

RAGLAN TATTLER

ISSUE April 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



There's no way to be a perfect
mother and a
million ways to be a good one.
8th May 2022



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

WARNING

It has come to the attention of staff that residents are once again receiving various random phone calls from telemarketers, and also a local church body, it is advised not to give any confidential information to anyone and cease the conversation immediately.



Valuable belongings

Please be mindful that is requested at the pre-admission meeting that our residents consider what valuable belongings they decide to bring into the facility, and can also refer to the resident handbook for a reminder that Havilah will be not responsible for the loss of valuable belongings.

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.

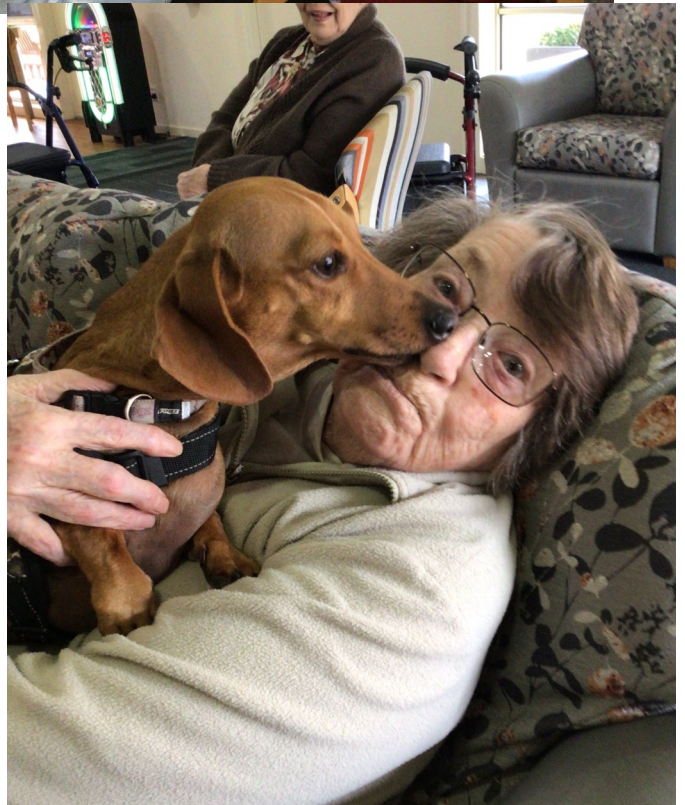


The 2022 AFL season has begun with great enthusiasm from all supporters, everyone is making up for the past 2 years. There is 28 residents involved in this years football tipping with some already proving to be very competitive over the forthcoming season.

Currently in first position on the leader board after 6 played rounds on 39 points is Bill D'Alton, close on his tail is Elma Taylor with a score of 38 points. Olwyn Hogan is two points behind on 36 points.

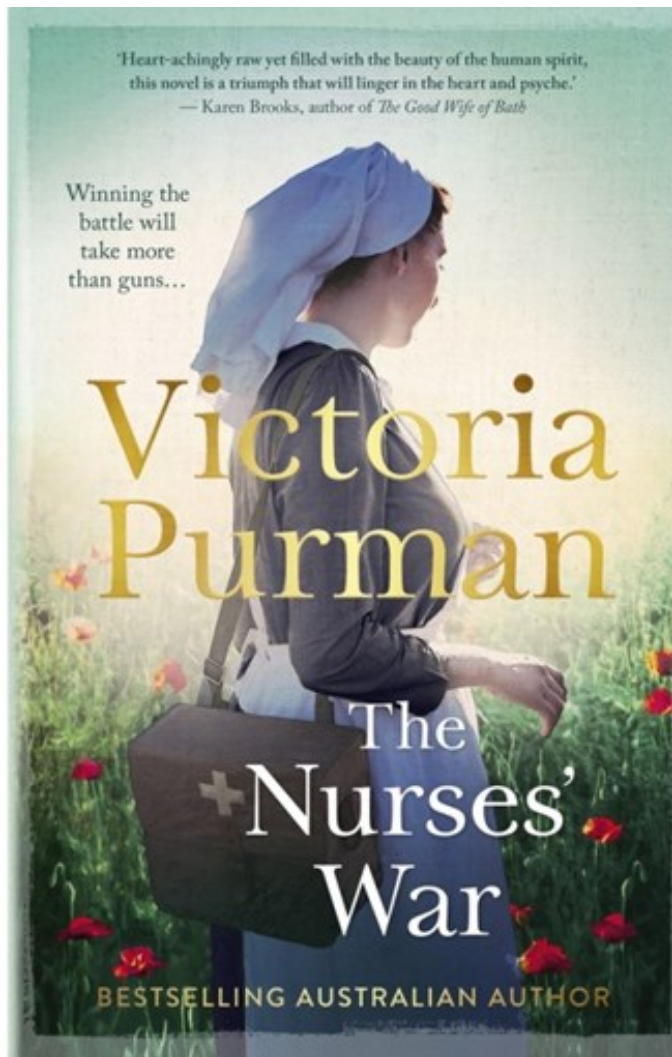
There always needs to be a person to hold up the ladder to secure it, at present that is Ken McKenzie on 20 points.

