

RAGLAN TATTLER

ISSUE April 2021

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



Of all the gifts that life has to
offer, a loving mother is the
greatest of them all

Happy Mothers Day

9th May



INVITATION

MOTHERS DAY LUNCH - SUNDAY 9th MAY—12 noon

2 Courses with Drinks and Chocolates.

Residents are able to have up to 5 guests for lunch. The cost for Lunch is \$15 for each guest.

If you have any special requests for more guests please talk to Kim or Andrew. We will do our best to oblige requests while meeting our obligations with regard to COVID requirements. **RSVP: Wednesday 5th May**

**Bookings are essential: email: di.jackson@havilah.org.au; or
notify reception in person or by telephone: 54 590140**

GUESTS ARE WELCOME FOR DEVONSHIRE AFTERNOON TEA AT 3.00PM

Please advise Reception of your guests for afternoon tea so that this can be set up for you.

PHOTO GALLERY



There was lots happening over Easter with special morning tea's, Good Friday with all dining areas decorated with eggs and rabbits. The Easter Bunny arrived to visit on Easter Sunday.



PHOTO GALLERY



VISITORS

There are now no limits on the number, reason or duration of visits.

VISITING HOURS AT HAVILAH REMAIN BETWEEN THE HOURS OF 10 A.M. AND 4 P.M. EACH DAY As our staff need to be in place to check you out from your visit. We appreciate that if possible your visit is completed by 4 pm.

Special arrangements can be made for palliative care and on other compassionate grounds.

Density limits apply in common areas used by staff, visitors and residents. Density limits do not apply in resident bedrooms or in communal areas that are used by residents only.

In dual staff/visitor/resident areas, the number of people that can enter must comply with density limits. This means, one person per 2 square metres.

Unless by prior arrangement, visitors can only visit within the resident's own room and we ask that visitors restrict their visits to two people at the one time. When added to the resident and staff this can be quite a number of people in the room at any one time. **Visitors wishing to have a greater number of people visit, please telephone pre the visit so that special arrangements can be made for this to happen.**

Visitors must visit only the one resident at the one time. Therefore visitors must not go directly from one resident room to another. Where a visitor is necessarily the same person who visits another resident separate sign in must be completed for each visit to a separate room.

Use of a communal space can only occur in accordance with our COVID safe plan. This might in-

clude recording where groups gathered/sat in the space; regular cleaning between groups; hand sanitiser at the entrance to the space; and separate entrance and exit. Under current restrictions it is possible to organize a small family gathering for special events such as birthdays. Please talk to reception if you are interested in doing this.

A person must not enter a RACF if they:

- * are not wearing a fitted face mask (unless an exception applies) within an indoor space at the facility. A face shield on its own does not meet the mask requirement.

- * are unwell or have even the mildest symptoms of COVID-19:

- ⇒ fever or temperature over 37.5 degrees

- ⇒ loss or change in sense of smell or taste, chills or sweats, cough, sore throat, shortness of breath, and/or runny nose

Note: this does not include those symptoms where caused by an underlying health condition or medication

- * are required to quarantine or isolate ****This includes if they have attended an [exposure site](#)**

****** <<https://www.dhhs.vic.gov.au/case-locations-and-outbreaks-covid-19>>

- * have arrived in Australia from overseas (other than a travel green zone) in the last 14 days.

- * **have been at a hotel quarantine site or port of entry in the last 14 days.**

RESIDENT OUTINGS

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

Victorians.

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

- Social distancing (keeping 1.5m distance)
- Wearing a face mask on public transport, in ride-share vehicles and taxis, in sensitive settings such as aged care facilities – and where you cannot maintain 1.5 m distancing. This means carrying a mask with you at all times.
- Private/public gathering limits
- Not knowingly mixing with persons who are unwell, isolating or in quarantine.

Abide by the directions that apply to all Victorians when they leave their home.

