

RAGLAN TATTTLER

ISSUE June 2021

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



HAVILAH MAJOR RAFFLE Once again it is time for our annual major raffle.

All prizes are for

Goods/Services at Retailer/s of choice

1ST Prize \$10,000

2nd 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.

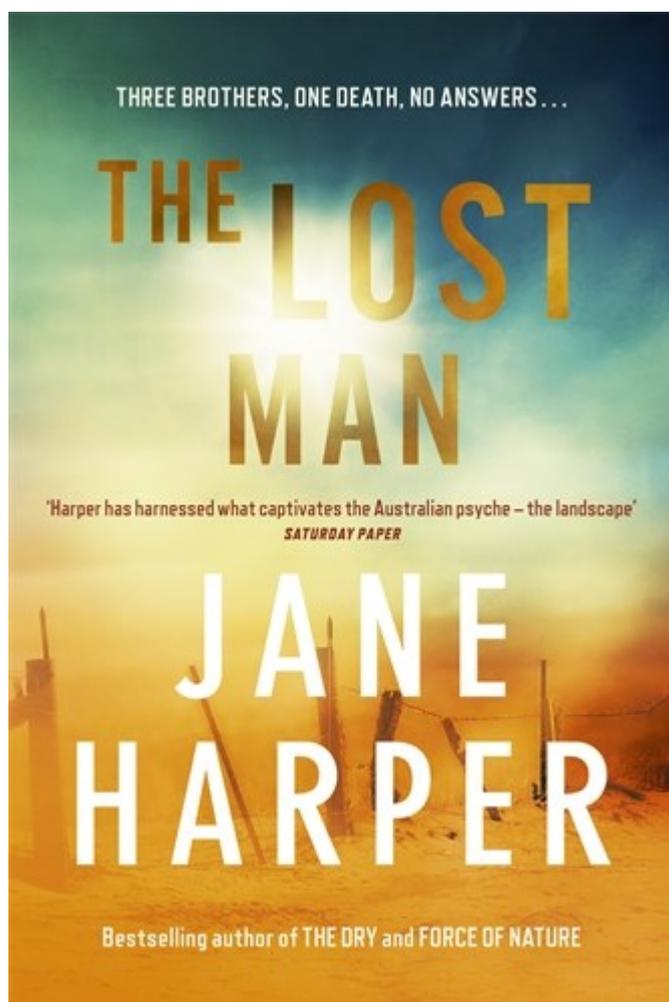
We would very much appreciate your support.

To purchase a ticket or collect a book to sell, please contact
Raeleen 54617 380
or

Reception 5461 7387



Residents enjoyed a recent cooking session, those who attended made Chinese pork dumplings, everyone accustomed themselves to the art of making the small parcels, and were very excited to taste their preparation skills once cooked.



Two brothers meet in the remote Australian outback when the third brother is found dead, in this stunning new standalone novel from Jane Harper

Brothers Nathan and Bub Bright meet for the first time in months at the remote fence line separating their cattle ranches in the lonely outback.

Their third brother, Cameron, lies dead at their feet.

In an isolated belt of Australia, their homes a three-hour drive apart, the brothers were one another's nearest neighbour's. Cameron was the middle child, the one who ran the family homestead. But something made him head out alone under the unrelenting sun.

Nathan, Bub and Nathan's son return to Cameron's ranch and to those left behind by his passing: his wife, his daughters, and his mother, as well as their long-time employee and two recently hired seasonal workers.

While they grieve Cameron's loss, suspicion starts to take hold, and Nathan is forced to examine secrets the family would rather leave in the past. Because if someone forced Cameron to his death, the isolation of the outback leaves few suspects.



The AFL Footy season is well on its way with 14 rounds already played. The scores have been varied from the tipsters with different residents showing their skill in picking the winners.

After round 14 the leader board shows it is a very tight contest amongst the residents. In first place Bill D'Alton with a score of 83

The second position is held by Anne Stuart with a total of 81 points.

Monica Hutchison is placed third

with a score of 80 points

Sadly there is always someone holding up the ladder, on 47 points is Bev McKenzie and Marj Beaumont.

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

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





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 Lifestyle

staff who will assist you to become familiar with using these.

Desk top computers in common areas are also available.



