

# RAGLAN TATTLER

ISSUE May 2022

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



## HAVILAH MAJOR RAFFLE

Once again it is time for our annual major raffle.

All prizes are for

Goods/Services at Retailer/s of choice

**1<sup>ST</sup> Prize \$10,000**

**2<sup>nd</sup> Prize \$5,000**

**PLUS 10 x \$500 early bird prizes**

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

Please ask your friends and relatives if they would

like a ticket or you may like to have a family Syndicate.

Only 410 tickets available so the odds are very good.

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

We would very much appreciate your support.

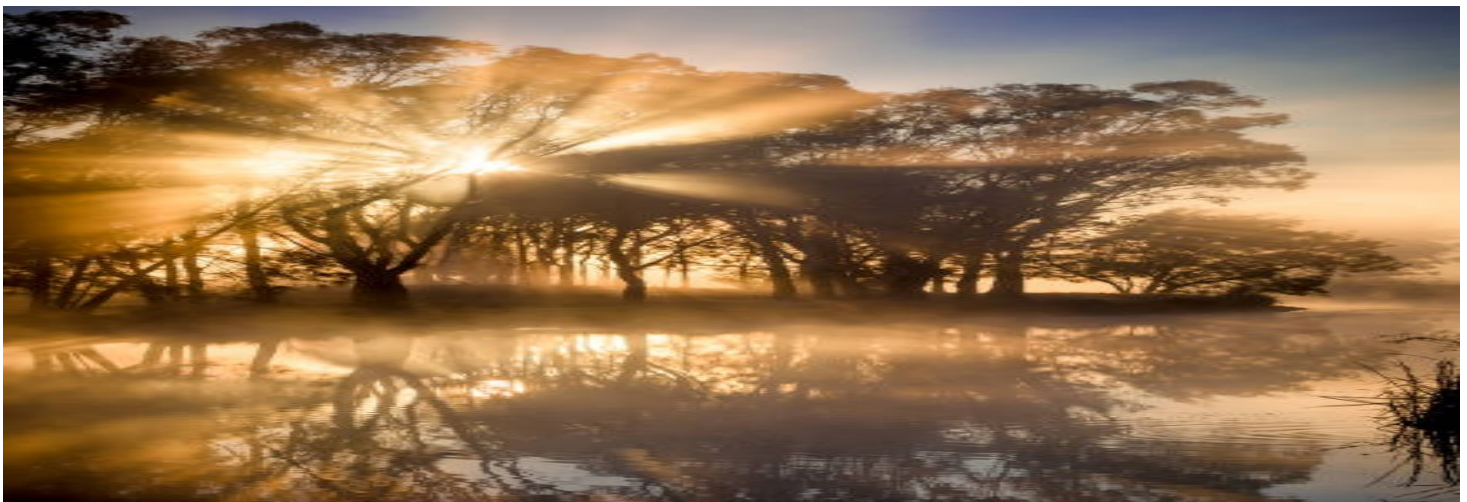
To purchase a ticket or collect a book to sell,

please contact

Andrew ph: 5461 7387, Sue

ph: 5461 7390 or Raeleen

ph: 0417 175 980



Winter is on its way, we are already experiencing cold evenings and mornings, some frost and fog early in the morning's but glorious days with sunshine.

Please be mindful when residents are being taken on outings that they are dressed appropriately for the weather.



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, it is mandatory to provide evidence, no visitors will be allowed to enter Havilah without providing such proof as from June 1st.



## 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 proofing to be very competitive over the forthcoming season.

After 10 rounds being played there are a competition against residents who are equally tied in first, second and third positions.

Bill D'Alton and Elma Taylor in first place with 63 points, second position there is a 4 way tie Dianne Rowe, Mary Edwards, Ann Simmons and Olwyn Hogan with 59 points and in third position on 52 points there is Ann Stuart, Mon Hutchison.

Still plenty of time for tipsters to improve their skills and obtain a better position on the leader board.

### **Melbourne was nearly called "Batmania"**

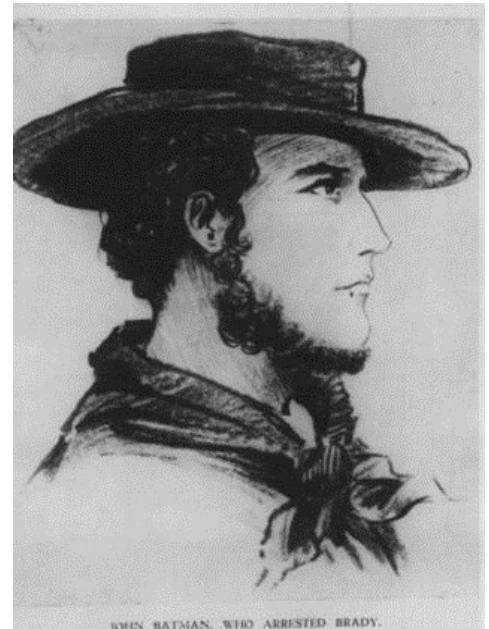
This is a weird fact about Australia that I rather enjoy.

