

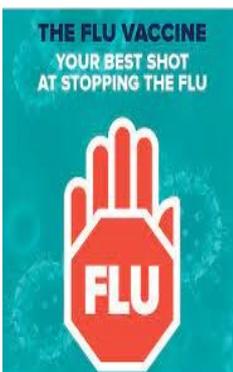
RAGLAN TATTLER

ISSUE March 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



Everyone at Havilah wish you a Happy and Safe Easter.



As the Flu season is approaching and the chemists and doctors are starting to roll out the vaccine. Under the National Guidelines for visitors entering an aged care facility current flu vaccinations are required. For visitors, as you obtain your 2022 Flu vaccination please provide the details to Reception so that we can update our records. Thank you for your assistance with this. Vaccinations for residents are organised on site at Havilah through your GP.



RE Visitor RATs

If visitors wish they can perform their own RAT prior to coming onsite, they can take a photo of the test same as staff do.

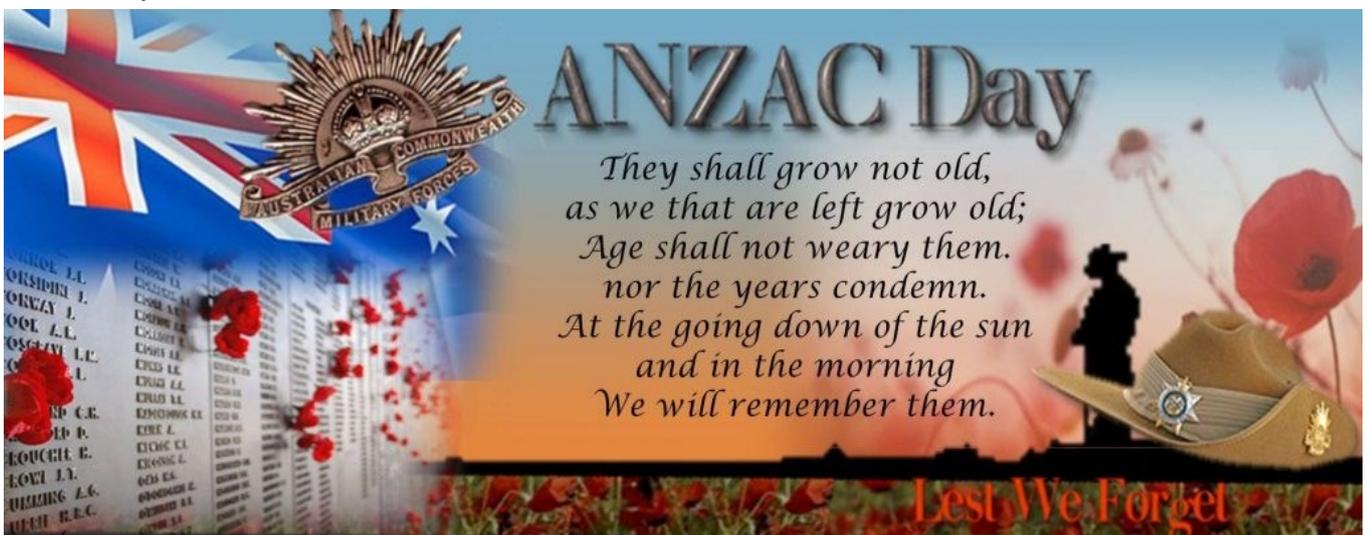
The following must apply:

- A clear photo of the test cassette showing the result
- The test cassette must have the visitor name, date test conducted & time test conducted
- The photo must be able to be identified as taken on the same day as the test

You are still required to log the visitor information onto the Visitor RAT sheet

This just means that visitors are not held up with a 15 minute delay for their visit

Havilah is not providing RAT tests to visitors to take home, If visitors wish to do their RAT test at home they will need to source their own RATs



ANZAC Day will be celebrated on Monday 25th April.

DISABLED DROP OFF AND PICK UP POINTS Residents are able to be dropped off and picked up at the covered porticos at the main entrance off Harkness Street, and also at Heath House and Melaleuca Entrances. These areas are not for long term parking but can be used for short term parking while collecting or returning residents from outings/appointments. There is internal access through the buildings to these areas and staff can assist residents to each foyer to wait for pickup. Please telephone reception for any advice in relation to this.



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.

