

# RAGLAN TATTLER

ISSUE: June 2020

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



We were onto a winner this afternoon with our little cooking group observing social distancing. A home-made concoction we just called “ Pear and caramel tart” and boy were they delicious. The ladies all enjoying slicing, sprinkling, folding making their own tart to enjoy with a cuppa afterwards.

## HAVILAH MAJOR RAFFLE

There have been eight early bird draws conducted for our Major Raffle Lucky Winners to date are;

Week 1: Joan & Wendy Hartley. Week 2: Sam Griffiths. Week 3: Macks Girls Syndicate. Week 4: Alan & Colin Nicholson. Week 5: Peter Matthews. Week 6: Linda Murray, Week 7: Donna Marchant. Week 8 Troy Driscoll

All Tickets have been sold this year. **A big Thank you to Raeleen for another year of organising this fundraiser and to all of our supporters who bought and sold tickets.**



With activities in communal areas and visitors limited by strategies in place to control any outbreak of coronavirus within Havilah facilities, Ipads have been purchased so that residents are able to have contact with family on face book, Skype, Zoom and other forms of social media. Residents can also use the Ipads to read newspapers and periodicals and play scrabble, other word games, solitaire and other other card games and colour by numbers according to their various interests. Residents will be able to use the Ipads in small groups or within their own room. Lifestyle staff will assist you to become familiar with using these. Please talk to Lifestyle staff to access Ipads.



**Don't forget the 'bored board' activities Residents able to access different activities' to stimulate the mind. Feel free to take an activity sheet, ideal for after dinner and for the weekends.**



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



Calling on knitters and crochet enthusiasts Kim is planning a project for remembrance day this year that requires many poppies. If you

feel that you would like to contribute and make some please give Kim a call on 54590169 to have a copy of the patterns dropped off to you. With the colder weather approaching it is nice to have a little project to keep your hands busy. Patterns available for all different skill levels of crochet and knitting.

We know that residents may be missing their regular outings for meals, coffees and to shop. Please let us know where our staff can assist shopping or take away so that we can make life as normal as possible for you. Please let Lifestyle staff know any ideas of any special programs that could be offered.

**We have some "virtual outings" in planning so keep an eye out for these.**

# PHOTO GALLERY



With not being able to host our usual big Mother's Day luncheon we needed to do something extra special for our ladies. So we did. all residents had beautifully set tables in their rooms for lunch with champagne, flowers and chocolate. Morning or afternoon high tea delivered and set up in rooms for those with visiting family and a social distancing high tea this afternoon and a special Mother's Day bingo with special prizes. Some residents enjoyed FaceTime with family with staff assistance



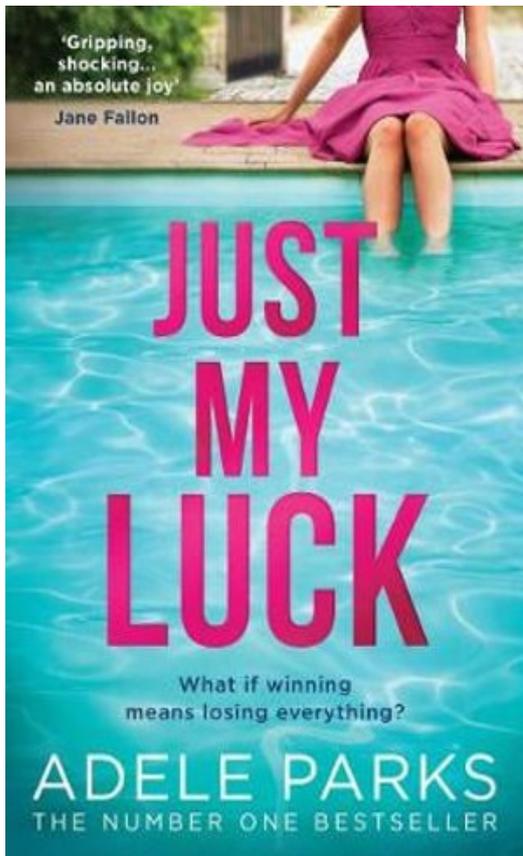
H	E	R	O	I	S	M	A	F	T	E	R
A	A	S	A	S	D	O	B	T	E	D	I
B	L	I	S	S	D	O	B	T	E	D	I
I	N	U	E	S	L	D	A	L	D	I	D
T	A	B	L	E	T	S	I	D	E	A	L
Y	A	W	N	E	D	A	G	R	E	E	S
E	N	A	N	A	L	E	S	E	S	E	S
A	D	A	G	E	N	A	R	R	A	T	E
R	C	M	C	R	A	S	E	S	U	S	N
N	O	U	R	I	S	H	L	O	T	U	S
E	T	E	O	I	L	U	I	U	I	U	U
D	R	E	S	S	R	E	C	L	E	C	L

## Quiz and Crossword Solutions from page 7



## Answers to Quiz

- |    |             |
|----|-------------|
| 1. | March       |
| 2. | Geelong     |
| 3. | Puckapunyal |
| 4. | John Laws   |



**What if winning means losing everything?**

**'A gripping story of greed, lies and dark family secrets'**

**Lisa Jewell**

**'Addictive, provocative and thoroughly relatable – a brilliantly crafted reminder to be careful what you wish for'**

**TM Logan**

It's the stuff dreams are made of – a lottery win so big, it changes everything.