Before Melbourne was Melbourne, it was a small settlement on the Yarra River, which was founded by a man called John Batman.

He came across the site which is now known as Central Melbourne in 1835, decided it would be a fine place to start a village and declared it "Batmania", which we can all agree is an awesome name for a city.

In 1837 however, it was officially named Melbourne, after the then British prime minister William Lamb, 2nd Viscount Melbourne. This name unlike Batmania, stuck.

Don't feel too bad for Batman – remnants of the first settlement can be found across the city, in Batman Bridge, Hill, Street, Park and more.



An eighty-year-old says to his eighty-two-year-old neighbor. "I hear you're getting married?" "Sure am."

"Do I know her?" "Don't think so"

"This lady, is she good looking?" "Not really"

"Is she a good cook?" "No, she can't cook at all"

"Does she have lots of money?" "No, poor as a church mouse"

"Well, is she good at housework?" "No, not at all"

"Why would you want to marry her then?" "Because she can still drive"



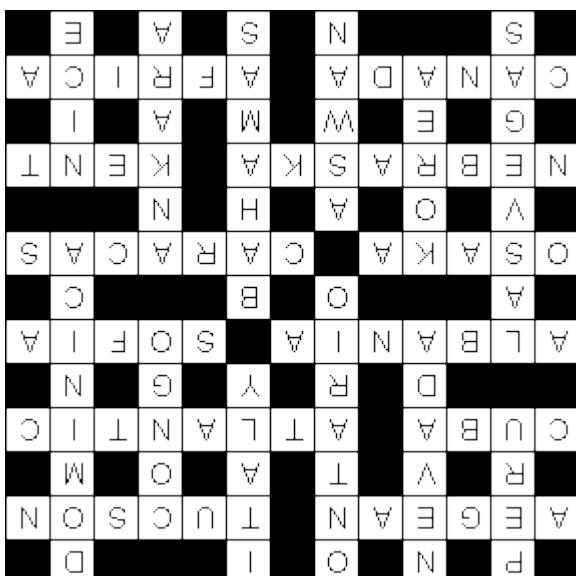
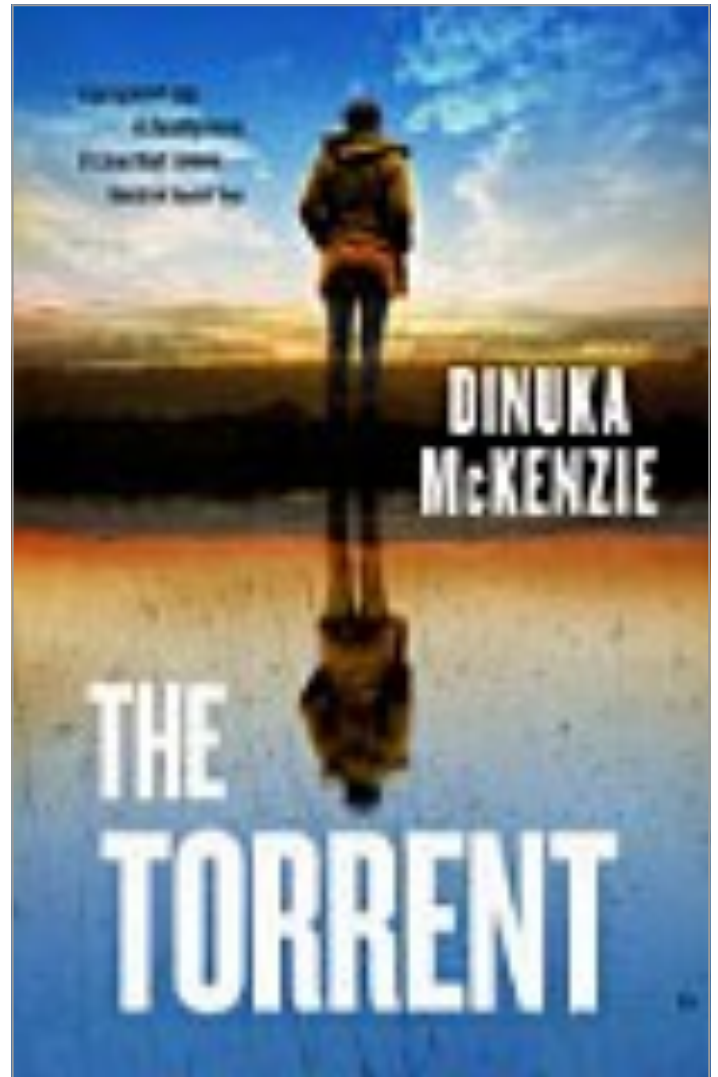
A loving husband lost to devastating summer floods. A teenage girl injured during a robbery. Two seemingly unconnected cases that will push a detective to the brink.

