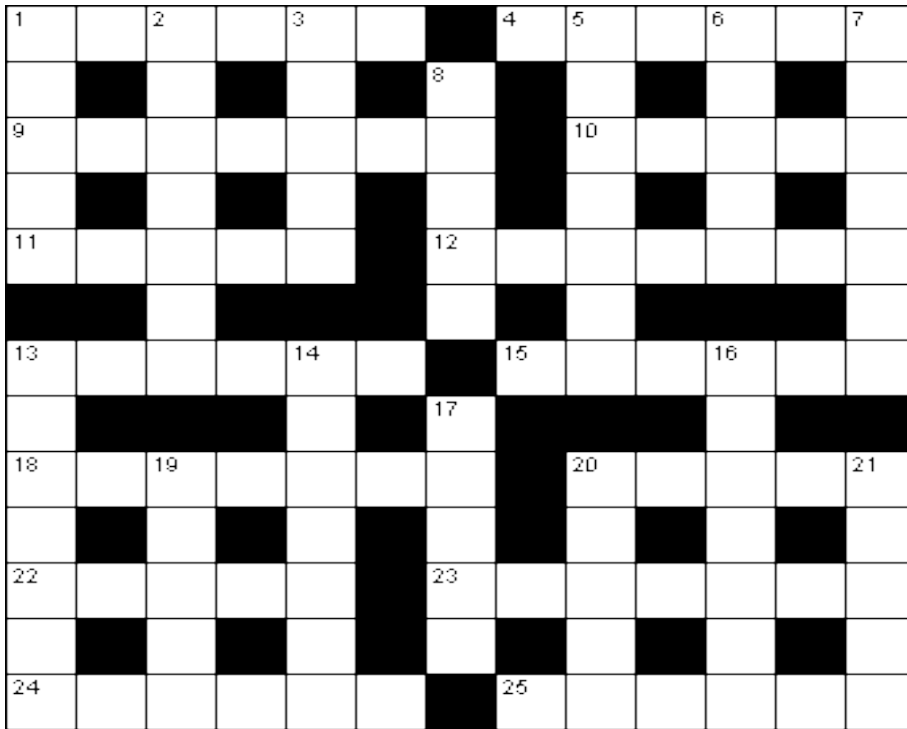
Cooked Breakfast in Dining Room

SUNDAY

Devonshire Afternoon Tea each Sunday 3.00pm



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

**ACROSS:**

1. Plaid
4. Inveigle
9. Plane figure with straight sides
10. Publish
11. Creep
12. Plat with prickly-edged leaves
13. Schedule
15. Desport
18. Producing a sensation of touch
20. Investigation
22. Performed
23. Gathered together in large numbers
24. Objective
25. Formal proposal to buy

DOWN:

1. Subject
2. Let go
3. Investor in theatrical production
5. Nimbleness
6. Beginning or early stages
7. Best environment for plants or animals
8. Become one
13. Draw in
14. Diminish
16. Kept away from
17. Impart skills or knowledge
19. Supply food ready to eat
20. Provide evidence for
21. Type of duck

WORD SEARCH - Explore

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

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

AMUNDSEN, BARBOSA, BASS, BOONE, BURKE AND WILLS, CABOT, CARTIER, COLUMBUS, COOK, CORTES, DIAS, DRAKE, ERIKSSON, FAWSETT, FLINDERS, FROBISHE, GRAY, HAWKINS, HERIOLFFSON, HUDSON, KINGLSEY, LIVINGSTONE, MAGELLAN, MARCO POLO, PARK, RALEIGH, SCOTT, SHACKLETON, STURT, TASMAN, TENZING, VANCOUVER, VASCO DA GAMA, VESPUCCI

QUIZ

1. Which Australian author wrote the novel The Harp in the South?
2. Dame Edna Everage was originally created as a housewife from what Melbourne suburb?
3. In some parts of Australia, the cantaloupe is commonly known as?
4. What is the medical name for the thighbone?

Falls Prevention

Ensure that you have your feet attended to by a podiatrist.

Maintenance and upkeep of walking aids.

Keep rooms and walking areas clutter free.



Newspapers and periodicals are supplied in communal areas of Raglan House for the enjoyment of all residents. Residents are asked not to take these back to their rooms.

If you would like to have your own personal paper this can be ordered through the local Newsagency and will be delivered to you. Please ask at Reception if you need assistance to order your own papers and periodicals.

Thank you for your assistance with this.

The Central Highlands Library service visit's Raglan House.

the next visit.

The mobile Library is

set up in the North end on the ground floor.

from 10.15am -

11.15am.