For fifteen years, Lexi and Jake have played the same six numbers with their friends, the Pearsons and the Heathcotes. Over dinner parties, fish & chip suppers

and summer barbecues, they've discussed the important stuff – the kids, marriages, jobs and houses – and they've laughed off their disappointment when they failed to win anything more than a tenner.

But then, one Saturday night, the unthinkable happens. There's a rift in the group. Someone doesn't tell the truth. And soon after, six numbers come up which change everything forever.

Lexi and Jake have a ticket worth £18 million. And their friends are determined to claim a share of it.

### **Visiting:**

Due to the COVID-19 Pandemic all doors are locked. The main entry for Raglan House is via Raglan Street, staff will let you in. Residents wishing to go for a walk in the grounds can exit via the door near rooms 1 & 2.

Visiting is currently between the hours of 9 am and 5 pm. Visits are to be for a short duration only (up to 30 minutes) and visitors need to fill out a form and have their temperature tested prior to visiting and may not enter if they have a temperature over 37.5.

There are a maximum two visitors each day. Visits can be two people at the one visit or one person for two separate visits. Visiting times and numbers of visitors are able to be relaxed in special circumstances such during palliative care or to provide care and support for residents with dementia if this has been the previous practice.

Visitors must visit with the one resi-

dent (or one couple) only within their room or within the external grounds of the facility. As a normal practice you cannot visit with any other residents. Special visiting needs can be accommodated where a person is the main social contact for more than one resident. Social distancing is important and needs to be maintained to a range of 1.5 metres (5 foot).

Visitors are still required to sign in and out on arrival and departure.

As from 1st of May persons are prohibited by legislation from entering aged care facility unless they have had a current influenza vaccination. People will be asked to provide evidence so please ensure you have this with you when visiting. This has been legislated in varying forms by each state and territory in Australia, so totally out of Havilah's control. All of our staff have been vaccinated. Please let all family members know the importance of having a flu vax. We

want family to be able to visit, this can't be stressed strongly enough.

### **Rules on visitors: The Directions from the Victorian Chief Health Officer**

In effect the rules are:

Visit must be for the purposes of "providing care or support" and a maximum two people per day over a maximum two visits

Exception if it is for end-of-life care –more visitors allowed.

### **Also, you cannot visit if you:**

Have returned from overseas within last 14 days.

Have been in contact with a confirmed COVID-19 case within last 14 days.

Have fever or symptoms of a respiratory illness.

Are Under 16 (special circumstances permitted in the case of residents in palliative care).

### Isaac Merritt Singer's solid sturdy invention will never die.

Made of steel with a treadle pedal, signature ornate black stand and beautifully crafted wooden drawers, Singer sewing machines were made to be repaired, not replaced. A century later, they continue to be repurposed and reborn as end tables, liquor cabinets, planters, stools, shelves, chairs, stove tops, even.

And, now, tiny tractors.

Tiny tractors that weigh a ton, that is, and are not to be toyed with. "For a man cave, this would be the "bomb" said John Norris of Clinton, as he shows off a miniature green John Deere and a red Farmall tractor he recently created. They're made with the main body of the sewing machine, including its spinning wheel, bobbin parts and needle plate. Norris added various items he's collected over the years or finds at thrift shops — small wheels, spatula for a tractor seat,

propane stove and conveyor belt parts.

"It's all metal, no plastic," he said. Vintage Singer sewing machines in various states of undress sit on the counter top in Norris' tinker and tool kingdom, formerly known as his garage.

"This is a 1913 machine. This one is 1903," he said, pointing to a metal label that reveals the machine number and the year of production. "I take them completely apart. What's amazing is all the parts still move. They still work."

After welding or bolting pieces together, Norris, who describes himself as a "retired painter, now picker/artist," sands, primes and paints the parts into familiar farm machinery colours. He orders company decals online.

Norris admits it's not an original idea. Sewing machine tractors can be found for sale online and there are videos on how to make them. He's dreaming up other uses, may-

be turning a miniature tractor into a lamp with a swivel arm. Maybe not.

"I just did it for fun," Norris said. "I really didn't make them to sell." But he's gotten offers anyway, and requests to make more, especially from John Deere fans. "Man, they're really obsessed," he commented.

Norris also didn't make them to be functional. They may look like toy tractors to some or brightly painted miniature sewing machines ready to make miniature clothes to others.

"No, they don't work," Norris said, laughing. "It's folk art."

They also weigh a lot. He dropped one once and it dented his counter. Norris also turned a pipe wrench into a drag car. He calls it Pipe Dreams.

"Winter," Norris said, explaining his motivation. "I was bored."