An atmospheric, compelling new voice in Australian crime fiction.

In Northern New South Wales, heavily pregnant and a week away from maternity leave, Detective Sergeant Kate Miles is exhausted and counting down the days. But a violent hold-up at a local fast-food restaurant with unsettling connections to her own past, means that her final days will be anything but straightforward.

When a second case is dumped on her lap, the closed case of a man drowned in recent summer floods, what begins as a simple informal review quickly grows into something more complicated. Kate can either write the report that's expected of her or investigate the case the way she wants to.

As secrets and betrayals pile up, and the needs of her own family intervene, how far is Kate prepared to push to discover the truth?



### Quiz and Crossword Solutions from page 6



### Answers to Quiz

1. Tight rope
2. 196
3. Octagon
4. Saffron



We have Ipad available for resident use to contact family on face book, Skype, Zoom and other forms of social media. The Ipad 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 Ipad 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 Ipad please talk to Life-style staff who will assist you to become familiar with using these.**



## Melburnian drivers put Australia's pride on the (tram) line

You may not have been aware, but on the weekend of 21-22 May, Australia faced a contest that will shape our nation's future and how the eyes of the world see us for years to come.

We of course refer to the European Tram driver Championships, taking place in Leipzig, Germany, for the first time since 2019 after you-know-what cancelled the 2020 and 2021 events.

A team from Melbourne's Yarra Trams – the first non-Europeans invited to the all-star contest – will be attempting to dethrone reigning champs Brussels, and will face such gruelling challenges as precision braking (measured down to the centimetre), smooth driving, speed estimation, and of course tram bowling, where the driver knocks a giant inflatable ball into

the pins.

According to Aussie team coach Wayne Speers, the championships are a big deal for gunzels (that's train and tram enthusiasts, for the rest of us).

"This is serious stuff – it's got cult status. There is a big gunzel community that follows us and these contests are going to be observed at very detailed levels," he told *The Age*.

Move over Eurovision – we've just found our new Continental obsession. We wonder if we can get SBS to pick it up...

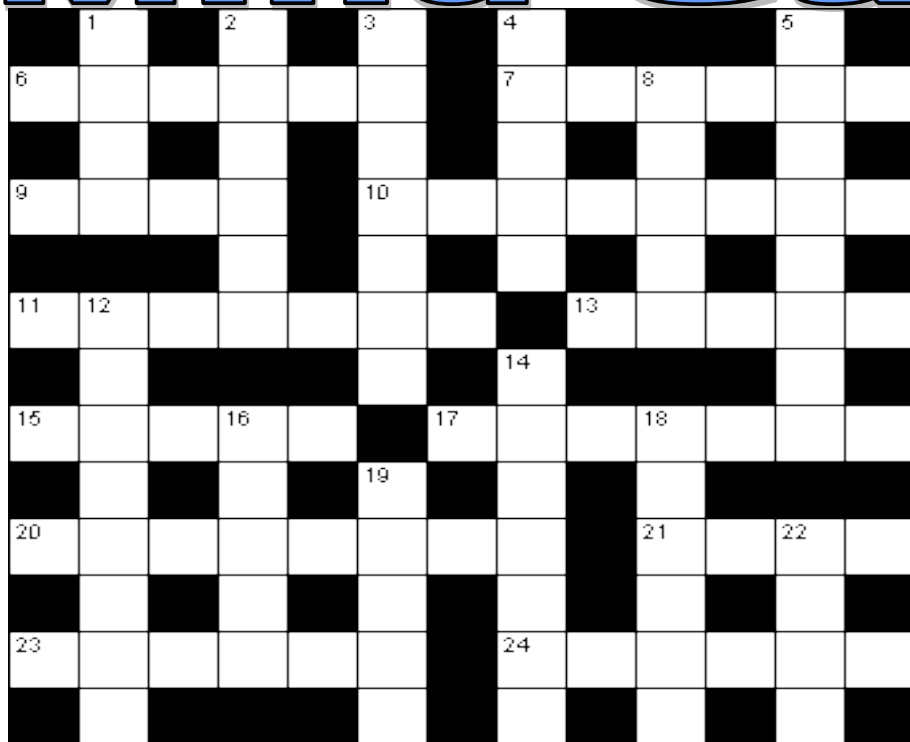


The Central Highland Library service have re-commenced, this is a wonderful service and once again will operate like a click and collect system with books being delivered and collected from the main recep-