Havilah is required to undertake and document a risk assessment for residents going on and returning from outings. This can take some time to organize and this is why we ask that outings be organized 24 hours in advance if possible. Please book the outing through reception at Harkness either in person, emailed (mail@havilah.org.au) or by phoning 5461 7387. If suitable for you please arrange your outings between 10.00am and 4.00pm. If outside of these times, please let us know so that we can arrange with floor staff to check you back in as Reception staff are not available outside of these times. Under the current government rules we must document the details of your outing It is all about keeping everyone safe and a small price to pay for the current freedoms we are all now able to enjoy.

Record keeping requirements

All RACFs are required to retain records, such as staff mobility, visitor attendance and declarations. This both demonstrates compliance with directions and aides in contact tracing.



We are now six months down the track with Contact Harald and cards are being replaced to ensure battery life. All residents, staff, regular contractors, visitors and professional people have their own cards.

If you have a visitor card that has not been replaced please ask at Reception. 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. Regular visitors are issued with their own cards and for irregular visitors, cards are issued for that visit and then information is uploaded and kept ready for the next visitor.

CORONAVIRUS (COVID-19) INFORMATION FOR PERMANENT AGED CARE RESIDENTS

Emergency Leave

We provide this information to you so that you are aware of the system of Emergency Leave the Government has put in place in relation to COVID 19. This is really about providing assistance where residents may wish to leave the facility in the case of an outbreak and we want to make sure that residents and families are aware of what is available and the steps to take should you wish to take advantage of this at any time.

Should you wish to obtain further advice in relation to this please email mail@havilah.org.au and we will contact you.

Havilah has gone above and beyond the guidelines for personal protective equipment, contact tracing, cohorting of staff and residents, screening of residents, staff and visitors all to keep our residents and staff safe. [We have had a visit from the Australian Defence Force Infection Control Unit and were given a Green Light in their Traffic Light System for preparedness and also a visit from the Monash University Health Division for on site infection control training who said Havilah was very organized and high achievers in the aged care world in this climate.](#)

So we have everything in place and hope we never have a need to use it. The Emergency Leave is similar, it is there if you want or need it hopefully you

Coronavirus Australia app Stay up to date with official information and advice about the coronavirus (COVID-19) situation. You can check your symptoms and get notified when urgent in-

You can use the Australian Government Coronavirus app to:

- stay up to date with the official information and advice
- important health advice to help stop the spread and stay healthy
- get a quick snapshot of the current official status within Australia
- check your symptoms if you are concerned about yourself or someone else
- find relevant contact information
- access updated information from the Australian Government
- receive push notifications of urgent information and updates



Get the app



COVIDSafe app

To help keep you safe and ease restrictions the COVIDSafe app is available to download onto your mobile phones now. This will be a great app to have once restrictions are eased and we all start getting about more. If we have been in contact with someone that tests positive, who also has the app installed, we will be able to be advised and act quickly. It will only work if most people

download the app so a great safety measurer as restrictions ease.

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

WEEKLY ACTIVITIES

MONDAY

10.30am Morning Movers
11.00am Games Morning, coffee and chat
1.30pm Bingo
2.45pm Movie Afternoon

TUESDAY

10.30am Morning Movers
11.00am Technology step by step using the Ipads
1.30pm Bingo
3.00pm Special Afternoon Tea

WEDNESDAY

10.30am Morning movers
11.00am Nail Care, cuppa & chat
1.30pm Bingo
2.45pm Pop Up Shop (alternate weeks, check calendar)
2.45pm Marbowls

THURSDAY

10.30am Morning Movers
11.00am Messages time with Kim
1.30pm Bingo
2.45pm Afternoon Movies

FRIDAY

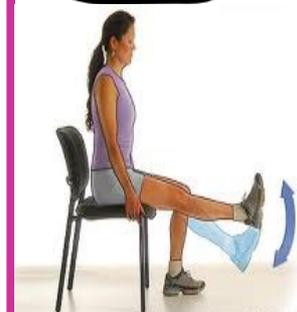
10.30am Morning Movers
11.00am Hoy & Cuppa
1.30pm Bingo
2.45pm Alternate weeks, Cooking and Pop Up Shop
5.00pm Happy Hour