# WEEKLY ACTIVITIES

## MONDAY

**9.20am** Morning Movers

**10.15am** Games Morning, coffee and chat (alternate Mondays)

**10.15am** Movie Morning & Morning tea (alternate Mondays)

**1.30pm** Bingo

**2.30pm** Movie Afternoon (alternate Mondays)

## TUESDAY

**9.20am** Morning Movers

**10.30 am** Marbowls

**1.30pm** Bingo

**2.30pm** Chairrobics

## WEDNESDAY

**9.20am** Morning movers

**10.00am** Nial Care, cuppa & chat

**1.30pm** Bingo

**2.45pm** Pop Up Shop (alternate weeks)

**2.45pm** Cooking (alternate weeks)

**2.45pm** Craft (alternate weeks)

Last Wednesday in the month

Cuppa & Chat– show & tell

## THURSDAY

**9.20am** Morning Movers

**10.00am** Games Morning Cuppa & Chat

**1.30pm** Bingo

**2.30pm** Afternoon Movies

## FRIDAY

**10.00am** Special Morning Tea served to rooms

**1.30pm** Bingo

**2.30pm** Chairrobics

**5.00pm** Happy Hour Food served to rooms.

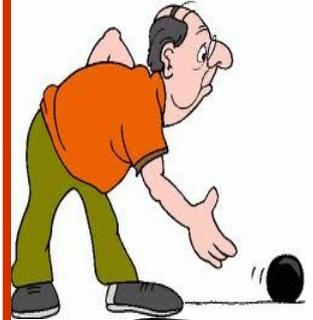
## SATURDAY

Cooked Breakfast - served to rooms

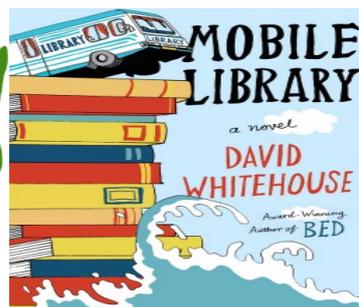
**2.00pm** Afternoon Movie

## SUNDAY

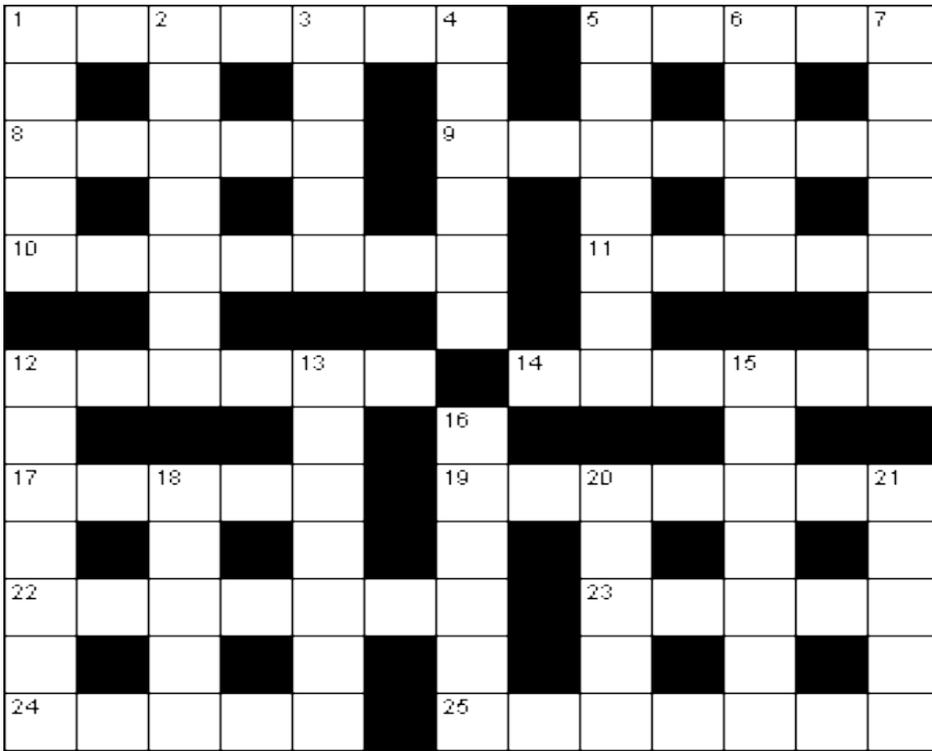
Devonshire Afternoon Tea each Sunday 3.00pm—served to rooms



**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**



**ACROSS:**

1. Gallantry (7)
5. Subsequently (5)
8. Extreme happiness (5)
9. Considered unlikely (7)
10. Pills (7)
11. Paragon (5)
12. Gaped (6)
14. Concurs (6)
17. Proverb (5)
19. Recite (7)
22. Feed (7)
23. Water Lily (5)
24. Frock (5)
25. Use again after processing (7)

**DOWN:**

1. Established custom (5)
2. Arc of refracted light (7)
3. Publish (5)
4. Humble (6)
5. Risible (7)
6. Heading (7)
7. Conundrums (7)
12. Hankered (7)
13. Foes (7)
15. Flexible (7)
16. Fix firmly (6)
18. Angle less than 90 degrees (5)
20. Something that has survived the past (5)
21. Follow (5)

044

**WORD SEARCH - That's Showbiz**

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

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

ACTION, ACTOR, AUDIENCE, AUDITION, BACKSTAGE, BOX OFFICE, CABARET, CAMERA, CAST, COMEDY, COSTUME, CURTAIN CALL, DIRECTOR, DRAMA, ENCORE, ENTERTAINMENT, ESTRA, FILM, FOOTLIGHTS, GREASEPAINT, HOLLYWOOD, LIGHTING, LINES, LOCATION, MOVIE, MUSICAL, PERFORMANCE, PLAY, PRODUCER, PROMOTER, PROP, RADIO, REVIEW, ROLE, SCENE, SCORE, SCRIPT, SPOTLIGHT, STAGE, STAND IN, STAR, STUNT

Solution page 2

**QUIZ**

1. Which month is the Labour Day holiday in Victoria?
2. Gary Ablett Jnr won his first Brownlow medal with which AFL team?
3. Which Australian Army base is located near Seymour?
4. Which radio presenter was referred to as "The Golden Tonsils?"