The season is only beginning, still plenty of time to show who has the skill to be the top tipster for the season.



Daisy the dachshund paid residents at Harkness Street a visit recently, everyone was very intrigued with this darling little dog, thanks to PCA Susan for sharing her beloved pet and putting smiles on many faces.





There is more than one way to fight a war...An extraordinary story of grit, love and loss, based on the true history and real experiences of Australian nurses in World War I.

'Heart-achingly raw yet filled with the beauty of the human spirit, this novel is a triumph that will linger in the heart and psyche.' Karen Brooks, author of The Good Wife of Bath

In 1915, as World War I rages in Europe and the numbers of dead and injured continue to grow, Australian nurse, Sister Cora Barker, leaves her home in Australia for England, determined to use her skills for King and country. When she arrives at Harefield House - donated to the Australian Army by its expatriate Australian owners - she helps transform it into a hospital that is also a little piece of home for recuperating Australian soldiers.

As the months pass, her mission to save diggers lives becomes more urgent as the darkest months of the war see injured soldiers from the battlefields of France and Belgium flood into Harefield in the thousands. When the hospital sends out a desperate call for help, a quiet young seamstress from the village, Jessie Chester, steps up as a volunteer. At the hospital she meets Private Bert Mott, a recovering Australian soldier, but the looming threat of his return to the Front hangs over them. Could her first love be her first heartbreak?

Cora's and Jessie's futures, their hearts and their lives hang in the balance as the never-ending wave of injured and dying soldiers threatens to overwhelm the hospital and the hopes of a nation rest on a knife edge. The nurses war is a war against despair and death, fought with science and love rather than mustard gas and fear - but can they possibly win it? And what will be the cost?



Quiz and Crossword Solutions from page 6



Answers to Quiz

1. Western Bulldogs
2. Flora
3. Pacific Ocean
4. Feet



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.



American man has lived on board cruise ship for over 23 years

Many people love cruising the high seas, but US man Mario Salcedo, affectionately known as Super Mario after the fictional plumber in the Nintendo game series, has taken this love to new heights – living aboard a Royal Caribbean cruise ship for over 23 years.

“It’s the best lifestyle I can find. More than 9,000 nights cruising with Royal Caribbean, 52 weeks a year. Cruising never gets old,” he said.

His record did recently fall victim to COVID-19 – resulting in a 15-month stay on dry land – and he takes 10 days a year to stay in his condominium at Miami, Florida.

Now, he has Royal Caribbean cruises booked into April 2023.

“Some weeks, I have two cruises booked so I’ll have to decide which ones I want to take and cancel the others,” he said.

His love of cruise ships

Mario originally planned to become an attorney but was drawn to finance. He earned a lot of money as an adviser but after 21 years he decided to quit and enjoy life.

Seeing the cruise ships in port from his condo, the bachelor took his first cruise in 1997 and was hooked. Initially he tried many cruise lines but decided Royal Caribbean suits

him best.