If a family member has a permanent Harald card and it is flashing RED, please ask reception staff upon your arrival of your next visit to have it replaced.

Two generations bridge the age gap through storytelling

Each Friday morning, a group of 24 teenagers and six older citizens sit and share their life stories, as part of an Australian-first project to reduce loneliness and build connections.

The sessions are part of the 'Bridging Ages life stories project', a multigenerational school program where students interview older adults on their experiences and reflect on them in a published book.

Helping Hand home care client Joan Richardson has been paired with three Year 9 students from Mid North Christian College on South Australia's east coast.

During their meetings, she recollects her childhood growing up on a farm, training as a nurse in the Methodist church, and her travels abroad.

"I think it's been a real privilege to be part of it," Joan said "I'm getting to know the students that I'm with really well, and it's great to mix with young people and find out more about them."

Founded in the UK, *Bridging Ages* has shown to be mutually beneficial for both older and younger participants.

Past case studies have shown that the regular interactions have enhanced understanding between the age groups, and in turn formed long-term friendships.

Joan, who is blind, says that experience of getting to know the students has caused her to reflect on what she had previously heard about younger generations.

"My grandchildren are in their twenties so it's really good for me to meet with teenagers," she says.

"Unfortunately, the perception we give of teenagers is not good because we hear all about the bad things, but these are just lovely young people."

A 2019 study in the US found that engaging in an intergenerational education program reduced age-based prejudice for all participants involved.

With over half of Australians having experienced ageism, the use of mixed age learning to overcome negative stereotypes is becoming more common in traditional schools and universities.

Lilli, who is a Year 9 English student, says she has highly valued the time that she has gotten to know Joan.

"You don't really know what it's like for seniors in their life until you actually sit down and talk with them about their experiences," she says.

"Joan has told me how she grew up on a farm and she didn't have many things around her, but she had family, so she's really shown me how important family is.

"I definitely recommend this to any student who's willing to meet and talk to new people, especially in a different age bracket."

Staying connected

The global COVID-19 pandemic has brought about increased feelings of loneliness in every age group

With a third of older Australians living alone, the risk of experiencing the negative mental and physical health effects linked to loneliness is raised.

The chief executive of provider Helping Hand, Chris Stewart, says that programs such as *Bridging Ages* are a creative opportunity for older adults to engage with their local school community.

"COVID-19 has increased isolation as many community services had to stop and some people feared going outside their homes," Stewart said.

"We know how important it is to stay connected, which is why we are focusing on providing activities for our clients which reduce loneliness and create connections."

The eight-week trial program has indicated early success, with home care clients and students reporting positive responses, according to Stewart.

He says there may be future plans to extend the program into Adelaide and around regional South Australia.

"Both younger people and older people are benefitting already, as the older person is getting out and about and meeting new people, meaning they're no longer as isolated," said Stewart.

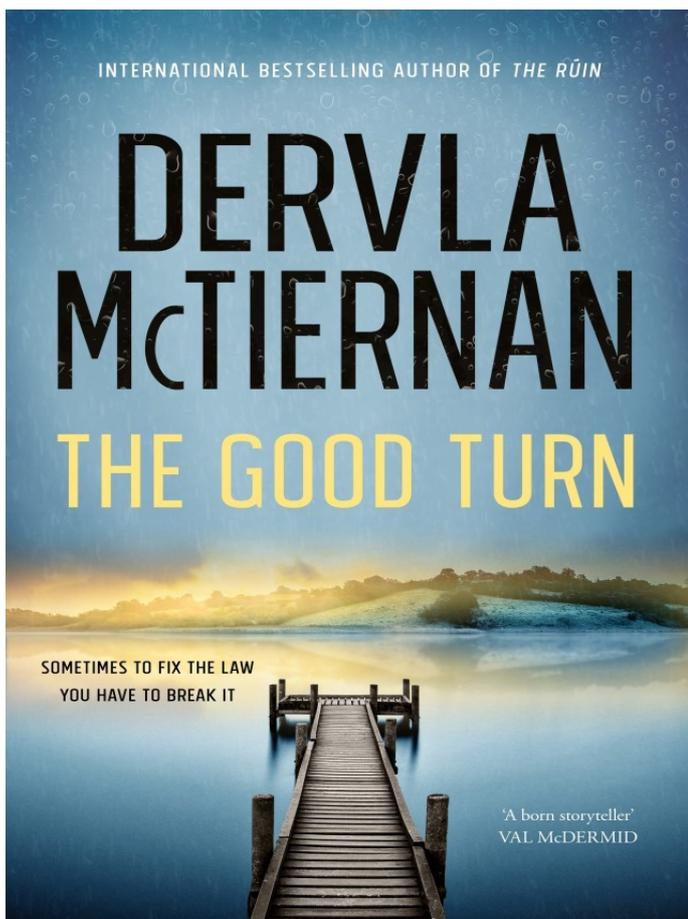
"For the younger people, we've seen them learning new life skills, such as how to ask questions in a structured manner, how to engage with people who they haven't met, and it's helping them to break down those stereotypes."