SATURDAY

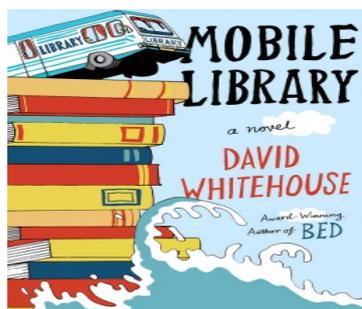
Cooked Breakfast - served to rooms
2.00pm Afternoon Movie

SUNDAY

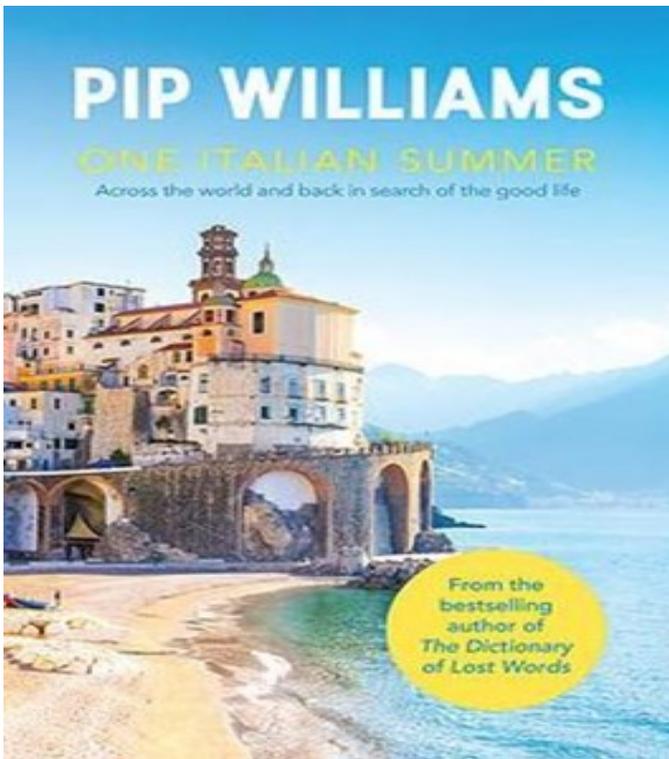
Devonshire Afternoon Tea each Sunday 3.00pm—served to rooms



Leisure and Lifestyle staff will spend 1:1 time with residents on a regular basis.



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



It can be difficult to put aside time for what you really love. We have work to do, bills to pay, and if you're living a hectic city life, it can be hard to

get a breather when you really need one. Add to that kids, and the equation gets even more difficult. City lives are constantly bustling, and it can be hard to make time for what you truly love – at least not without drastically making changes. Which is exactly what Pip Williams and her family did.

One Italian Summer is Pip Williams' heartfelt memoir, required reading for anyone who has ever wondered if the grass was greener over the hill. Struggling in a job that she wasn't passionate about down in Adelaide, along with her husband and two children, Pip makes a sudden decision. One night, talking to husband Shannon, they realise they're not living their best lives. Weeknights have been taken over by reality television on the couch, and mornings are a hubbub of making hasty sandwiches for the kids' lunches. So Pip comes to realise something.

What she really loves is baking bread. It sounds odd, but that feeling of making sourdough from scratch and watching the bread rise as it bakes

You Just Thought You Knew Everything:

A cat has 32 muscles in each ear.

A crocodile cannot stick out its tongue.

A goldfish has a memory span of three seconds.

A "jiffy" is an actual unit of time for 1/100th of a second.

A snail can sleep for three years.

Almonds are a member of the peach family.

Babies are born without kneecaps. They don't appear until the child reaches 2 to 6 years of age.

Butterflies taste with their feet

Leonardo Da Vinci invented the scissors.

No word in the English language rhymes with month, orange, silver, or purple.

Peanuts are one of the ingredients of dynamite.

The average person's left hand does 56% of the typing.

The cruise liner, QE2, moves only six inches for each gallon of diesel that it burns.

The microwave was invented after a researcher walked by a radar tube and a chocolate bar melted in his pocket.