He now manages investment portfolios for private clients for around five hours a day from a taped-off open plan office on the pool deck.

Mario likes to swim in the pool after work, take salsa dancing in the evening, chat with passengers and crew and dine at one of the ship’s restaurants.

“I don’t eat like regular cruisers so I don’t gain weight. I skip one meal a day and eat healthy,” he said.

Given the size of the buffets on those ships, we’d say that’s a wise decision.

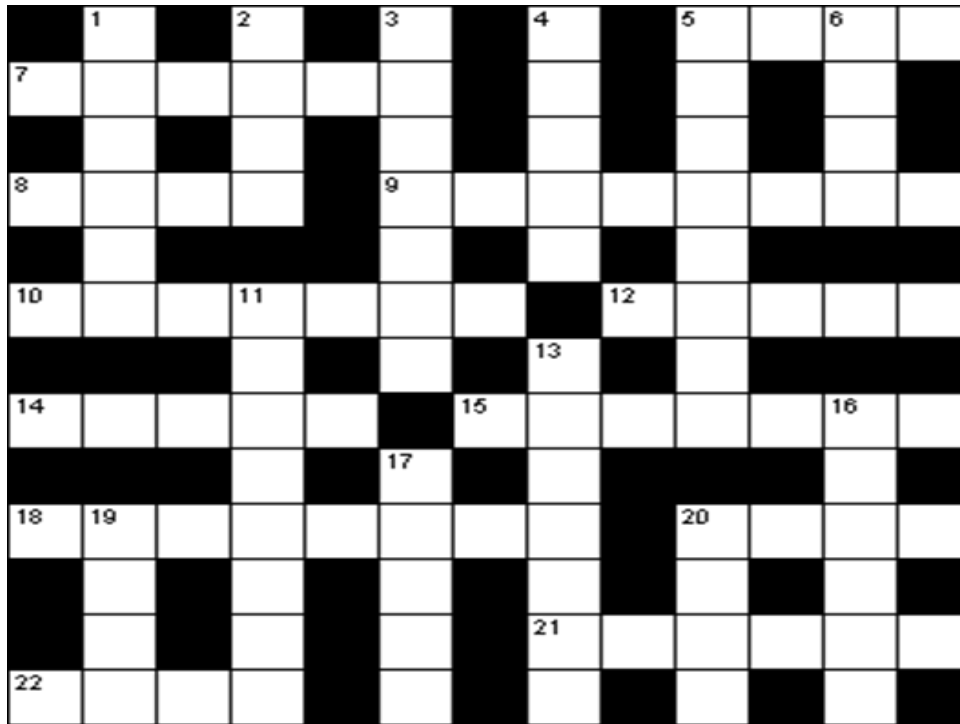


The Central Highland Library service have re-commenced, this is a wonderful service and once again will operate like a click and collect system with books being delivered and collected from the main recep-

tion. Residents can select books to read from the various bookshelves through out the facility.

Mind Games⁶

Themed 17



ACROSS:

5. Type of meat (4)
7. Used to make a 'split' (6)
8. Acidic fruit (4)
9. Spirit distilled from potatoes (8)
10. Cut of beef (7)
12. Shaped and dried dough (5)
14. Milled from grain (5)
15. Salad vegetable (7)
18. Thick syrup (8)
20. Part of a rib of meat (4)
21. Dried grape (6)
22. Fresh or saltwater fish (4)

DOWN:

1. Roe of sturgeon (6)
2. Baked flour, sugar and eggs (4)
3. Aromatic herb (7)
4. Type of dark coffee (5)
5. Game bird (8)
6. Cut of steak (4)
11. Sometimes made from 5 across (8)
13. Sweet (7)
16. Type of biscuit (6)
17. Jelly made from stock (5)
19. Edible pods (4)
20. Fried potato (4)

WORD SEARCH - X WORDS

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

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

ANNEX, APPENDIX, CLIMAX, COMPLEX, CONVEX, CRUCIFIX, DUPLEX, EQUINOX, EXECUTRIX, FLUMMOX, HELIX, IBEX, ICEBOX, INDEX, INFLUX, JINX, JUKEBOX, LARYNX, LETTERBOX, MATCHBOX, MATRIX, MULTIPLEX, ONYX, ORTHODOX, PARADOX, PERPLEX, PREFIX, REFLEX, RELAX, SPHINX, SUFFIX, SURTAX, TELEX, TOOLBOX, TRANSFIX, VERTEX, VORTEX.