## Falls Prevention

Be aware of the impact your medications may have on your balance.  
Allow extra time to gain your balance when you stand up.



The 2020 AFL Football season will kick off on Thursday 11th June. The Leisure and Lifestyle staff have revamped the tipping competition to be in line with the

pandemic situation. Kim from activities has been to residents to encourage everyone to participate in the tipping competition, if you said no originally and have changed your mind, there is still time to contact her to put your name in the competition. Leader boards will be placed in all areas and updated on a weekly basis.

draws that have been revised to conduct the season within the time frames put into place due to the covid



## WEIRD and WONDERFUL WORDS

### OBNUBILATE

to darken, dim, or obscure something.



Some years ago Havilah published a recipe book with residents and their family favourites, ranging from soups to casseroles, desserts, cakes and slices etc. This publication proved to be a worthwhile fundraiser for Havilah.

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

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

## Exciting News for



## Raglan Residents

Due to current covid 19 restrictions we are unable to hold some of our regular activities. We have introduced movie sessions each week and these are becoming very popular. A new 70inch TV and sound bar has been purchased to add to the movie experience. This will be set up in the first floor Inkerman street end. This will be a permanent set up with armchairs,

movie posters, popcorn machine and will be known as our Theatre area and will be holding movie sessions each Monday, alternating either morning or afternoon. Also every Thursday afternoon and Saturday afternoon. Residents will also be able to use the area at any time to watch a movie on the big screen. Staff will assist residents with this.



\$17,000 this financial year to May. At Harkness , Heath House kitchen works will be completed by the end of June. Improved refrigeration , cooking facilities (combi oven) storage and benches will be in place as a result of these

The capital works programme at Havilah on Palmerston is progressing at a steady pace, the new under cover parking for gophers and storage shed are due for the floors to be concreted and doors to be installed. The extension to the Raglan House dining room has made a huge difference with the interior space. With only paving and joinery remaining we are almost there . Furnishings are currently on order. The new areas should be ready for use very shortly. A Grant under the Aged Care Rural Regional and Remote Grants Scheme allowed for these works to be carried out along with Solar installation at Raglan House which has provided electricity cost savings in excess of

works. Thank you to our own maintenance team, our regular plumbing and electrical contractors and Max Brown for their assistance in completing these works and the catering staff for their patience while the works were being carried out.

The Board last meeting approved setting up of a Café "HAV-A-CCINO" in Grevillea House complete with Cappuccino Machine which will be installed in the Grevillea Kitchenette. New joinery and under bench oven will be included in the works. The Board has also approved the installation of a Cappuccino machine at



Palmerston. The final location which needs to be accessible for both Raglan House and Retirement Living functions is still under consideration. These works are in recognition of that resident outings cannot be scheduled at present.

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

We ask you for your direction in relation to involvement in the care plan review on entry. Your involvement can either be in person or by telephone. We wish all residents and/or representatives to feel they are consulted about changes made to care in response to assessed needs. We also make changes as per your individual choices and requests. You are invited to talk to staff at any time should your needs or wishes change.