WEIRD and WONDERFUL WORDS

DONKEYMAN - a man working in a ship's engine room.

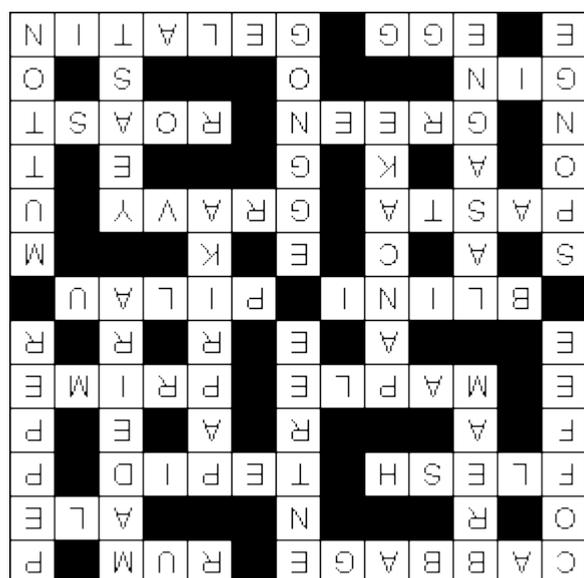
Scientists at the Salk Institute for Biological Studies in San Diego, California, are studying ways to accelerate the regeneration of muscle tissue using a combination of molecular compounds commonly used in stem cell research.

Led by Professor Juan Carlos Izpisua Belmonte, the research published on 25 May in Nature Communications showed that using these molecular compounds increased the regeneration of muscle cells in mice, states Science Daily.

“Our study uncovers specific factors that are able to accelerate muscle regeneration, as well as revealing the mechanism by which this occurred,” said Professor Izpisua Belmonte.

“Our laboratory has recently developed novel gene-editing technologies that could be used to accelerate muscle recovery after injury and improve muscle function,” he added.

Although more work is needed before this approach can be applied in humans, the research provides an insight into the underlying mechanisms related to muscle regeneration and growth.



**Quiz and
Crossword
Solutions
from page 9**

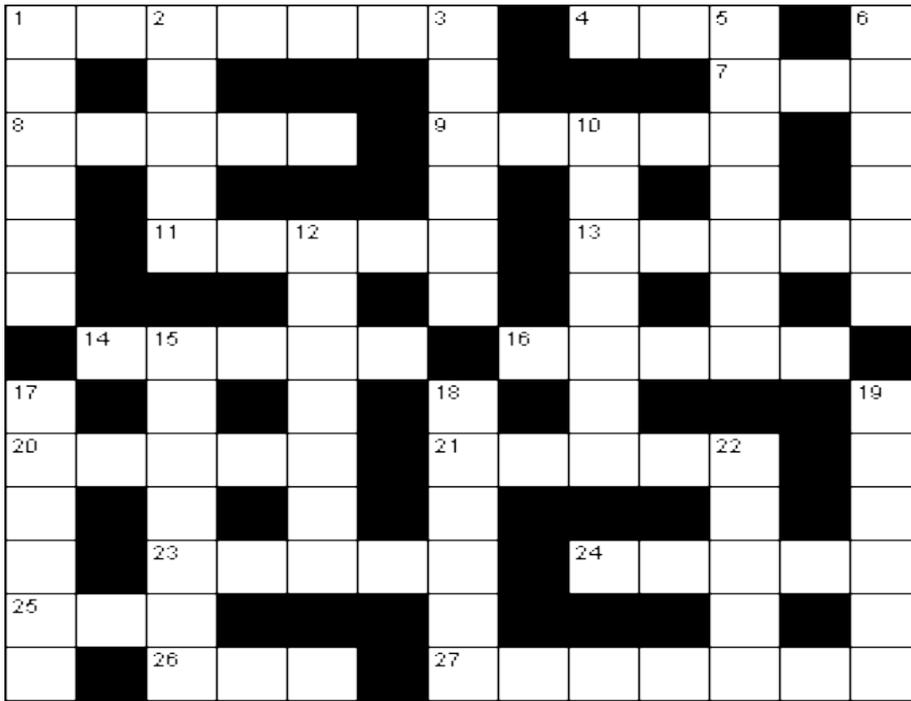
Answers to Quiz

1. Anna Creek Station
2. Indian Pacific
3. The Bee Gees
4. Quokka
5. Ian Thorpe (9 medals)



Mind Games⁴

Themed 07



ACROSS:

1. Vegetable (7)
4. Distilled from fermented molasses (3)
7. Alcoholic beverage (3)
8. Soft part of a fruit (5)
9. Luke warm (5)
11. Type of syrup (5)
13. High quality beef (5)
14. Russian pancake (5)
16. Type of rice (5)
20. Shaped and dried dough (5)
21. Cooking juices (5)
23. Type of tea
24. Joint of cooked meat (5)
25. Drink made with juniper berries (3)
26. Fowl food product (3)
27. Edible jelly (7)

DOWN:

1. Beverage made from beans (6)
2. Edible fish (5)
3. Main Course (6)
5. Fortified wine (7)
6. Obtained from capsicum plant (6)
10. Mild powdered seasoning (7)
12. Flapjack (7)
15. Baked layers of pasta (7)
17. Type of cake (6)
18. Fruit punch (6)
19. Meat from sheep (6)
22. Used to raise dough (5)

WORD SEARCH - Quiz Show

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

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

ANSWER, APPLAUSE, AUDIENCE, BUZZER, CHALLENGER, CHAMPION, CHOICE, COMPETITOR, CONTESTANT, GUESS, HOST, KNOWLEDGE, MEMORY, PARTICIPANT, PLAYER, POINTS, PRESSURE, PRIZE, QUESTION, QUIZ, RECALL, RESPONSE, RIGHT, RIVAL, SCORE, SHOW, SPEED, SUBJECT, THEME, TIME, TOPIC, TRIVIA, VICTOR, WINNER, WRONG.

QUIZ

1. What is the name of the largest cattle station in Australia?
2. What is the name of the train that runs between Perth and Sydney?
3. Which Australian band sang 'Stayin' Alive'?
4. Which animal is Rottneest Island famous for?

WEEKLY ACTIVITIES

MONDAY

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

TUESDAY

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

WEDNESDAY

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

THURSDAY

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

FRIDAY

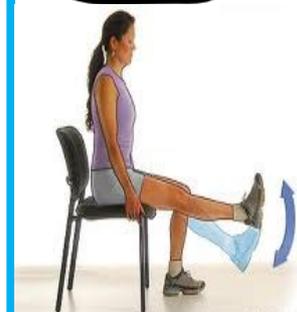
10.30am Morning Movers
 11.00am Hoy & Cuppa
 1.30pm Bingo
 2.45pm Alternate weeks, Cooking and Pop Up Shop
 5.00pm Happy Hour

SATURDAY

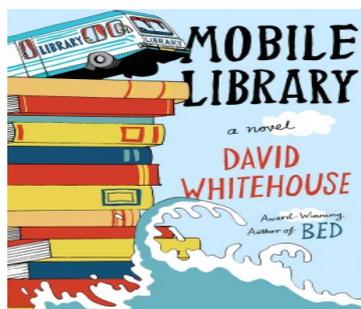
Cooked Breakfast - served to rooms
 2.00pm Afternoon Movie

SUNDAY

Devonshire Afternoon Tea each Sunday 3.00pm—served to rooms



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



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

VISITING The Acting Premier has announced that from 11.59 on Thursday 24th June, the following restrictions have been put into place

Aged Care Facilities Requirements:

Visitors are allowed in aged care in line with the following requirement-

A maximum of two visitors for each resident at one time - can be from different households.

No time limit on visits

A group may exceed the "two visitors at a time" rule if dependents of a visitor are in the group and care for the dependents cannot be arranged

There is a maximum of five visitors per residents per day, including dependents. This daily maximum does not apply to end of life visits.

Face mask requirements

All workers and visitors are required to wear face masks

Indoors at all times

Outdoors where a distance of 1.5m cannot be maintained

Other Measures:

Screening visitors and staff and continuing daily workforce attestations

Restricting visitors and staff found to have visited exposure sites until they have returned a negative test result

Tier 3PPE for high-risk suspected and confirmed COVID - 19 residents

Where practicable, care facility workers should be limited working on one site

Victorian QR Code

All RACFs are required to use the Victorian Government QR Code Service from 11.59pm 1/07/2021

RACFs must ensure that every person attending a facility has checked in no matter how long they are at the premises.