At the end of the year, the students will present a storybook that will detail their reflections on the life of their older partner.

Using storytelling as a form of intergenerational connection, Stewart says, is a way to solidify the knowledge and perspectives shared by everyone involved.

"Bridging Ages is a way of giving back and capturing those community stories that often go unnoticed," he says.

"We're hoping it will give our older clients a greater sense of confidence and a feeling that they're not alone, they can share their history at the same time as they make new friends."



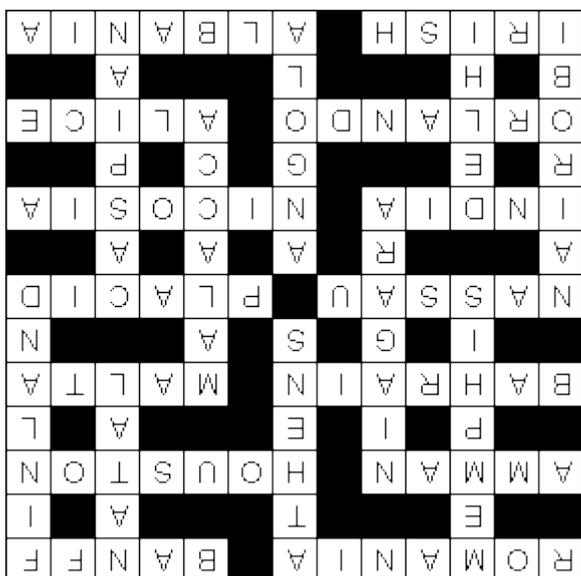
When Peter Fisher is called to the scene of a supposed prank call, irritation turns to terror when he realises this is no joke. A young boy says he witnessed a little girl being bundled into the boot of a car, and Peter believes him.

DI Cormac Reilly and Peter search frantically for answers, but find obstacles put in their way by the one person who should be helping them: Superintendent Bryan Murphy. Frustrated and severely short-staffed, Peter and Cormac are pushed to breaking point, resulting in a fatal mistake.

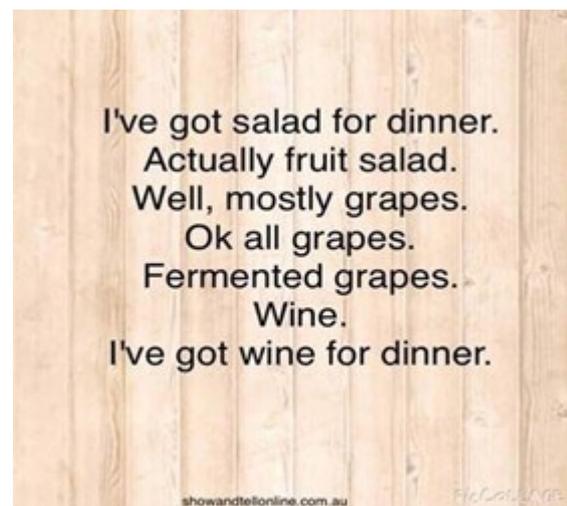
Cormac is suspended from duty and Peter is banished to a tiny town on the West Coast of Ireland, where's he's tasked with doing the paperwork in a murder investigation that's supposed to have been resolved. But something isn't adding up, including the mysterious appearance of a young woman and her nine-year-old daughter, who hasn't spoke a word in months . .

Answers to Quiz

1. Alice Springs
2. Harold Holt
3. Sir Sydney Nolan
4. Germaine Greer



Quiz and Crossword Solutions from page 6





We have iPads 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 iPads 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 Life-style staff who will assist you to become familiar with using these.



Death of Shane Warne highlights men's inability to spot heart symptoms.