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

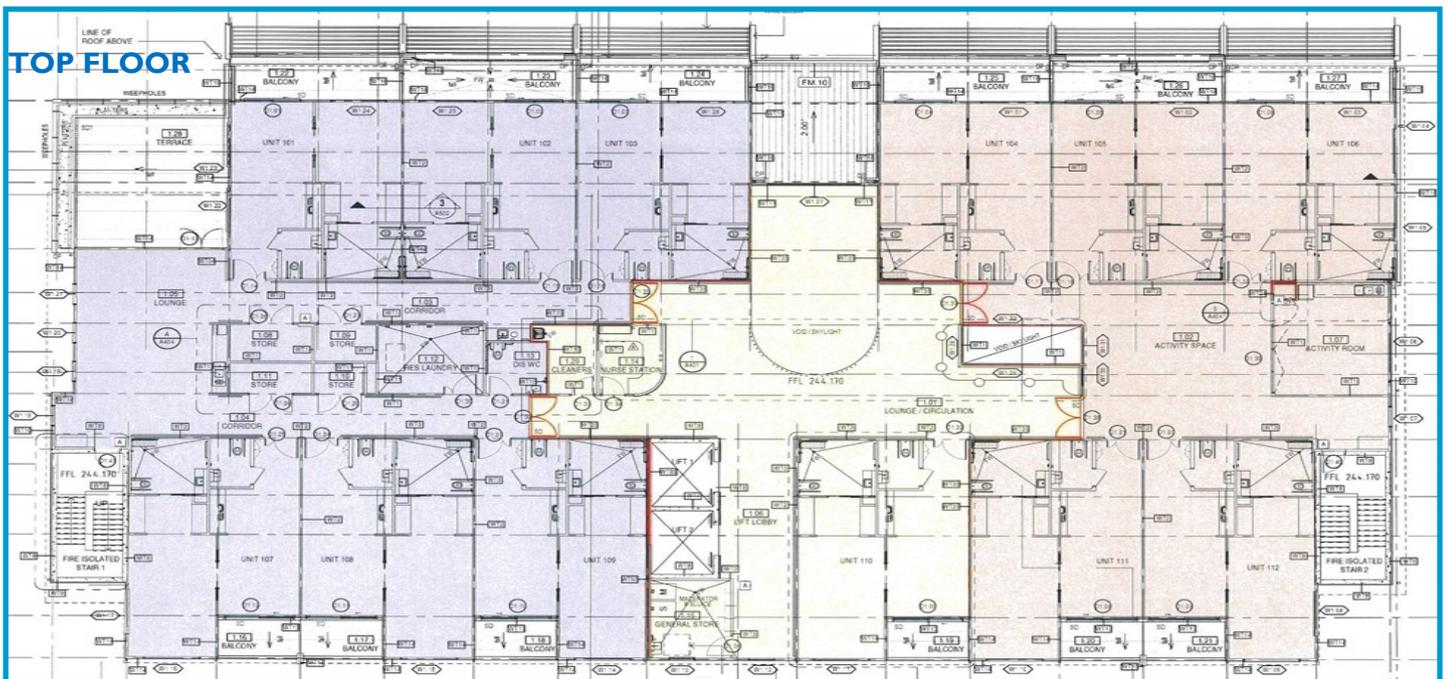
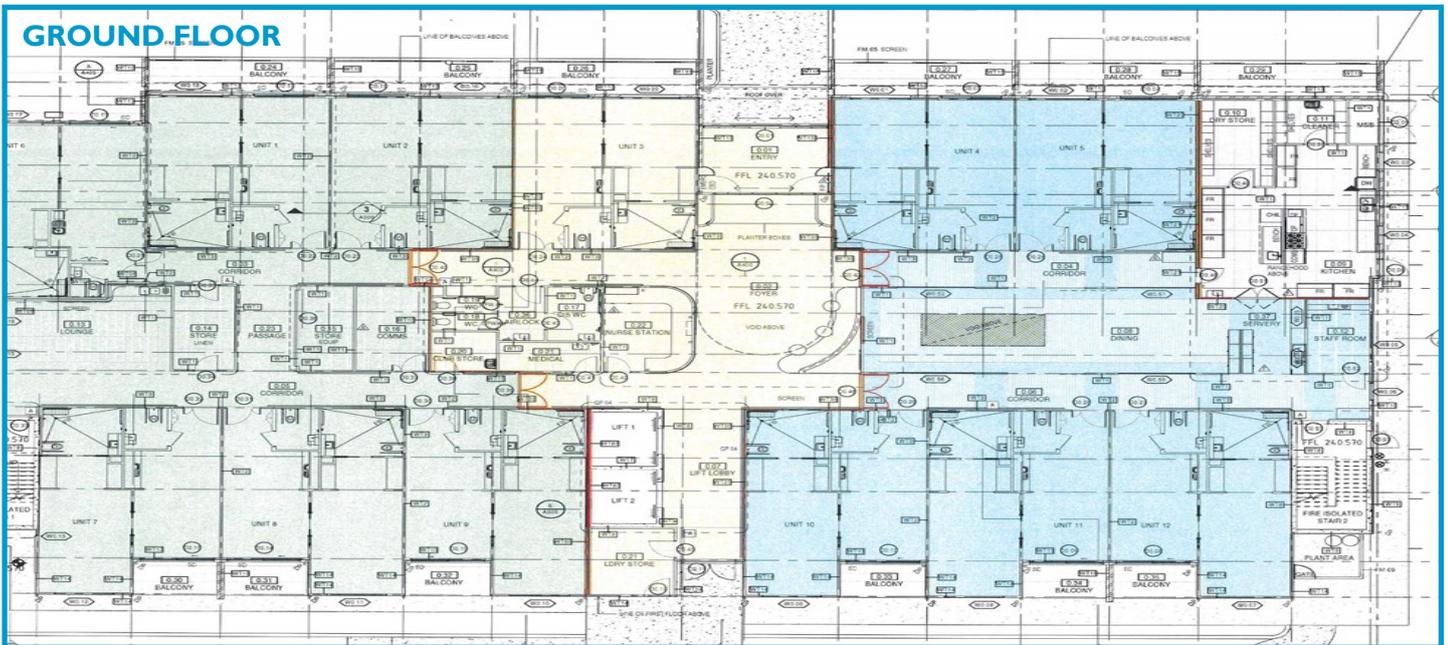


# HAVILAH ON PALMERSTON—STAGE 2

Plans are ready for tendering for Stage 1 of the staged development of Stage 2 at Havilah on Palmerston. This is a 24 Unit Residential



Aged Care Facility on the corner of Raglan and Neill Streets. Plans are based on the current building the main differences being each unit has its own balcony and there is an top storey external outdoor area, the dining room and kitchen are contained within the building and all offices and storage are in the central core of the building. Bedrooms facing into the courtyard have smaller balconies and larger bedrooms so more internal space for couples. See Plans below. Havilah has 24 provisional places allocated in relation to this development which were scheduled to open in June 2021. This will be extended to June 2022 due to delays in obtaining planning permission. We are there now though so hopefully full speed ahead.



## LIFESTYLE INITIATIVES FOR OUR RESIDENTIAL CARE COMMUNITY DURING COVID-19 RESTRICTIONS

As you will all know lifestyle activities have continued during the COVID-19 period although with smaller groups and confined to specific units. Restrictions ease in relation to gatherings we want to be able

to offer some special functions around “virtual outings”. So for example this may be setting up an Italian Restaurant for Pizzas, some of the residents favourite haunts for afternoon tea or even a virtual visit to Kentucky Chicken. Staff are currently thinking about how these types of functions can be planned and staged within each facility keeping in

mind the 4 square metre rule will still apply. We think it is important that these occasions can be seen as an outing and residents feel they are going out for a special occasion rather than just for instance normal lunch where pizza is on the menu. Let Kim know any ideas. You have.