QUIZ

1. Which AFL team was previously known as Footscray?
2. What general term for the plants native to a particular region is also name of a well known margarine brand?
3. Tahiti is an island in which ocean?
4. Galoshes are worn on what part

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 Ipads

1.30pm Bingo

3.00pm Special Afternoon Tea

WEDNESDAY

1.30pm Bingo

1.30pm Bus outing

2.45pm Afternoon movie

THURSDAY

10.30am Morning Movers

11.00am Hoy and Cuppa

1.30pm Bingo

2.45pm Cuppa and Chat

FRIDAY

10.00am Nailcare

1.30am Street Walk

1.30pm Bingo

2.45pm Marbowls

5.00pm Happy Hour

SATURDAY

2.00pm Afternoon Movie

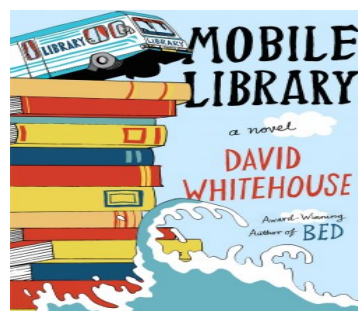
SUNDAY

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;
- 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:

Resident Outings

Residents are able to leave the facility. 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.

Reception is staff 5 days per week, between 10.00am and 4.00pm and can answer any question you may have in relations to visiting or outing.

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.



Easter was a special time at Raglan House, residents enjoyed gathering together at a to celebrate the Easter festivities and had fun with having their photo's taken with Easter Bunny and wearing the rabbit ears. Several staff got into the mood of dressing up on Good Friday. The displays throughout the building were something to talk about by residents and their visitors







Falls Things to consider

Remove clutter from walking areas, store clothing within easy reach.



RESIDENT SURVEYS: Raglan Of 21 residents surveyed:

100% of surveyed indicated that most of the time or always there is sufficient areas provided for them to talk to visitors in private.

cleaned to their satisfaction most of the time or always.

100% of residents surveyed agreed or strongly agreed that staff who serve their meals are neat and clean.

100% of residents agreed or strongly agreed their medication is provided in a timely manner

81% of the residents expressed their room is

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

Every resident has a comprehensive care plan developed to ensure all care needs are documented for staff's information. This way staff can provide consistent care and services in accordance with your assessed need **and the choices you make.** Our staff speak to you and/or your representative in developing your care plan initially and in the ongoing periodic review of your plan.

We ask you for your direction in relation to involvement in the care plan review on entry.

Your involvement can either be in person or by telephone. We wish all residents and/or representatives to feel they are consulted about changes made to care in response to assessed needs. We also make changes as per your individual choices and requests. **Please talk to staff at any time should your needs or wishes change.**



WHEN THE FIRE ALARM SOUNDS Please remain where you are and wait for staff to instruct you on evacuation. If you can see the fire you should move away from the immediate area and wait for instruction from staff. If the fire is in your room you should leave the room and close the door behind you. Havilah is a very safe facility and has many measures in place to stop the spread of fire and smoke and to provide for safe

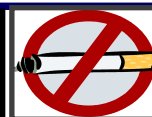


evacuation in the case of a fire – this includes fire and smoke compartments, and sprinklers and smoke alarms. Should evacuation be required only residents in the affected compartment would be affected In the first instance. The fire alarm automatically alarms to the brigade who are here within minutes.

YOU WILL BE KEPT INFORMED BY STAFF AND THROUGH THE PUBLIC ADDRESS SYSTEM.



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



FROM THE KITCHEN:

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

On the lunch time menu there are 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.