This includes:

Staff (including contractors and volunteers), students and Visitors Please note that this does not replace the required daily attestations and other record keeping requirements.

We will be able to have up to 15 visitors in our homes per day, together or separately, including dependants (infants under 12 months not included in the cap. Face masks are required to be carried at all times, worn indoors except at home and outdoors if social distances can not be maintained.

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

End of life care visits

- 1. Maximum two visitors at the one time**
- 2. Do not have to be from the same household.**
- 3. No time limits.**
- 4. No daily limit.**
- 5. A group may only exceed the "two visitors at a time" rule if dependents of a visitor are in the group and care for the dependents cannot be arranged.**

For any instances under item 5 please contact reception to arrange this.

Please talk to us with any issues you have so that we can assist you in arranging these visits.

FAMILIES WISHING TO ARRANGE ZOOM VISITS, TELEPHONE CALLS, PLEASE RING HAVILAH WE WILL HAVE STAFF ON HAND TO HELP YOU SHOULD YOU NEED IT. PLEASE ASK STAFF TO ASSIST YOU AT ANY TIME WITH THIS.

RECEPTION WILL REMAIN STAFFED 7 DAYS PER WEEK, BETWEEN THE HOURS OF 10 A.M. AND 4 P.M. AND CAN ANSWER ANY QUERIES YOU MAY HAVE IN RELATION TO VISITING OR OUTINGS.

Unless by prior arrangement, visitors can only visit within the resident's own room.

A person must not enter a RACF if they:

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

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

⇒ fever or temperature over 37.5 degrees

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

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

- * are required to quarantine or isolate ****This includes if they have attended an exposure site**

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

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

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

RESIDENT OUTINGS

Under current restriction levels, residents in Victoria can leave their care facility at any time.

Visitor and Resident Support

Older Persons Advocacy Network (OPAN) have trained advocates who can provide advice and support. 1800 700 600 or visit <https://opan.com.au>.

CONTACT HARALD

This card can trace and contain outbreaks in your workplace.



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. Regular visitors are issued with their own cards and for irregular visitors, cards are issued for that visit and then information is uploaded and kept ready for the next visitor.

AUTO SIGN IN WITH ZIPLINE

Visitors are managing very well with the auto temperature checking and sign in through Havilah electronic system.

Staff are always there to assist you when you need this so don't hesitate to ask for help.

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.

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

Emergency Leave

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

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

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

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

You can use the Australian Government Coronavirus app to:

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



Get the app



COVIDSafe app

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

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

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

Why we find the sound of others eating so irritating

It's maddening listening to the better half eating and drinking. It's the sounds he makes, then he slurps, when he is gulping ... and it's all the time.

However, scientists say that I have a problem. It's a condition called misophonia, which literally "hatred of sound".

A new study led by Dr Sukhbinder Kumar, Newcastle University Research Fellow in the Biosciences Institute in Newcastle upon Tyne, North East England, has for the first time discovered that people with misophonia have an abnormal connection between the auditory and motor regions of the brain which is triggered by someone chewing, breathing or even speaking.

The condition is affecting anywhere between 6% to 20% of people. Those with the more severe forms can find themselves unable to tolerate family, work, public or social situations.

"We think that in people with misophonia involuntary overactivation of the mirror system leads to some kind of sense that sounds made by other people are intruding into their bodies, outside of their control," said Dr Kumar, whose study is published in the Journal of Neuroscience.

"Interestingly, some people with misophonia can lessen their symptoms by mimicking the action generating the trigger sound, which might indicate restoring a sense of control. Using this knowledge may help us develop new therapies for people with the condition."

"When people with misophonia were played a "trigger sound", the scans showed that the brain region involved in mouth and throat movement was overactivated compared with a control group of volunteers who did not have the condition," he added.



Havilah Hostel have have implemented the QR scanning system at both Harkness and Raglan House site, All visitors are still required to sign the visitors book, sign in through the Zip Line system when your temperature is taken. 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.

**Mr Smith has four daughters.
Each of his daughters had a brother.
How many children does Mr Smith have?**

If we had four eggs and a thief gave me three and the rooster laid five more, how many eggs do we have?