We think it will be a lot of fun.

## AND FOR OUR STAFF

The only thing that is constant at the moment is change. Guidelines for prevention and management of COVID-19 in Residential Aged Care Facilities and in the community generally are changing every day. Our staffs' continuing commitment to keep themselves and therefore fellow staff and residents safe is vitally important. We commend them for the way they have conducted themselves outside of working hours. We want our staff to know we really appreciate the efforts they are making inside and outside of working hours. Kerri McInnes has taken on the task of organising the surprise

treats all staff are receiving at the moment. This might be small bags of lollies or chocolates left on our desk, special morning tea and lucky draws. There is a lot of added things happening at present whether it is the increased monitoring of residents and staff, recording and monitoring of visitors increased communication to families and residents and many other things that are evolving each week on top of the normal working day.

Staff cannot come to work if even slightly unwell. They are responsible for answering the screening questions accurately and recording their

temperature each day prior to commencing their shift. If they have any of the listed symptoms, however minor they must not come to or stay at work and must get tested.

Staff waiting the results of testing cannot return to work until testing has excluded the infection or until advised they can return by the department..

This puts added pressure on staff leave to cover the abnormal absences. Havilah supports staff in these situations to ensure they do not come to work if unwell.

## 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 information and updates are published.

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 measure as restrictions ease.

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

## MENTAL HEALTH WELL-NESS TIPS FOR ISOLATING DURING COVID

By Kellie Strawbridge, Campbell Page, Helping Hands program

1. Stick to a routine. Go to sleep and wake up at a reasonable time, write a schedule that varies and includes time for work as well as self-care.

2. Dress for the social life you want, not the social life you have. Get showered and dressed in comfortable clothes, wash your face, brush your teeth. Take the time to do a bath or a facial. Put on some bright colours. It is amazing how our dress can impact our mood.

3. Get out at least once a day, for at least 30 minutes. If you are concerned of contact, try first thing of a morning, or later in the evening and try less travelled paths. If you are high risk or living with someone who is high risk, open the windows and blast the fan. It is amazing how much fresh air can do for the spirits.

4. Find some time to move each day, again daily for at least 30 minutes. If you don't feel comfortable going outside, there are many YouTube videos that offer free movement classes, and if all else fails, turn on the music and have a dance party by yourself.

5. Reach out to others, you guessed it, at least for 30 minutes once a day. Try to do phone calls, facetime, skype, txt message and or email to connect with other people to seek and provide support.

6. Stay hydrated and eat well. This one may seem obvious, but stress and eating often don't mix well, and we find ourselves over-indulging, forgetting to eat and avoiding food. Drink plenty of water, eat some good and nutritious foods and chal-

lenge yourself to learn to cook something new.

7. Develop a self-care toolkit. This can look different for everyone. A lot of self-care strategies involve a sensory component (six senses: touch, taste, sight, hearing, smell and movement). Some ideas: snuggle a soft blanket or stuffed animal, a mug of chocolate, photos of a vacation, comforting music, lavender or eucalyptus oil, a journal or an inspiration book.

8. Give everyone the benefit of the doubt, and a wide berth. A lot of cooped up time can bring out the worst in everyone. Each person will have moments when they will not be at their best. It is important to move with grace through blow-ups, to not show up to every argument you are invited to, and to not hold grudges and continue disagreements. Everyone is doing the best they can to make it through this.

9. Everyone find their own retreat space. It is important that people think through their own space for work, for devotion and for relaxation. It is good to know that even when we are living close to each other that we all have our own special place to go.

10. Lower expectations and practice radical self-acceptance. We are doing too many things at the moment, under fear and stress. This does not make a formula for excellence. Instead, give yourself what psychologists call "radical self-acceptance": accepting everything about yourself, your current situation, and your life without question, blame, or pushback. You cannot fail at this – there is no roadmap, no precedent for this, and we are all truly doing the best we can in an impossible situation.

11. Limit the media conversation. One can find tons of information of

COVID19 to consume, and it changes minute to minute. The information is often sensationalized, negatively skewed and alarmist. Find a trusted source and set yourself a time limit for how much information you consume.

12. Notice the good in the world, the helpers. There are a lot of scary, negative and overwhelming information to take in regarding this pandemic. There are also a ton of stories of people sacrificing, donating and supporting one another in miraculous ways. It is important to counter-balance the heavy information with the hopeful information. How can you encourage someone else? You too can be a helper, for helping others gives us a sense of self-worth when things seem out of control.

13. Find something you can control and control the heck out of it. In moments of big uncertainty and overwhelm, control your little corner of the world. Organise your bookshelf, purge your closet, and clean out your pantry. It helps to anchor and ground us when the bigger things are chaotic.

14. Find a long term project to dive into. Now is the time to learn how to play the keyboard, to put together a huge jigsaw puzzle, paint a picture, crochet a blanket, and solve puzzles. Find something that will keep you busy, distracted and engaged to take breaks from what is happening in the outside world.

15. Engage in repetitive movements and left-right movements. Research has shown that repetitive movement (knitting, colouring, sculpting with dough, chair exercises, especially left-right movements can be effective at self-soothing and maintaining self-regulation in moments of distress.