Come and talk to Kerry the Librarian who will help you find the book you are after. There is a great range of books to select from and if there is something that you specifically want they can arrange this for you on



A reminder to all residents, please use the washing powder sachets supplied by Havilah in the laundry when you attend to your personal washing, residents are reminded not to buy their own washing powders and store the product in their rooms. Laundry cupboards have recently been added in each laundry containing Softly and alternate washing detergent for those unable to use the sachets. For residents using the alternate powder please run a cycle using the sachets on completing your wash. Residents who use the laundry to do their own washing will be provided with a key to the cupboard. You can also obtain a key from each staff office.

Linen Could residents please inform care staff if they have any soiled linen in their rooms. This includes Face Washers, Shower Mats or Towels. Staff can provide fresh clean linen immediately on request, Please Call 661 or 662.



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.

NB: Stamps now \$1.10 each

EFTPOS

For the convenience of residents,

EFTPOS facilities are

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



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



Many years ago Havilah published a recipe book with residents and their family favourites, ranging from soups to casseroles, desserts, cakes and slices etc. This publication proved to be a worth while fund raiser for Havilah.

We are looking to re do another one using some recipes from the original publication and requesting current families who would like to submit their own favourite.

Recipes and pictures can be sent via email to andrew.earl@havilah.org.au or by leaving at main reception desk at Harkness Street during office hours.



RESIDENT SURVEY:

January

Raglan House: 16 residents surveyed:

100% of surveyed residents indicated that most of the time or always there is enough roast meals on the menu.

100% of residents indicated in the survey that most of the time or always the staff are respectful and courteous in their interactions with them and family

100% of residents surveyed agreed or strongly agreed that they know where to put a compliment/complaint form.

100% of surveyed residents strongly agreed that the staff they have the choice how warm/cool their room is with or without assistance.

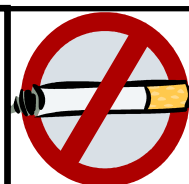
Invitation to read your Care Plan and take part in your Care Plan Review

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.



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



LIFE IS
BETTER
WHEN
YOU'RE
LAUGHING.

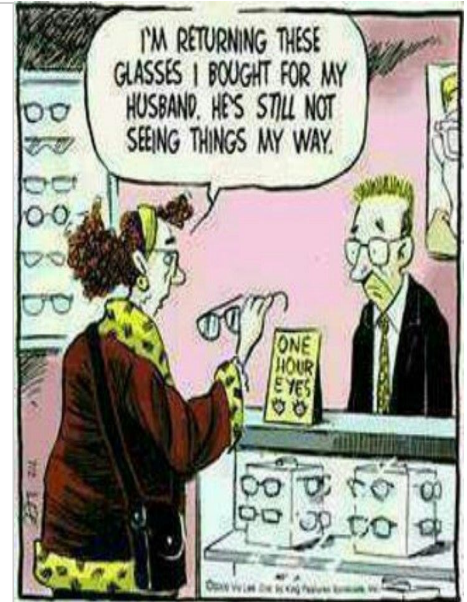
A lawyer's dog, runs around town unleashed, heads for a butcher shop and steals a roast. An angry butcher goes to the lawyer's office and politely asks, "If a dog running unleashed steals a piece of meat from my store, do I have a right to demand payment for the meat from the dog's owner?"

The lawyer smiles and answers, "Absolutely."

"Then you owe me \$8.50. Your dog was unleashed and stole a roast from me today."

The lawyer, without a word, writes the butcher a check for \$8.50. The butcher, having a feeling of satisfaction, leaves.

Three days later, the butcher finds a bill from the lawyer: \$100 due for a consultation.



Two sisters, one blonde and one brunette, inherit the family ranch in 1875. Unfortunately, after just a few years, they are in financial trouble. In order to keep the bank from repossessing the ranch, they need to purchase a bull so that they can breed their own stock. Upon leaving for another ranch to check on the possibility of buying a bull, the brunette tells her sister, When I get there, if I decide to buy the bull, I'll contact you to drive out after me and haul it home.

The brunette arrives at the man's ranch, inspects the bull, and decides she wants to buy it. The man tells her that he will sell it for \$499. After paying him, she drives to the nearest town to send her sister a telegram to tell her the news. She walks into the telegraph office, and says, I want to send a telegram to my sister telling her that I've bought

a bull for our ranch. I need her to hitch the trailer to our pickup truck and drive out here so we can haul it home.

The telegraph operator explains that he'll be glad to help her, then adds, It's just 99 cents a word. Well, after paying for the bull, the brunette only has \$1 left. She realizes that she'll only be able to send her sister one word. After thinking for a few minutes, she nods, and says, I want you to send her the word comfortable. The operator shakes his head. How is she ever going to know that you want her to hitch the trailer to your pickup truck and drive out here to haul that bull back to your ranch if you send her the word, comfortable? The brunette explains, My sister's blonde. The word's big. She'll read it real slow. (com-for-da-bull)

A woman is in bed with her lover who also happens to be her husband's best friend. They had sex for hours, and afterwards, while they're just laying there, the phone rings. Since it is the woman's house, she picks up the receiver. Her lover looks over at her and listens, only hearing her side of the conversation...