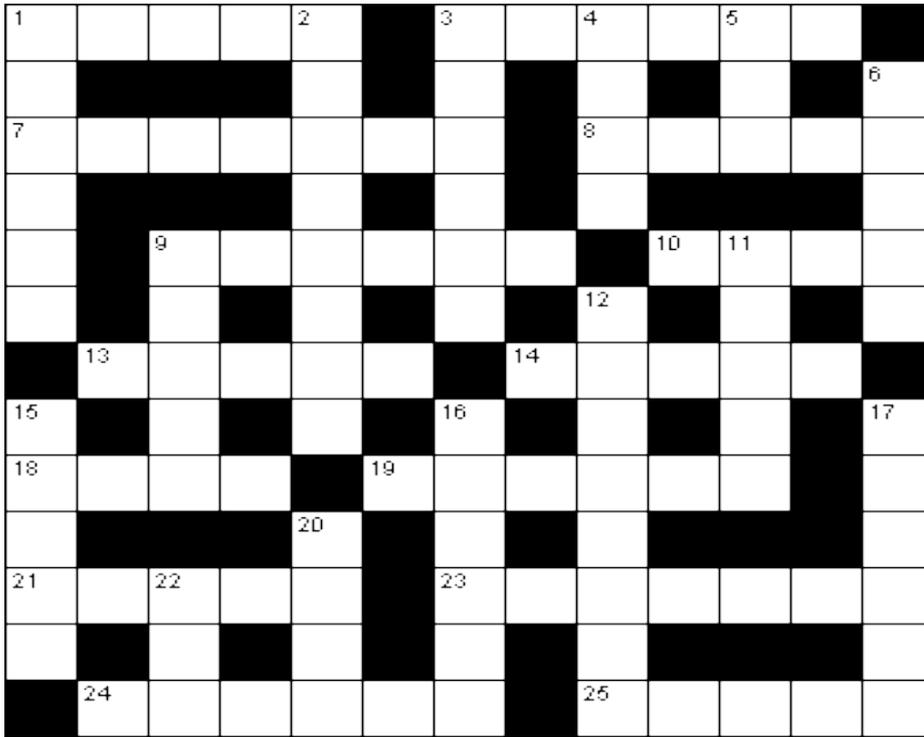
The sentence: "The quick brown fox jumps over the lazy dog" uses every letter of the alphabet.

The words 'racecar,' 'kayak' and 'level' are the same whether they are read left to right or right to left (palindromes).

There are only four words in the English language which end in "dous": tremendous, horrendous, stupendous, and hazardous.

Mind Games

Themed 05



ACROSS:

1. Rodent (5)
3. European flatfish (6)
7. Arctic whale with spiral tusk (7)
8. Type of duck (5)
9. Carnivorous burrowing mammal (6)
10. Breed of dog (4)
13. Showy parrot (5)
14. Venomous snake (5)
18. Elephant ivory (4)
19. Billfish (6)
21. Small bird (5)
22. Sparrow hawk (7)
24. Musteline mammal (6)
25. Reptile (5)

DOWN:

1. Long tailed primate (6)
2. Spiny anteaters (8)
3. Young Hen (6)
4. Simians (4)
5. North Atlantic food fish (3)
6. Corvines (5)
9. Large plantigrade mammals (5)
11. Bird with long legs, neck and bill (5)
12. Shellfish (8)
15. Large wading bird (5)
16. Nocturnal canine mammal (6)
17. Sheepdog (6)
20. Colony insects (4)
22. Drone (3)

WORD SEARCH - Family Circle

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

QUIZ

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

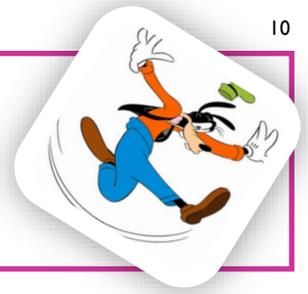
ANCESTOR, AUNT, BABY, BROTHER, BROTHER-IN-LAW, CHILD, CLAN, COUSIN, DESCENDANT, DESCENT, FAMILY, FAMILY TREE, FATHER, GENERATION, GRANDFATHER, GRANDMOTHER, HEIR, HEIRESS, HOUSEHOLD, INLAWS, ISSUE, KINFOLF, LINEAGE, Matriaech, MOTHER, NIECE, OFFSPRING, ORIGIN, PARENT, PATRIARCH, PROGENITOR, PROGENY, RELATION, RELATIVE, SISTER, SISTER-IN-LAW, TRIBE, UNCLE

1. What is the length in metres of an Olympic size swimming pool?
2. Australian Douglas Mawson is best remembered for exploring which continent?
3. Canines, molars and incisors are type of what?
4. What liquid metal is traditionally used in thermometers?
5. Complete the common proverb, "A friend in need is a friend.....?"