'It's about empowerment': Maggie Beer launches online masterclass

Aged care chefs and cooks will learn how to create tasty pureed meals, design a culturally inclusive menu, and learn to flavour finger food as part of a new online masterclass developed by the Maggie Beer Foundation.

The first education program of its type in the world, the training program offers 30-minute modules featuring the iconic restaurateur cooking with some of the industry's top chefs and nutrition experts.

Beer, a passionate advocate for improved food in aged care, says the program offers chefs essential guidance on how to create a pleasurable dining experience.

"The cook or chef has to be empowered with knowledge because what we want is a beautiful meal full of equal measures of pleasure and nutrition,"

Beer said

"We also have to give cooks and chefs the support and time they need, because they work so hard in an incredibly complex role.

"To do that we need better training, and these modules are a start."



Tiger Woods Made His First Hole-in-One at Eight Years Old

Professional golfer Tiger Woods has had some interesting escapades in the news. But one fact that's for sure is he's an amazing golfer.

Tiger Woods took an interest in golf at only six months old and his father started teaching him at two years old.

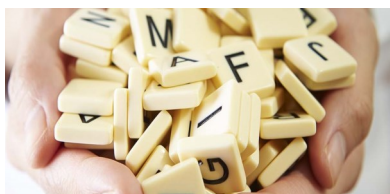
He regularly practiced and made his first hole-in-one at only eight!

All of his years of practice as a kid paid off in his

adult years. Tiger has won 81 PGA tournaments to date!

However, these numbers aren't the most impressive. Sam Snead has won 82 tournaments. Jack Nicklaus falls only slightly behind with 73 wins. However, Nicklaus flies ahead by winning 18 majors. Woods has only won 15 majors.

It's arguable if he's the best golfer, but there's no denying all three of these golfers are some of the most accomplished in history.



WEIRD and WONDERFUL WORDS

UMBOL - mass of flowers from a single centre

Thoughts to Ponder

Can you cry under water?

Why do you have to 'put your two cents in'... But it's only a 'penny for your thoughts'? Where's that extra penny going to?

Why does a round pizza come in a square box?

What disease did cured ham actually have?

If a deaf person has to go to court, is it still called a hearing?

LIFE IS
BETTER
WHEN
YOU'RE
LAUGHING.

A man stumbles up to the only other patron in a bar and asks if he could buy him a drink. "Why of course," comes the reply.

The first man then asks: "Where are you from?"

"I'm from Ireland," replies the second man.

The first man responds: "You don't say, I'm from Ireland too! Let's have another round to Ireland."

"Of Course," replies the second man.

Curious, the first man then asks:

"Where in Ireland are you from?"

"Dublin," comes the reply.

"I can't believe it," says the first man.

"I'm from Dublin too! Let's have another

drink to Dublin."

"Of course," replies the second man.

Curiosity again strikes and the first man asks: "What school did you go to?"

"Saint Mary's," replies the second man.

"I graduated in '62."

"This is unbelievable!" the first man says.

"I went to Saint Mary's and I graduated in '62, too!"

About that time, in comes one of the regulars and sits down at the bar.

"What's been going on?" he asks the bartender.

"Nothing much," replies the bartender.

"The O'Malley twins are drunk again..."



"How do you know this isn't the button for the nurses' station?"



A married couple were playing in the club's mixed four-somes.

The husband hits a perfect drive down the middle of the fairway.

The wife then slices the second shot into the trees. Unfazed the man then plays an amazing recovery shot, which goes onto the green a foot from the pin.

The wife proceeds to smash the putt 15 feet beyond the pin. The man then lines up the long putt and sinks it. To his wife, he says, "We'll have to do better. That was a bogey five." "Don't blame me," she snaps, "I only took two of them."

Little Johnny returns from the supermarket with his mother. While his mum is putting away the groceries she sees that little Johnny has taken a box of animal biscuits and spread them all over the kitchen table. His mother asks "What on earth are you doing Johnny?"

Johnny replies "The box says that you shouldn't eat them if the seal is broken, I am looking for the broken seal."

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