She is speaking in a cheery voice, "Hello? Oh, hi. I'm so glad that you called. Really? That's wonderful. I am so happy for you. That sounds terrific. Great! Thanks. Okay. Bye."

She hangs up the telephone and her lover asks, "Who was that?"

"Oh" she replies, "that was my husband telling me all about the wonderful time he's having on his fishing trip with you."

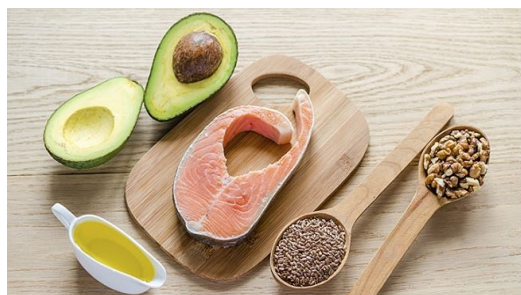




The conversations of life

Want to keep your memory sharp as you get older? Up your vegies and protein, says new research

By Lauren Broomham on February 28, 2020



Researchers from the University of Technology Sydney (UTS) have found that eating a high amount of fruit and vegetables is linked with lowered odds of developing memory loss, while high intake of protein-rich foods is related to better memory

UTS research fellow Dr Luna Xu (pictured inset) studied data from around 139,000 older Australians and discovered strong links between certain food groups, memory loss and comorbid heart disease or diabetes.

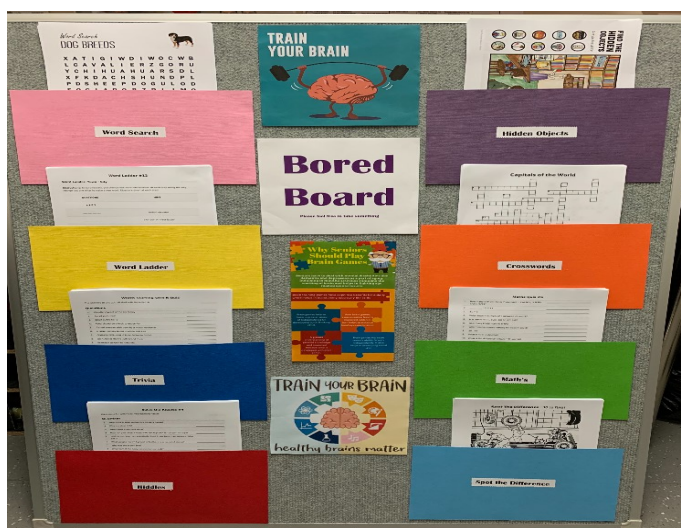
This link varied between the different aged groups – with those at the highest risk of memory loss and comorbid heart disease being people aged over 80 with a low consumption of cereals (which includes bread, pasta, oats and rice).

Dr Xu says with many older Australians also living with other chronic health conditions, the data points to the need for healthy eating guidelines that are specific to people's age which currently don't exist.

Until then, you can check out the current Government guidelines on healthy eating [here](#).



Expressions of interest wanted to start a book club with Havilah on Palmerston and Raglan house residents. Books will be sourced through the Maryborough Regional Library with a new book received at a monthly meeting to discuss the book over supper each month. Book club provide papers with topics for discussion within each book. Please phone ATL Kim on 54590169 for more information.



The New 'bored board' activity is now up and running with residents able to access 8 different activities' to stimulate the minds. Residents can take from the board when they have a free moment, ideal for after dinner and for the weekends when there is no structured activity program.

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

FROM THE KITCHEN :

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. The first and second choice change every 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 listed on the menu. 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. For those who have breakfast in your room the daily menu is included on your breakfast tray. Please inform the care staff of your choices 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 take special note of the

times for ordering of alternate meals, therefore at breakfast or by 10 a.m. for lunch and by 3pm for tea.

For breakfast residents may have 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.

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, Special Morning Tea on Fridays and Sunday

Devonshire afternoon tea without charge. Tea and coffee making facilities and biscuits are on hand in the kitchenettes for residents and visitors.

Please advise the relevant kitchen prior to 10.00am by phoning **54590 180** 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 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 Nurse Manager Deb Matthews or alternatively fill out a form and place in the Suggestion Box.

At the suggestion of your Chef Greg **SOUP OF THE DAY** has been commenced with each Chef making the choice on what soup to serve each day in accordance with the resident preferences in their unit. The **SOUP OF THE DAY** will be written on the blackboard at the entrance to the Dining Room each day and included on menus to rooms for those residents having tray service. Tomato Soup will remain a choice each day. Please let catering staff know your favourite soup so that it can be included.

Our Dietitian has suggested the introduction of cake plates for residents whose weight is compromised and each kitchen will now keep available a stock of various cakes which can be used for this purpose.

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 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-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.

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 (RNI) 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.

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.