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

# Mind Games<sup>6</sup>

Themed 18



## ACROSS:

6. Sea between Greece and Turkey (6)
7. City in Arizona (6)
9. Largest island in the West Indies (4)
10. Ocean between Europe and Africa (8)
11. Balkan country (7)
13. Capital of Bulgaria (5)
15. Japanese city (5)
17. Capital of Venezuela (7)
20. US state (8)
21. English county (4)
23. Ottawa is the capital (6)
24. Continent (6)

## DOWN:

1. Lima is the capital (4)
2. 12 down is in this state (6)
3. Canadian province (7)
4. European country (5)
5. Part of the Windward Islands (8)
8. African river (5)
12. US gambling city (3,5)
14. Nassau is the capital (7)
16. Asian peninsula with North and South (5)
18. Capital of Turkey (6)
19. Egyptian dam (5)
22. Resort in the French Riviera (4)

## WORD SEARCH -

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

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

A CHORUS LINE, AIDA, A LITTLE NIGHT MUSIC, ANNIE GET YOUR GUN, BEAUTY AND THE BEAST, CABERET, CAMELOT, CAROUSEL, CATS, CHICAGO, COPACABANA, EVITE, GUYS AND DOLLS, GYPSY, HELLO DOLLY, JOLSON, KISS ME KATE, LES MISERABLES, MISS SAIGON, RAGTIME, RIVERDANCE, SHOWBOAT, SINGIN' IN THE RAIN, SOUTH PACIFIC, SUNSET BAULEVARD, THE KING AND I, THE PHANTOM OF THE OPERA, WESTSIDE STORY.

## QUIZ

1. What does a funambulist walk on?
2. On a dart board, what number is directly opposite no 1?
3. What geometric shape is a stop sign?
4. What is the worlds most expensive spice by weight?

## 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

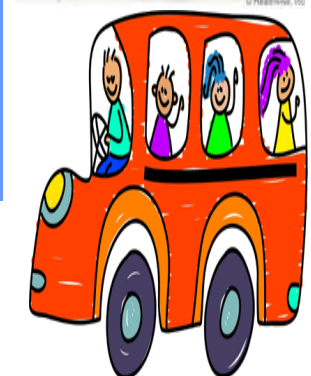
### SATURDAY

2.00pm Afternoon Movie

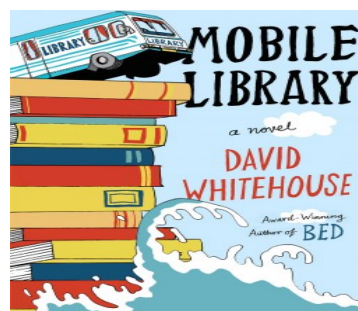
### SUNDAY

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.

## Influenza Vaccinations:

As from 1/06/2022 all visitors are requested to show proof or provide proof of receiving the 2022 vaccination. No one will be allowed to enter until this is provided.

## Essential Visitors:

The Commission is committed to the concept of 'essential visitors' and is looking for providers to engage proactively with consumers and their representatives (in advance of any COVID-19 exposure or outbreak) to identify these people for each consumer, and ensure that they continue to have access to a service unless a public health order or written public health advice prohibits this. Essential visitors are any

of the following:

1. *Partner in care* – a person who has a close and continuing relationship with the care recipient and provides aspects of regular routine care and companionship
2. *Named visitor* – if a resident does not have a partner in care, they may nominate one person to be a named visitor
3. *Visitor at end of life* – visits to residents at or approaching the end of life should be facilitated for anyone and not be time limited.

## 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.

**It is requested that all outings are notified via reception prior to taking resident out.**

**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.







Residents have been enjoying themselves during the month of May, celebrating mothers day in style with family members and residents are delighted that bus outings have returned, the bus is on the road every day of the week, being utilised at both Harkness Street and Raglan House.







## Falls Things to consider

Consult a podiatrist for foot exercises, orthotics and footwear recommendations.



