

# RAGLAN TATTLER

ISSUE June 2022

HAVILAH WEBSITE: [www.havilah.org.au](http://www.havilah.org.au)  
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tler sent via email



## HAVILAH MAJOR RAFFLE

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

Week one: Shelleen and Rick Solomano

Week Two: Anthony Ohlsen

Week Three: Kim Davidson

Week Four: Terry Elliott

A great effort from Raeleen, Sue, and Andrew, all tickets have been sold, it is appreciated that

once again that many people, from Havilah and the greater community have supported this yearly fundraiser

Weekly winners will be published in the Maryborough Advertiser.

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

 **Aged Care  
Employee Day**  
*Thanks for caring*



**SUNDAY  
7 AUGUST**

**#ThanksforCaring**



**From the nurses and care workers, to the cooks and hospitality teams, to the drivers, cleaners and laundry employees, to the volunteers, to the leisure and lifestyle officers and administration teams – this is a day to recognise the entire workforce.**

Aged Care Employee Day is a national day to thank, honour and celebrate the more than 360,000 people who work to care for and support around 1.3 million older Australians who receive care either in their home or in residential facilities.

On Saturday 7th August we celebrate each and every team member involved in the journey of caring for older Australians,

ans,

All Australians are urged to reach out to people they know who work in aged care on

**Sunday 7 August** this year and help recognise the contribution they make to the lives of our older citizens and communities.

Visit [agedcareday.com.au](http://agedcareday.com.au) to find out more.

**TAKE A MOMENT TO SAY  
THANK YOU**

## SPREAD THE WORD

Let your friends and family know that a national day has been created for this special group of people!

## 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.

**Harald cards have now been phased out, residents, staff and visitors will no longer require to wear them, please return your card to reception at Harkness street.**

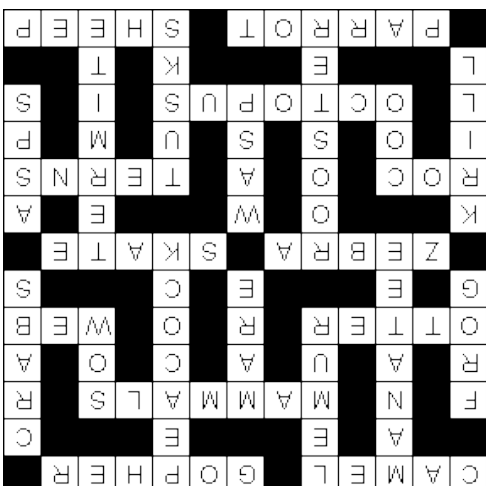


Adam Bowman, a battling journalist who grew up as the son of a teacher at Prince Albert College, might be the only person who can uncover the links between the school murder and the 'Blue Moon Killer'. But he will have to go into the darkest places of his childhood to piece together the clues. Detective Sergeant Rose Riley, meanwhile, is part of the taskforce desperately trying to find the killer before he strikes again. Adam Bowman's excavation of his past might turn out to be Rose's biggest trump card or it may bring the whole investigation crashing down, and put her own life in danger.



## Answers to Quiz

1. Crunchie
2. GWS Giants
3. Choosers
4. New Zealander



9	3	6	5	1	4	8	7	2
4	7	5	3	2	8	1	6	9
2	1	8	9	6	7	5	3	4
6	4	3	2	5	9	7	1	8
5	2	9	8	7	1	3	4	6
1	8	7	6	4	3	2	9	5
7	6	4	1	8	5	9	2	3
8	9	1	4	3	2	6	5	7
3	5	2	7	9	6	4	8	1

2	9	5	8	6	1	7	3	4
6	4	7	3	2	9	8	5	1
1	8	3	4	7	5	6	9	2
7	5	9	1	3	2	4	6	8
8	3	2	5	4	6	1	7	9
4	6	1	9	8	7	5	2	3
3	2	8	7	5	4	9	1	6
5	1	4	6	9	3	2	8	7
9	7	6	2	1	8	3	4	5





We have I pads available for resident use to contact family on face book, Skype, Zoom and other forms of social media. The I pads 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 I pads 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 I Pads please talk to Lifestyle staff who will assist you to be-**

**come familiar with using these.**



### **Sniffer dogs better at detecting COVID-19 than RATs**

Highly-trained dogs can sniff out COVID-19 infections better than the RATs (rapid antigen self-tests) people have become used to rely on at home, according to a new study.

The dogs' detection reached 97 per cent in the study at the National Veterinary School in Maisons Alfort, near Paris. The sniffing was also 91 per cent correct – far more accurate than the RATs, which tend to be better at ruling out infection than at finding it.

335 people took part in the research, with about one-third of participants testing positive for the coronavirus with a nasal PCR (polymerase chain reaction) swab.

Sweat samples from the armpits of the participants were collected with cotton pads that were locked into jars and given to at least two different dogs for sniffing. None of the dogs had prior contact with the volunteers. Nine dogs participated in total.

In July, German researchers showed trained dogs were able to distinguish between saliva sampled from people infected with COVID and those who were not more than 90 per cent of the time.