Mr Smith has five children. Each of his daughters had a brother, but they all shared the same brother, therefore, four daughter shared the same brother.
Roosters can't lay eggs, so those five eggs are impossible, the answer is seven eggs



GAMES



The Raglan Residents have celebrated the Queens Birthday with a special afternoon tea and also had a games afternoon playing cards, Scrabble and Connect 4



Falls Prevention



Many People fall by moving too quickly from a sitting to a standing position. Preventing falls like this is as easy as taking your time.

RESIDENT SURVEYS: Raglan

Of 22 residents surveyed:



100% of surveyed residents indicated that most of the time or always they are able to find information about activities easily, (newsletters, noticeboards, calendars, staff)

100% of residents surveyed stated

that most of the time or always their room is kept at a comfortable temperature for them.

100% of residents agreed or strongly agreed they can get their hair cut or styled onsite at the hair-dressers.

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

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

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

We ask you for your direction in relation to involve-

ment 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.

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.**





Under the National Guidelines for visitors entering an aged care facility current flu vaccinations are required. All visitors are to supply a copy of proof that they have had the 2021 vaccination to reception to enable staff to update our records.

Thank you for your assistance with this.

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

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

FAMILY MEMBERS AND GUESTS. We apologise that we cannot welcome resident guests for meals each day and look forward to reintroducing this as soon as

possible. **Where it is a special occasion lunch or afternoon tea can be arranged for guests . Please book this at reception a few days in advance to enable a special area to be set up for you. Hopefully before long we will be back to unrestricted guest meals once again. We look forward to that time.**

For our residents we still have in place Special Morning Tea on Tuesdays and Sunday Devonshire afternoon tea. Tea and coffee making facilities and biscuits are on hand in resident rooms for resident/family use.

REPORTING FOOD BROUGHT IN FOR RESIDENTS

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

with this is appreciated.

If there is food you enjoy that you would like to see on the menu or any theme days you would like to see introduced please discuss this with Food Services Manager Di Jackson, or any of the lifestyle staff. Alternatively you can fill out a form and place in the Suggestion Box. We welcome your suggestions.

Please let catering staff know your favourite soup if you would like it included on the list for Soup of the Day.

If you want to make a comment, suggestion, complaint or compliment but are unsure how to go about this, please ask a staff member to assist you.

Residents are enjoying the added socialisation of returning to Dining Rooms for lunch and Evening Meals. Residents are able choose to have room service rather than attending the dining room.

Breakfast will shortly be available in the room Staff will discuss with each resident their interest in coming to the dining room for breakfast.



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

Hopes historic WHO report on falls prevention has global impact

Experts hope that recommendations in a new technical report from the World Health Organization (WHO) will reduce global suffering and loss as a result of falls.

The report, called “Step safely: Strategies for preventing and managing falls across the life-course”, urges governments, health professionals and practitioners around the world to take urgent action to prevent and manage falls using evidence-based strategies.

Falls take the lives of 684 000 people worldwide each year and leave another 172 million with a short- or long-term disability. It’s a significant – and rapidly growing – global public health problem, with fall-related deaths having risen far faster than any other type of injury over the last two decades.

Ageing populations and increasing urbanisation are chiefly to blame.

The WHO commissioned researchers from The George Institute for Global Health and the UNSW School of Population Health in Sydney to conduct a review of high-quality global evidence on falls prevention.

Professor Rebecca Ivers, Head of the UNSW School of Population Health and Founding Director of the WHO Collaborating Centre for Injury Prevention and Trauma Care, was an executive editor of the report and co-authored the evidence synthesis that informed it.

She says the fact that the WHO has poured time and resources into assessing falls prevention strategies is historic.

“The WHO has never done anything on falls before,” she told *Aged Care Insite*. “It’s recognition of the rising impact falls are having on older people across the world.”

Ivers says falls prevention can’t be tackled as a one-off health issue because they affect people throughout their lives.

Her evidence synthesis report looks at falls prevention strategies for five key population groups: children and adolescents, people in occupational settings, community dwelling older adults, older people liv-

ing in residential care facilities, and older people receiving care in hospitals.

Prevention is key

The vast majority of deaths from falls occur in low and middle-income countries and most can be prevented, says the report.