The recent death of 52-year-old former cricketer Shane Warne from a heart attack comes as a study reveals nearly half of all Australian men over the age of 35 surveyed are not confident of identifying a heart attack.

In addition, only a quarter of those who do exhibit symptoms seek help, according to the Royal Australian College of Physicians.

Mr Warne sadly died of a heart attack in a hotel bedroom in Koh Samui, Thailand, on 4 March. Many Australians have also been shocked by the death of Labor Senator Kimberley Kitching also 52, from a suspected heart attack in the Melbourne suburb of Strathmore, six days later.

The study, published in the RACP's peer-reviewed scientific journal *The Internal Medicine Journal*, surveyed 153 Masters Age football players, aged over 35 years, playing on a scale of competitive to social games.

"Although regular exercise improves health,

strenuous exercise causes a transient increase in cardiac risk. Being able to recognise the warning signs of an impending cardiac event is critical to mitigating those risks during exercise," said Professor Geoffrey Tofler, senior author of the paper and a Fellow of the Royal Australasian College of Physicians (RACP), and of University of Sydney and Royal North Shore Hospital. *"The risks are elevated when accounting for participants with pre-existing risk factors like hypercholesterolemia, hypertension, smoker status, weight issues, and family history of heart disease."*

What are the warning signs of an impending heart attack?

Common heart attack signs and symptoms include:

- Pressure, tightness, pain, or a squeezing or aching sensation in your chest or arms that may spread to your neck, jaw or

back;

- Nausea, indigestion, heartburn or abdominal pain;
- Shortness of breath;
- Cold sweat;
- Fatigue; and
- Light-headedness or sudden dizziness.

Heart attacks can strike suddenly, but many people have warning signs and symptoms hours, days or weeks in advance. The earliest warning might be recurrent chest pain or pressure (angina) that's triggered by activity and relieved by rest. Angina is caused by a temporary decrease in blood flow to the heart.

All the more reason to be aware of the signs.

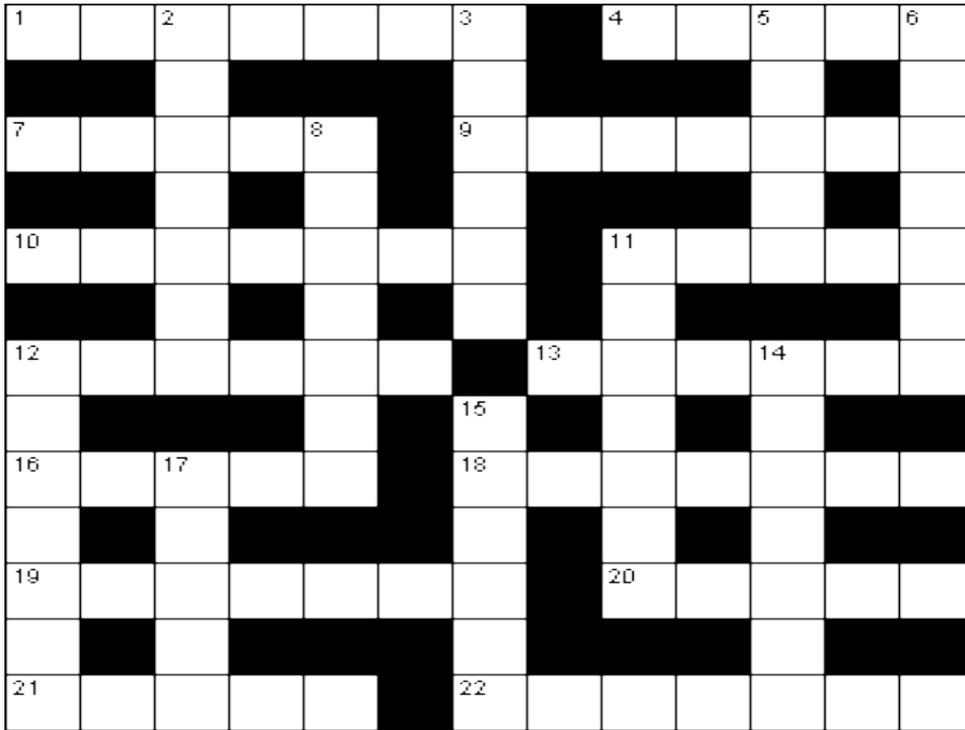


The Central Highland Library service have re-commenced, this is a wonderful service and once again will operate like a click and collect system with books being delivered

and collected from the main reception. Residents can select books to read from the various bookshelves through out the facility.