Finland, Dubai and Switzerland have started training dogs to sniff out infections. Studies over the past decade have reported handlers and their four-legged companions identifying urine of bladder cancer patients, as well as lung cancer in exhaled breath samples.

Queenslander Martin Dominick, who has 35 years' experience training young pups for government and private corporations, said the ability of canines to sniff out tiny whiffs of a substance is remarkable, and a natural gift that technology cannot match.

“It starts with the nose and the ability to differentiate odours in very small quantities,” he said.

One of the biggest strengths of a sniffer dog is total impartiality and non-human bias, he added.

Sniffer dogs should be used more. They are very special animals.

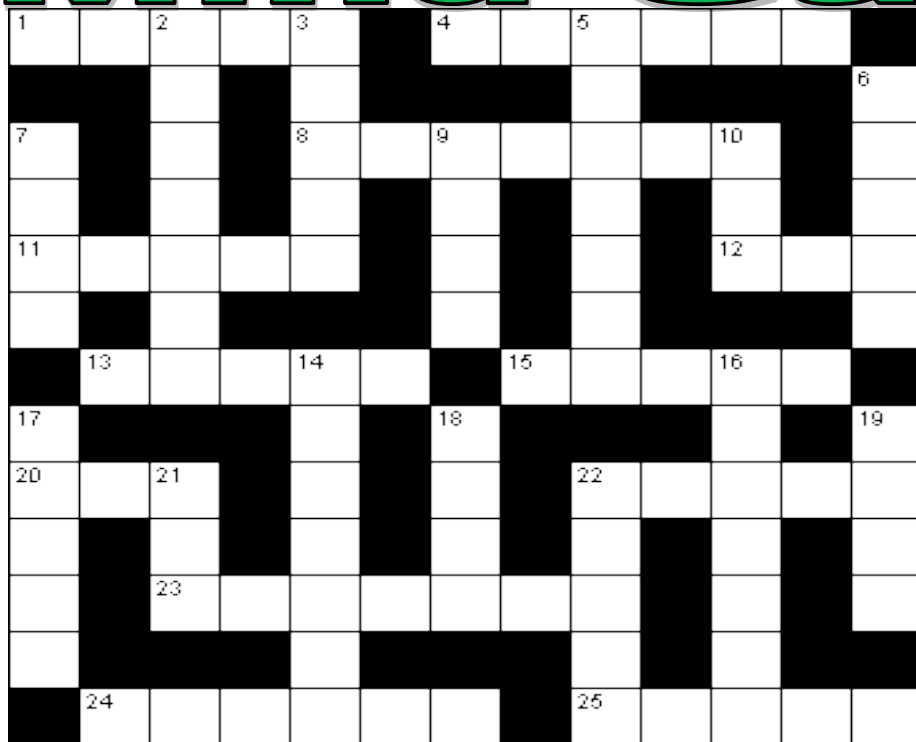


The Central Highland Library service have re-commenced, this is a wonderful service and once again will operate like a click and collect system with books being delivered and collected from the main recep-

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

# Mind Games<sup>6</sup>

Themed 19



## ACROSS:

1. Dromedary (5)
4. Burrowing rodent (6)
8. Warm blooded vertebrates (7)
11. Musteline mammal (5)
12. Spider trap (3)
13. Stripped equine (5)
15. Large edible ray (5)
20. Mythical bird (3)
22. Gulls (5)
23. Eight-armed cephalopod (7)
24. Tropical bird (6)
25. Horned ruminant (5)

## DOWN:

2. Sirenian mammal (7)
3. Foxy-faced arboreal prosimian (5)
5. Showy bird (7)
6. Decapods (5)
7. Amphibian (4)
9. Female horse (4)
10. Femal hog (3)
14. Male chicken (7)
16. White ant (7)
17. Major food source for whales (5)
18. Stinging insect (4)
19. Small adders (4)
21. Pigeon call (3)
22. Long pointed walrus teeth (5)

## WORD SEARCH - Flower Power

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

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

ACACIA, ASPIDISTRA, ASTER, AZALEA, BEGONIA, BLUEBELL, BOUGAINVILLEA, BUTTERCUP, CARNATION, CHRYSANTHEMUM, CYCLAMEN, DAFFODIL, DAHLIA, DAISY, EDELWEISS, FOX-GLOVE, FUCHSIA, GARDENIA, GERANIUM, HIBISCUS, HYACINTH, HYDRANGEA, IRIS, JASMINE, LILAC, LILY, LOBELIA, LUPIN, MARIGOLD, NASTURTIIUM, ORCHID, PEONY, PRIMROSE, PRIMULA, ROSE, TULIP, VERBENA, VIOLET, WISTERIA.

## QUIZ

1. Which chocolate bar was advertised with the slogan, 'change the colour of your day'?
2. Leon Cameron recently stood down from which AFL team?
3. Proverbially, beggars can't be what?
4. What nationality was mountaineer Sir Edmund Hillary?