Prevention is key, says Ivers, because many health systems around the world “aren’t set up to deal with the health problems of ageing”.

“In Australia, by contrast, falls are well recognised by health departments because we know what the cost is,” she said.

Appropriate strategies go a long way to prevent falls, says the report.

For older people, these include strength and balance training, home safety assessments and modifications for those with mobility or visual impairments, and medication reviews (in the knowledge that psychotropic medications can increase the risk of falls).

But while the WHO report is a step in the right direction, it needs to be supported by implementation strategies at the national and local level to understand which recommendations are having the greatest impact, says Ivers.

“The report recommends that people collect data to monitor the number of injuries and to measure the effectiveness of interventions,” she said.

“If you don’t have data it’s hard to know whether strategies are working or not.”



LIFE IS
BETTER
WHEN
YOU'RE
LAUGHING.

A mechanic was removing the cylinder head from the engine of a car when he saw a well known cardiac surgeon in the garage.

The surgeon was waiting for the service manager to come and take a look at his car.

The mechanic shouted out across the garage:

'Hey doc, want to come take a look at this?'

The surgeon, a bit surprised walked over.

The mechanic, straightened up, wiped his hands on a rag and said,

So doc, look at this engine, I opened its heart, took the valves out, repaired or replace everything damaged and put everything back in, when I finished it worked like new, How is it then, that I make \$60,000 a year while you make \$1.5 million when you and I are doing basically the same work?'

One day in the kitchen during lunch, Little Johnny's mom tried to open a bottle of ketchup and it was just too hard, so she started hitting it on the bottom to loosen it up, suddenly the phone rang, so she asked her four year old son Johnny to answer the phone. Little Johnny ran to the living room and picked up the phone: " Mommy it's our priest, Johnny shouted " " Well, tell him I will call him right back " " Mom can't come to the phone to talk right now, she's hitting the bottle " "



A lawyer was reading out the will of a wealthy man to his family and everyone mentioned in the document.

"To my loving wife Mary, my rock and without whom my life would have been very different, I leave the mansion and \$20 million," the lawyer read out loud,

He paused momentarily for his audience to digest this information and then he continued reading.

"To my darling daughter, Luisa who supported me so

much when my health began to fail and never once complained, I leave my business, my yacht and \$1 million, " said the lawyer.

Again he paused momentarily to allow this information to sink in.

The lawyer then continued reading the final section of the will, "And to my brother Neville, who argued with me constantly, did not like me and thought I would never mention him in my will. Well, you're wrong. Hi Neville!"

CONTACTING STAFF and other Useful Numbers

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

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

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

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

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

Please familiarise yourself with the position of these call points.

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

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

Pick up and Drop Off Points Residents and families, please use the flat surfaces provided for residents being picked up or dropped off at Raglan House. These are the areas directly out from

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

Residents and families are encouraged to communicate any issues they may have to : **Nurse Manager (RN) Deb Matthews** 5459 0154 or internal dial 154.

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

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

email: barb.duffin@havilah.org.au or

Director of Care Kelsey Hooper 54 617383

email: kelsey.hooper@havilah.org.au

If you report an issue to any staff member they will fill out a form on your behalf.

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

Reception Hours—Account Payments and Enquiries MON-SUN 10.00 am—4.00 pm 54590140

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

Other useful numbers can be found in your Resident Information Folder

the Raglan House front doorway (Raglan Street entrance) and the Raglan House Court Yard Entrance. The nature strip areas and kerbing are not meant for walking on and do not provide a

Complaints can be made openly, anonymously or your name can be kept confidential.

Havilah respects the right of residents and families to raise complaints anonymously, however it is more difficult to obtain the best outcome from anonymous complaints or feed back to the complainant the actions taken as a result of the complaint.

We welcome your input as to the things you don't like and the things that you do as this assists us in providing a quality service.

External Complaints through the Aged Care Quality and Safety Commission: 1800 951 822

Elder Rights Advocacy 1800 700 600 Email era@era.asn.au www.era.asn.au

ERA is a member of OPAN the Older Persons Advocacy Network, delivering the National Aged Care Advocacy Program, an Australian Government Initiative providing advocacy services to recipients of Australian Government

If you want to make a comment, suggestion, complaint or compliment but are unsure how to go about this , please ask a staff member to assist you.