Falls Prevention

Be active everyday, - go for a walk

Consider participating in exercise classes



With the Covid restrictions lifting a return to outings with family and friends is now possible, it may be going home, going to the shops and bank or for a drive and coffee. Please book the outing with 24 hour notice (if possible) through the main reception at Harkness either in person, emailed (mail @havilah.org.au) or by phoning 5461 7387. If possible please arrange your outings between 10.00am and 4.00pm. This is so that we have staff

at reception to book you back in. If it is not suitable for your outing to be between these hours, please let us know and other arrangements will be made for when you return. There is a protocol in place for the safety of residents prior to leaving the facility and upon return. Under the current government rules we must document the details of where you go who you are in contact with etc.



RESIDENT SURVEYS: Raglan

Of 24 residents surveyed:

100% of surveyed residents indicated that most of the time or always they are aware to sign the book if going out and then when they re-

turn.

96% of residents stated that most of the time or always they feel safe in the environment.

88% of residents agreed or strongly agreed that there is adequate space for activities.

96% of residents surveyed agreed or strongly agreed they find the monthly newsletter useful reading material to keep them up to date.

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 needs 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



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



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



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 2021 Flu vaccination please provide the detail at Reception so that we can update your records. Proof of the 2001 injections is required by 31/05/2021 Thank you for your assistance with this.



FROM THE KITCHEN : If residents do not wish to have the 'First Choice' for lunch please notify the catering staff that you would like the 'Second Choice' shown on the menu. The first and second choices change each day. There are also choices listed for soft and pureed diets including sweets. Just in case you do not like either of the main choices offered there are additional alternatives available every day and these are also listed on the menu. At tea time there is a selection of two soups, two mains and two sweets on the menu and also additional alternatives are listed in case you do not like the main choices offered.

For breakfast residents may choose whatever cereals, breads and spreads they wish. Please notify the kitchen who will arrange to get this in for you 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 to enable a special area 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 on Tuesdays and Sunday Devonshire afternoon tea. Tea and coffee making facilities and biscuits are on hand in resident rooms for resident/family 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. Residents are able choose to have room service rather than



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



Quality Aged Care Services

Visiting Optometrist and Optical Dispenser will be here at:

Havilah on Palmerston

Wednesday 26th May 2021

Quality Aged Care Services is committed to providing the highest quality eyecare and eyewear. Please talk to a staff member to make an appointment.

Testing for:

Dry Eyes

Sore Eyes

Cataracts

Glaucoma

Macular Degeneration

Blepharitis

Eye Strain

Diabetic Retinopathy

Consultations are **bulk billed to Medicare.**

So there is no cost to you for the eye examination.

Embracing Community Eyecare

Bringing 'Old People's Home For Four-Year-Olds' to life: new trial to connect older Australians and pre-schoolers



The popular ABC television series 'Old People's Home For Four-Year-Olds' has inspired a new pilot program that will test the theory that bringing together the older and younger generations really does improve people's quality of life.

An Australian first, the Intergenerational Integration Initiative will see older Australians and young children engage in a structured series of investigative, artistic and educational activities together.

Evidence has previously suggested that this kind of intergenerational interaction can help to reduce frailty and improve mood in thinking skills in older people – and it could have benefits for the young children too.

"Early research indicates these programs could lead to better physical health and cognition among adults over the age of 65, and better interpersonal skills among children under the age of 5," said lead researcher, Associate Professor Ruth Peters, a Senior Research Scientist at Neuroscience Research Australia (NeuRA) and Conjoint Associ-

ate Professor at UNSW.

"Children and older adults can be the perfect companions and build lovely partnerships where they both really care for each other," she added.