Mind Games⁶

Themed 15



ACROSS:

1. Bucharest is the capital (7)
4. Resort in the Canadian Rockies (5)
7. Jordan's capital (5)
9. Largest city in Texas (7)
10. Island in the Persian Gulf (7)
11. Mediterranean island (5)
12. Capital of the Bahamas (6)
13. This lake sounds serene (6)
16. Asian country (5)
18. Capital of Cyprus (7)
19. Home of Disney World (7)
20. Australian Town, _____ Springs (5)
21. Sea between Ireland and England (5)
22. Tirana is the Capital (7)

DOWN:

2. Largest city of Tennessee (7)
3. Piraeus is this city's major port (6)
5. Region of South Africa and Brazilian port (5)
6. Helsinki is the capital (7)
8. Tourist attraction _____ Falls (7)
11. Strait between Indonesia and Malaysia (7)
12. Capital of Kenya (7)
14. World's largest inland sea (7)
15. Bordered on the east by Zambia and on the west by the Atlantic Ocean (6)
17. City in 16 across (5)

WORD SEARCH - Time Off

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

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

ABSENCE, AMUSEMENT, BREAK, CAPER, CAREFREE, DIVERSION, ENJOYMENT, ENTERTAINMENT, ESCAPE, ESCAPISM, EXCURSION, FESTIVITY, FIELD DAY, FREE TIME, FREE-WHEELING, FROLIC, HOBBY, HOLIDAY, HONEYMOON, JAUNT, JUNKET, LEAVE, LEISURE, PASTIME, PICNIC, PLAY, PLEASURE TRIP, RECREATION, RELAXATION, RESPITE, REST, SPARE TIME, TIME OUT, UNWORRIED, VACATION

QUIZ

1. Which large town is situated in the geographic centre of Australia?
2. Which Australian Prime Minister disappeared in 1967 swimming?
3. Which artist paintings include The Abandoned Mine and Ned Kelly?

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 walk
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

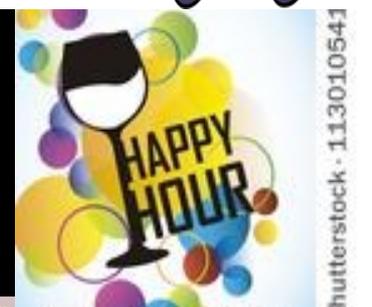
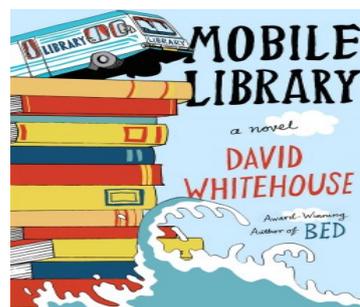
SUNDAY

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

Each resident is able to have two visitors per resident per day unless a site is in lockdown.

All visitors will be required to return a negative RAT prior to visiting. Visitors can complete their own RAT and provide proof via their mobile phone of a negative test. Visitors should complete their test as close as possible to visiting. Satisfactory evidence is a photo of the RAT with your name together with the date and time written on the actual test. Visitors must supply their own RATs if not undertaken at Havilah.

The limiting of the visitors to two per day for each resident is governed by the availability and costs associated with Rapid Antigen Tests and the time required to process these, together with infection rates within the community.

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 or part of the facility goes into lockdown, under new guidelines one visitor will still be able to visit unless prohibited by the Public Health Unit. Havilah is required to ask residents/families to notify who that visitor will be and this information is documented on each resident file.

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.

Face masks

You must wear a mask indoors in the following settings, unless an exemption applies:

- on public transport, in taxis and rideshare, on planes, and indoors at an airport
- working or visiting hospitals, and indoor areas at care facilities
- working in hospitality, retail and the court system
- working at justice and correctional facilities
- for students in year 3 or above at primary school, and workers at early childhood centres and primary schools (masks can be removed in secondary school)
- working indoors at an event with more than 30,000 people attending
- if you have COVID-19 or are a close contact and you're leaving home

Masks are recommended for other workers serving or facing members of the public, such as if you are at reception, meeting guests or serving customers.

Resident Outings

Residents are able to leave the facility. Masks are required as in the above circumstances, it is recommended wearing masks outside if you can't physically distance. On outings you should always ensure that you are following any density limits that are in place at the time. 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 to 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, night-clubs, 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.