### **RESIDENT SURVEYS: Raglan** **Of 22 residents surveyed:**

96% of surveyed residents indicated that most of the time or always they are given sufficient emotional support.

95% of residents surveyed stated

staff respond to the call bells in a timely manner most of the time or always.

100% of residents agreed or strongly agreed their meal table is cleaned to their satisfaction.

100% of residents surveyed agreed or strongly agreed the equipment in their room is in good working order.

### **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**



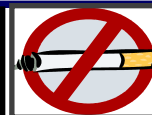
Please remain where you are and wait for staff to instruct you on evacuation. If you can see the fire you should move away from the immediate area and wait for instruction from staff. If the fire is in your room you should leave the room and close the door behind you. Havilah is a very safe facility 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**



**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



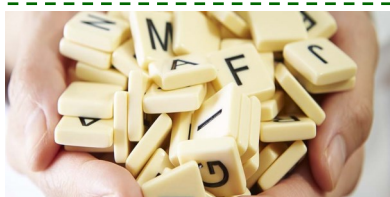
### Justice of the Peace

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.



“ARLO” the friendly chocolate Labrador cross Poodle visited Raglan House resident recently, All residents who he visited were very impressed with the well behaved pooch. It is great that staff are willing to share their canine loved ones, thanks to Leisure and Lifestyle Alison.



### **WEIRD and WONDERFUL WORDS**

**Baboonery: foolishness; stupidity; nonsense**

#### **Thoughts to Ponder:**

- At a movie theatre which arm rest is yours?
- If a kid refuses to sleep during nap time, are they guilty of resisting a rest?
- Why is vanilla ice cream white when vanilla extract is brown?
- If money doesn't grow on trees then why do banks have branches?
- Why does the Easter bunny carry eggs? Rabbits don't lay eggs.
- Can a short person “talk down” to a taller person?





A young boy enters a barber shop and the barber whispers to his customer, "This is the dumbest kid in the world. Watch while I prove it to you."

The barber puts a dollar bill in one hand and two quarters in the other, then calls the boy over and asks, "Which do you want, son?" The boy takes the quarters and leaves.

"What did I tell you?" said the barber. "That kid never learns!"

Later, when the customer leaves, he sees the same young boy coming out of the ice cream parlour.

"Hey, son! May I ask you a question? Why did you take the quarters instead of the dollar bill?"

The boy licked his cone and replied:

"Because the day I take the dollar the game is over!"

Lost on a rainy night, a nun stumbled across a monastery and requests shelter there. Fortunately, she's just in time for dinner and was treated to the best fish and chips she had ever tasted. After dinner, she went into the kitchen to thank the chefs.

She was met by two of the Brothers.

The first one says, "Hello, I am Brother Michael, and this is Brother Charles."

"I'm very pleased to meet you," replies the nun. "I just wanted to thank you for a wonderful dinner. The fish and chips were the best I've ever had. Out of curiosity, who cooked what?"

Brother Charles replied, "Well, I'm the fish friar." She turned to the other Brother and said, "then you must be...?"

"Yes, I'm afraid I'm the chip monk."

A man was driving along the highway, and saw a rabbit hopping across the middle of the road. He swerved to avoid hitting the rabbit, but unfortunately the rabbit jumped in front of the car and was hit. The driver, being a sensitive man as well as an animal lover, pulled over to the side of the road, and got out to see what had become of the rabbit.

Much to his dismay, the rabbit was dead. The driver felt so awful, he began to cry. A woman driving down the highway saw the man crying on the side of the road and pulled over. She stepped out of her car and asked the man what was wrong.

"I feel terrible," he explained, "I accidentally hit this rabbit and killed it."

The woman told the man not to worry. She knew what to do. She went to her car trunk, and pulled

out a spray can. She walked over to the limp, dead rabbit, and sprayed the contents of the can onto the rabbit.

Miraculously the rabbit came to life, jumped up, waved it's paw at the two humans and hopped down the road. 50 meters away the rabbit stopped, turned around, waved and hopped down the road, another 50 meters, turned, waved and hopped another 50 meters. The man was astonished. He couldn't figure out what substance could be in the woman's spray can!!

He ran over to the woman and demanded, "What is in your spray can? What did you spray on that rabbit?"

The woman turned the can around so that the man could read the label. It said: "Hair spray. Restores life to dead hair. Adds permanent wave."

## **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](mailto:craig.young@havilah.org.au) or

**Director of Care Kelsey Hooper** 54 617383

email: [kelsey.hooper@havilah.org.au](mailto: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](mailto:era@era.asn.au) [www.era.asn.au](http://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**