The Program could be rolled out Australia-wide if successful

With funding from the UNSW Ageing Futures Institute, with in-kind support from St Nicolas' Church and Preschool and Anglicare, the trial will run for 10 weeks within the school term at St Nics' Christian Preschool in Coogee in Sydney's Eastern Suburbs. The research teams will include psychologists and geriatricians from UNSW, University of Sydney and Griffith University.

The community has already thrown its support behind the program – a survey of 258 parents, teachers and older adults themselves by the researchers found over 92 per cent were in favour of the initiative.

If the first pilot proves successful, a larger follow-up trial will test whether it could be rolled out throughout NSW and across Australia.

With social isolation and loneliness identified by the Royal Commission as areas in need of reform, we think it's great to see some new thinking.

This project certainly matches what we have found at Havilah seeing the great enjoyment for both residents and children from visiting child centres and playgroups. Recently the local childcare centre being involved with Gerry the Giraffe who lives at Heath and Melaleuca Houses was great fun for everyone.



The AFL Footy season is well on its way with 6 rounds already played. The scores have been varied from the tipsters with different residents showing their skill in picking the winners.

After round 6 the leader board shows 3 leaders on a score of 37, they are Anne Stuart, Gary Hutchinson and Terry Simpson.

Dianne Rowe, Doug Rowe, Bill D'Alton, Olwyn and Robyn Wagstaff are holding the second place on 36 points each. Third position is tied between Irene Hibberd and Mon Hutchinson at present.

We are still waiting for that special tipster to pick the full house .

Prize pool: 1st - \$50.00, 2nd - \$30.00 3rd - \$20.00 and last place \$10.00.

Weekly prizes are also awarded for tipping all the winners in the round.



An engineer who was unemployed for a long time decides to open a medical clinic.

He puts up a sign outside the clinic. "Cure for your ailment guaranteed at \$500.00; we'll pay you \$1000.00 if we fail."

A doctor thinks this is a good opportunity to earn \$1000.00 and goes to the clinic to catch him out.

Doctor: "I have lost my sense of taste."

Engineer: "Nurse, please bring the medicine box 22 and put three

drops in the patient's mouth."

Doctor: "This is petrol!"

Engineer: "Congratulations! You've got your taste back that will be \$500.00."

The doctor gets annoyed and goes back after a couple of days later to recover his money.

Doctor: "I have lost my memory, I can't remember anything."

Engineer: "Nurse, please bring medicine from box 22 and put three drops in the patient's mouth."

Doctor: "But that is petrol."

Engineer: "Congratulations! You've got your memory back that will be \$500.00."

The doctor leaves angrily and comes back again,

Doctor: "My eyesight has become weak."

Engineer: "Well, I don't have any medicine for this, take this \$1000.00," passing the doctor a \$100.00 note.

Doctor: "But this \$100.00...."

Engineer: "Congratulations, You've got your vision back! That will be \$500.00."

Two guys were working at a sawmill on day when one of the guys got too close to the blade and cut off his arm, his buddy put the severed arm in a plastic bag and rushed it down to the hospital to get reattached. The next day he went to visit his mate and found him playing tennis.

"Incredible," said his friend, "Medical science is amazing!"

Another month went by and the same two guys were working at the saw mill when the same guy got too close to the blade and chopped his leg off.

Again his mate took the leg in a plastic bag to the hospital to be reattached.

The next day he visited his mate and found him playing football.

"Incredible," says his friend, "Medical science is amazing!"

Another month went by and the both mates were working at the saw mill when the same guy bent down and got too close to the blade and chopped his head off, again his mate took the head, in a plastic bag to the hospital to be reattached.

He went to visit his mate the next day, but could not find him.

He saw a doctor walking down the hall and asked:

'Doc, where is my friend? I brought him in yesterday.' The doctor thought for a moment and said, "Oh yeah, some idiot put his head in a plastic bag and he suffocated."



Every second person in the world has ageist attitudes

Ageism is ubiquitous worldwide, with every second person holding ageist attitudes, according to a new WHO report on ageism.

Ageism seeps into many institutions and sectors of society including those providing health and social care, in the workplace, media and the legal system, the report holds, and urgent action is needed to address the problem.