16. Find an expressive art and go for it. Our emotional brain is very receptive to the creative arts, and it is a direct portal for release of feeling. Find something that is creative (sculpting, drawing, colouring, music, singing, playing) and give it your all. See how relieved you can feel.

17. Find lightness and humour in each day. There is a lot to be worried about, and with good reason. Counterbalance this heaviness with somethings funny each day, we all need a little comedic relief in our day, every day.

18. Reach out for help- you have a team: friends, family, neighbours, the congregation are all there for you. There is help and support out there, any time of the day. Although we are physically distance and life in isolation is unfamiliar, we can always connect by phone or email.

19. "Chunk" your isolation, take

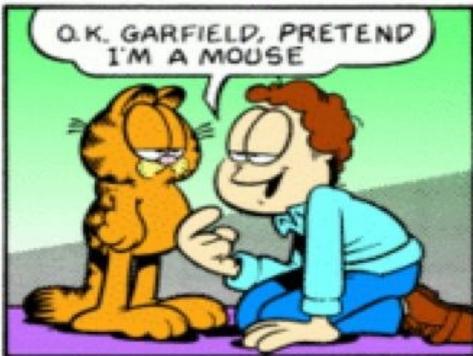
it moment by moment. We have no road map for this. We don't know what this will look like in 1 day, 1 week, or a month from now. "Chunking" is focusing on whatever bite sized piece of a challenge that feels manageable to you right now. Whether it be 5 minutes a day, or a week at a time – find what feels doable for you, and set a time stamp for how far ahead in the future you will let yourself wonder about it. Take each chunk one at a time and move through stress in pieces.

20. Remind yourselves daily that this is temporary. It seems in the midst of this isolation that it will never end. It can scary to think of the road stretching ahead of us. Please take the time to remind yourself that although this is difficult, and will go on for an undetermined amount of time, it is a season of life and it WILL pass. We will return to feeling free,

safe, busy and connected in the days ahead. We will all be able to celebrate together when this season has passed.

21. Find the lesson. This whole crisis can seem sad and senseless, but what are some of the positive outcomes you can see already? What potential positive outcomes can you help create for yourself, and someone else? What can each of us learn here, in big and small ways, from this crisis? What needs to change about ourselves, our homes, our communities, our nation, our world? How can you be a part of bringing that change about?

These 21 points are helpful in encouraging us to live LIFE intentionally through this unfamiliar season. We don't have to put life on hold, we can explore new ways of doing LIFE that brings satisfaction and wellbeing.



**RESIDENT SURVEY:**  
**Raglan House: 25 residents surveyed:**

100% of surveyed residents indicated

that most of the time or always they are able to find information about activities easily

100% of residents agreed that most of the time or always their room is kept at a good temperature

100% of residents surveyed

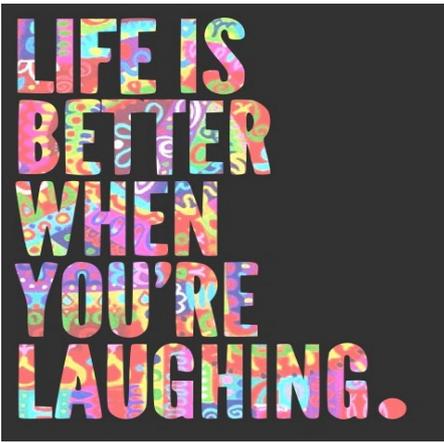
agreed or strongly agreed their call bell is assessable when they are in their room.

100% of surveyed residents agreed or strongly agreed that the maintenance team are efficient and timely when repairs are needed.



**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



After 35 years of marriage, a husband and wife came for counseling.

When asked what the problem was, the wife went into a passionate, painful tirade listing every problem they had ever had in the years they had been married. On and on and on: neglect, lack of intimacy, emptiness, loneliness,

A young boy is pulling his wagon up a hill when one of the back wheels falls off and rolls down the hill. The young boy says, "I'll be damned." A local pastor heard him and said, "You should not say that. Next time your wheel falls off say, 'Praise the Lord.'" So the next day the young boy is pulling his wagon

up the hill and the wheel falls off and rolls down the hill. The young boy says, "Praise the Lord." The wheel stops rolling, turns around, rolls back up the hill and puts itself back on the wagon. The young boy being very surprised by this exclaims, "I'll be damned!"

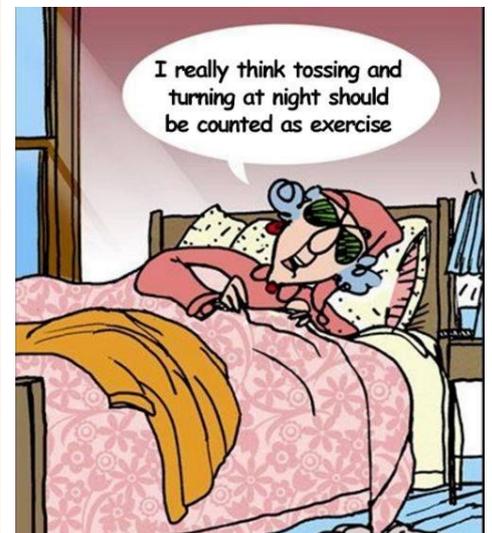
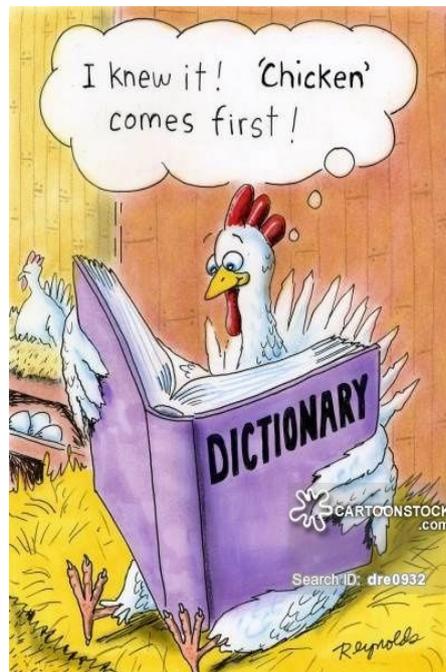
feeling unloved and unlovable, an entire laundry list of unmet needs she had endured.