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

COVID PREVENTION.

We have been able to order RATs from our supplier and also have had deliveries from the Government Stockpile. It is reported that we will be getting weekly deliveries but we will need to wait and see on consistency of deliveries and the numbers. It is difficult at the moment to get a pattern of what is being distributed. Also from the stockpile we need to take, and be thankful for, whatever type we get including some oral tests received along the way. Our estimated requirement for visitors and staff is 1,000 per week and then additional for residents and staff for exposures and outbreaks. Additional outbreak stocks required, we estimate at 2,000. We have been able to maintain stock levels for the time being. The Havilah Board supports Havilah's Infection Prevention Control Leads in their decisions around the current level of testing and other infection control measures in place at Havilah regardless of cost. We believe these measures will need to continue while the infection remains prevalent in our community and adjoining LGA's. Our staff are working in N95 masks for all shifts. This is not very comfortable and we are grateful for their ongoing commitment to keeping themselves and residents safe. Where staff have test-

ed positive but have been wearing an N95 mask and have returned a pre shift negative rapid antigen test this is not then treated as an exposure. This means that other staff in the unit are not required to isolate and can continue to work. So while it has been difficult and we hear of staff shortages every day in the news, we are managing to maintain reasonable staff availability for filling rosters through the measures in place. Staff have been great in picking up additional hours as needed.

VACCINATIONS

All residents at Raglan have had their booster vax. At Harkness there are 3 who have declined COVID vaccinations. All others due for their booster have received this. GP's are vaccinating residents on site as they become due.

All staff have had their required booster vaccinations

COVID TREATMENTS

Havilah has recently received a supply of anti viral medications at both of its services via the government stockpile. At the time these were distributed by the Commonwealth there was very little known about them. The medication must be given in consultation with the GP and our GP's have been advised of the medications we are holding and has been discussed through

the Medication Advisory Committee Meeting. These medications have since been approved under the Pharmaceutical Benefits Scheme so in future they will be available through Pharmacies on prescription.

VISITOR CHECKIN.

Raglan House. Reception staff in place between the hours of 10 a.m. and 4 pm other than Weekends and Public Holidays when checking in directly into Raglan House.

Harkness Street. Reception staff in place between the hours of 10 a.m. and 4 pm each day. Direct checking for regular visitors to Heath House is currently being discussed which would assist visitors to that unit.

CONTACT HARALD

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 opportunities 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.

From Saturday 12th March Reception at Palmerston will not be staffed on a weekend. Weekend visitors will check in directly at Raglan House (enter through the courtyard). There will be a telephone and instructions for visitors to contact staff to check RATs prior to entry and to provide any assistance visitors require.

This decision has been made due to funding for visitor support and addition-

al infection control ceasing this financial year. All representations to the Commonwealth Government to continue this funding have fallen on deaf ears.

How the Government believe that these additional costs will be funded is beyond comprehension.

We hope that all will be understanding that the Raglan House staff cannot always just drop what they are doing and book visitors in. You will be able to speak directly to them though and they will instruct you. There will be RATs available when you arrive for those that are able to commence their own RAT. Reception will continue to be manned throughout each week day.

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.





Residents enjoyed turning green to celebrate St Patrick's day recently, fooling around for the camera, a great Irish orientated lunch was served for all to indulge and if they were game could have a Guinness to follow.

As the Irish would say:

“May you have all the happiness and luck that life can hold - and at the end of your rainbow may you find a pot of gold”

Farewell!



Residents gathered together for morning tea to farewell Unit Manager Deb Matthews, who worked her final day in the role and at Havilah on March 18th. Deb has made many friends with residents, families and staff over the years being employed at Havilah.

The Havilah community wish Deb all the best for her future endeavours.



Falls Things to consider

Keep active, Physical activity can be of great benefit



RESIDENT SURVEYS: Raglan Of 19 residents surveyed:

100% of surveyed residents indicated that most of the time or always they believe the staff maximise their care needs for mobility assistance to walk,

shower etc.

100% of residents stated that most of the time or always they are offered a variety of drink to choose from.

100% of surveyed residents agreed or strongly agreed the gardens are well maintained.

100% of residents surveyed agreed or strongly agreed the staff know what they are doing.

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 re-



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



**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 several 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. 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, ham and/or cheese 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

**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

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.