The report looked at ways ageism, against young and old alike, affects society and found that it leads to poorer physical and mental health and reduced quality of life for older persons while ageism against younger people can appear in areas such as employment, health, housing and politics where younger people's voices are often denied or dismissed.

"As countries seek to recover and rebuild from the pandemic, we cannot let age-based stereotypes, prejudice and discrimination limit opportunities to secure the health, well-being and dignity of people everywhere," said Dr Tedros Adhanom Ghebreyesus, WHO Director-General. "This report outlines the nature and scale of the problem but also offers solutions in the form of evidence-based interventions to end ageism at all stages."

At what cost?

The research found that healthcare rationing based solely on age is widespread and ageism can dictate what and who received certain medical treatments.

Older adults also tend to be excluded from health research, even though they share a disproportionate burden of disease and use of medicines.

One study found evidence of ageism in all 49 studies that investigated the link between age and exclusion from different types of health research. This showed that older persons were systematically excluded from clinical trials in cardiology, internal medicine, nephrology, neurology, preventive medicine, psychiatry, rheumatology, oncology and urology, even though many of the conditions under study are more prevalent in old age.

The report highlights the struggle older people face in the workplace and the cost that places on many nations.

One study found that employers were less likely to hire older applicants than younger applicants; that once employed, older workers had less access to training; and that those who faced ageism in the workplace were more likely to retire early.

In Australia, the report shows that if 5 per cent more peo-

ple aged 55 or older were employed, there would be a positive impact of AUD\$48 billion on the national economy annually.

Overall, it is estimated that 6.3 million cases of depression globally are estimated to be attributable to ageism.

In Europe (the only region for which the WHO received solid data) one in three report having been a target of ageism, and younger people report more perceived age discrimination than other age groups.

Ageism intersects and exacerbates other forms of bias and disadvantage including those related to sex, race and disability leading to a negative impact on people's health and well-being, WHO says, and among older people, ageism is associated with poorer physical and mental health, increased social isolation and loneliness, greater financial insecurity, decreased quality of life and premature death.

"The pandemic has put into stark relief the vulnerabilities of older people, especially those most marginalized, who often face overlapping discrimination and barriers – because they are poor, live with disabilities, are women living alone, or belong to minority groups," said Natalia Kanem, Executive Director, United Nations Population Fund.

"Let's make this crisis a turning point in the way we see, treat and respond to older people, so that together we can build the world of health, well-being and dignity for all ages that we all want."

The report outlines three strategy areas which have been shown as effective in fighting ageism; policy and law, educational activities and intergenerational contact interventions.

And outlines three recommendations for action.

1. Invest in evidence-based strategies to prevent and tackle ageism
2. Improve data and research to gain a better understanding of ageism and how to reduce it
3. Build a movement to change the narrative around age and ageing.

"Ageism harms everyone – old and young. But often, it is so widespread and accepted – in our attitudes and in policies, laws and institutions – that we do not even recognize its detrimental effect on our dignity and rights said Michelle Bachelet, United Nations High Commissioner for Human Rights.

"We need to fight ageism head-on, as a deep-rooted human rights violation."

CONTACTING STAFF and other Useful Numbers

You can contact staff by using your **room phone In Raglan House** Ring 161 24 Hours a day to get the Nurse on Duty

Press your **Green** Call Button for **Non Urgent** assistance and

Press your **YELLOW** call Button for **URGENT** assistance

High School Centre (Reception) Ring 140 between 10am—4.00pm Monday to Sunday

The call system is for **emergency calls** so where possible for other than emergency issues please use your telephone to contact staff. This will ensure prompt action when you are in an emergency situation. There are call points in public areas for residents and family members to use when requiring staff attendance.

Please familiarise yourself with the position of these call points.

Wall phones are installed on the Nurses Station wall at Raglan House both Upstairs and

Downstairs these phones provide greater accessibility to staff for families. Please make use of these phones as needed.

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

FEEDBACK— We welcome feedback from residents, families and visitors and forms are available at the downstairs and upstairs nurses station windows.

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

Nurse Manager (RN) Deb Matthews 5459 0154 or internal dial 154.

Deb can be contacted by email using the email address: deb.matthews@havilah.org.au

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.

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

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

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

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.