Finally, after allowing this for a sufficient length of time, the therapist got up, walked around the desk and after asking the wife to stand, he embraced and kissed her long and passionately as her husband watched with a raised eye-

brow.

The woman shut up and quietly sat down as though in a daze. The therapist turned to the husband and said, 'this is what your wife needs at least 3 times a week. Can you see to it?'

'Well,' he said, 'I can drop her off here on Mondays and Wednesdays, but on Fridays, I go fishing.'



A man walks into a bar and sits down. He asks the bartender, "Can I have a cigarette?" The bartender replies, "Sure, the cigarette machine is over there." So he walks over to the machine and as he is about to order a cigarette, the machine suddenly says, "Oi,

you bloody idiot." The man says with surprise in his voice, "That's not very nice." He returns to his bar stool without a cigarette and asks the bartender for some peanuts. The bartender passes the man a bowl of peanuts and the man hears one of the peanuts

say, "Ooh, I like your hair." The man says to the bartender, "Hey, what's going on here? Your cigarette machine is insulting me and this peanut is coming on to me. Why's this?" The bartender replies, "Oh, that's because the machine is out of order and the peanuts are complementary."

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

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



**YOU WILL BE KEPT INFORMED BY STAFF AND**

### **FROM THE KITCHEN :**

If residents do not wish to have the 'First Choice' for lunch please notify the catering staff that you would like the 'Second Choice' shown on the menu. The first and second choice change every day. There are also choices listed for soft and pureed diets including sweets. Just in case you do not like either choice offered there are additional alternatives available every day and these are listed on the menu. Please advise staff by 10.00am if you would like one of the Lunch alternates rather than what is being offered as first or second choice.

At tea time there is a selection of two soups, two mains and two sweets on the menu.

**Additional tea time alternatives each day are** - Salads, raisin toast and sandwiches. Please advise the kitchen prior to 3pm if you would like one of these alternate choices.

***So that staff can have your meal ready for you at mealtimes please take special note of the times for ordering of alternate meals, therefore at breakfast or by 10 a.m. for lunch and by 3pm for tea.***

**For breakfast** residents may choose whatever cereals and breads they wish. Please notify the kitchen who will arrange to get this in if it is not held as normal stock.

### **FAMILY MEMBERS AND GUESTS.**

**We apologise that we cannot welcome resident guests for meals and look forward to the time when residents can once again host family and friends for meals and special occasions. You can be assured we will have a very big party as soon as we are able.**

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 the kitchenettes for residents and visitors.

### **REPORTING FOOD BROUGHT IN FOR RESIDENTS**

As all food prepared by Havilah is closely monitored under the Food Safety Standards it is a requirement that **All food brought in to Havilah** by residents or their families/visitors must be reported. There is a register available in each Foyer and in the Kitchen for you to record this. Food put in the fridges must have the resident's name and the date clearly marked. Your assistance with this is appreciated.

If there is food that you enjoy that you would like to see on the menu you can discuss this with Food Services Manager Di Jackson or alternatively fill out a form and place in the Suggestion Box.

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.**

**Emailing the Tattler** If you provide us with your email address, we can email your Tattler to you. Please email your details to [andrew.earl@havilah.org.au](mailto:andrew.earl@havilah.org.au).

## **CONTACTING STAFF and other Useful Numbers**

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

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

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

**High School Centre (Reception)** Ring 140 between 9am & 12 Noon Monday to Friday

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

Please familiarise yourself with the position of these call points.

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

**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

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

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

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

Deb can be contacted by email using the email address: [deb.matthews@havilah.org.au](mailto:deb.matthews@havilah.org.au)

You can also contact: **CEO Barb Duffin** 5461 7381 Mobile 0429 617380

email: [barb.duffin@havilah.org.au](mailto:barb.duffin@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.

Downstairs these phones

provide greater accessibility to staff for families.

Please make use of these phones as needed.

**24 Hour Contact Raglan House. FOR FAMILIES ringing from outside Havilah to speak to staff in Raglan House please call 5459 0150** if there is no answer on this number the call will be diverted to staff on the floor. This number is available for 24 hour emergency contact.

**Reception Hours—Account Payments and Enquiries** MON-FRI 9.00 am—12.00 pm 54590140

**General Enquiries.** For any general enquiries: Families or residents can contact Havilah 24 hours a day, 7 days a week Telephone: 54617387. Leave a message if it is out of office hours and staff will get back to you as soon as possible.

**Other useful numbers can be found in your Resident Information Folder**

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.

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 feedback 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 to go about this, please ask a staff member to assist you.