Wall and door decals were recently installed at Heath House memory unit. These are of landscapes and local places of interest.



WEIRD and WONDERFUL WORDS

DEASIL - clockwise or in the direction of the sun's course.

With the Autumn weather being so unpredictable with the cooler morning and mild days, Havilah staff will ensure residents are dressed appropriately for the day when going on outings or appointments.

Giggletime

LIFE IS BETTER WHEN YOU'RE LAUGHING.

An elderly man in the Atherton Tablelands had owned a large farm for several years. He had a large dam in the back. It was properly shaped for swimming, so he fixed it up nicely with picnic tables, horseshoe courts, and some apple and peach trees.

One evening the old farmer decided to go down to the dam, as he hadn't been there for a while, and look it over.

He grabbed a twenty-litre bucket to bring back some fruit.

As he neared the dam, he heard voices shouting and laughing with glee. As he came closer, he saw a bunch of young women skinny-dipping in his dam.

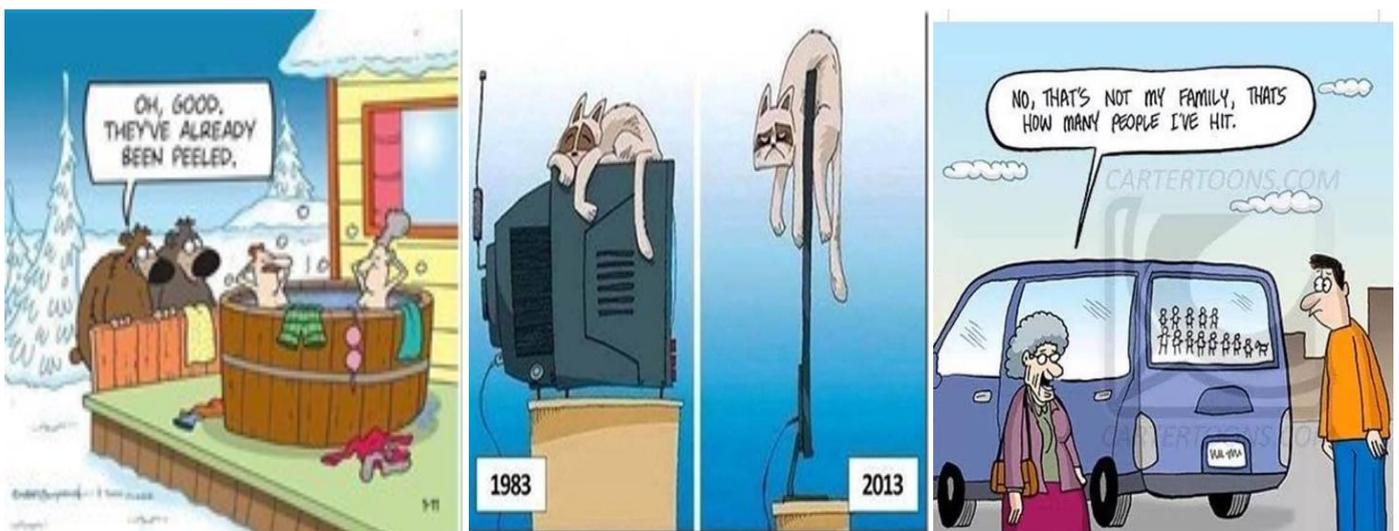
He made the women aware of his presence and they all went to the deep end.

One of the women shouted to him, 'we're not coming out until you leave!'

The old man frowned, 'I didn't come down here to watch you ladies swim naked or make you get out of the dam naked.'

Holding the bucket up he said,

'I'm here to feed the crocodile...'



At one point during a game, the coach called one of his 9-year-old football players aside and asked, "Do you understand what cooperation is? What a team is?"

"Yes, coach", replied the little boy. "

Do you understand that what matters is that we are a team whether we win or lose?" The little boy nodded in the affirmative.

"So," the coach continued, "I'm sure you know that you shouldn't argue, curse the umpire, or call him an nasty names. Do you understand all that?"

Again, the little boy nodded in the affirmative.

The coach continued, "And when I take you out of the game so that another boy gets a chance to play, it's not a dumb decision or that the coach is an idiot is it?"

"No, coach."

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 contact 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-FRI 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 Craig Young** 5461 7381 Mobile 0418 744 699

email: craig.young@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