## 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

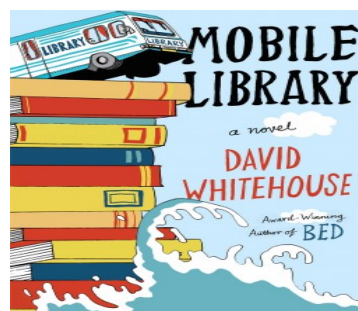
### SUNDAY

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

Following the recent announcement from the Victorian Government, we are excited to announce the easing of visitors restriction to Havilah.

- As of the 1st July 2022, the previous limit of 2 visitors per day, no longer applied.
- Contact Harald cards will be phased out as of 1st July 2022. We ask that you please return your Harald cards to our reception at whether Palmerston or Harkness street sites.

The following requirements for our visitors still remain:

- Face masks must still be worn whilst visiting.
- You must be free from any Covid-19 symptoms (other than symptoms caused by health condition or medication)
- You are not currently required to self-isolate, self quarantine or classified as a close contact in accordance with the Quarantine, Isolation and Testing order.
- You have received a negative result from a Covid-19 rapid antigen test on the same day that you intend on visiting. A photo on your phone is sufficient however the test must have the date and time written on it., along with your name. Alternatively you can complete your Rapid Antigen Test (RAT) at reception
- You must sign in using our Zipline system, If you are unfamiliar with how to do this please ask our reception staff to assist you. When leaving please remember to sign out using the Zipline.
- Visiting hours remain from 10.00am until 4.00pm each day.
- Specific exemptions for end of life as below still apply.
- Visits must occur within residents room or outdoors
- Social distancing still applies.

## Influenza Vaccinations:

As from 1/06/2022 all visitors are required 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 STAFFED 5 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.**



## 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.

## 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 additional 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.



## Falls Things to consider

Avoid wearing loose clothing.

Ensure there is adequate lighting in rooms



### **RESIDENT SURVEYS: Raglan** **Of 21 residents surveyed:**

100% of residents surveyed stated that most of the time or always their room is lit appropriately to sleep at night.

100% of residents feel they are

able to make a complaint about the care or facilities at Havilah most of the time or always.

100% of surveyed residents agreed or strongly agreed they felt welcomed by staff when they first moved in.

100% of residents surveyed agree or strongly agreed they were aware that family and friends are welcome to visit.

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

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

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



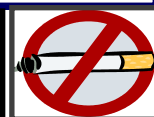
**WHEN THE FIRE ALARM SOUNDS** Please remain where you are and wait for staff to instruct you on evacuation. If you can see the fire you should move away from the immediate area and wait for instruction from staff. If the fire is in your room you should leave the room and close the door behind you. Havilah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



sprinklers and smoke alarms. Should evacuation be required only residents in the affected compartment would be affected. In the first instance, the fire alarm automatically alarms to the brigade who are here within minutes. **YOU WILL BE KEPT INFORMED BY STAFF AND THROUGH THE PUBLIC ADDRESS SYSTEM.**



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



### FROM THE KITCHEN:

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

On the lunch time menu there are several main meal choices that change each day. There are also other main meal choices that remain constant each day. These include the favourites of our residents and provides further choice. The lunch menu also includes lighter alternatives of for instance pies, pasties, lasagne, quiche etc so we hope that there is something to suit everyone on any particular day. There are also choices listed for soft and pureed diets including sweets. At tea time there is a selection of two soups, two sweets and multiple mains for you to select on the menu

Where things that you like to eat are not included on the menu please talk to the staff in your area and they will get this arranged for you.

If you require a special diet that you feel is not catered for on the menu please discuss this with staff. Havilah has a consultant dietitian who reviews our menus for nutritional value. She also attends on site to speak with residents about their dietary requirements. Please ask staff if you would like to meet with her.

**For breakfast** residents may choose whatever cereals, breads and spreads they wish. Residents can also select their choice of juices and yohurts and also to have poached eggs, ham and/or cheese on toast or bacon and eggs. If the cereal or bread you prefer is not listed on the menu please notify the kitchen who will arrange to get this in if it is not held as normal stock.

**FAMILY MEMBERS AND GUESTS.** We apologise that we cannot welcome resident guests for meals each day and look forward to reintroducing this as soon as possible. Where it is a special occasion lunch or afternoon tea can be arranged for guests. Please book this at reception a few days in advance as a special area will need to be set up for you. Hopefully before long we will be back to unrestricted guest meals once again. We look forward to that time.

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

### REPORTING FOOD BROUGHT IN FOR RESIDENTS

As all food prepared by Havilah is closely monitored under the Food Safety Standards it is a requirement that **All food brought in to Havilah** by resi-

dents 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.

As always residents are able to choose to have room service rather than attending the dining room.

All residents are supplied with a daily menu to select their choice for the day, and breakfast for the following day.



### 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.

## Only in America: Woman sentenced for world's most obvious crime



In a twist that should shock absolutely nobody, the author of an essay entitled *How to Murder Your Husband* has been given life in prison for aggravated jaywalking.

No, no, we're kidding. She murdered her husband. 71-year-old self-published romance novelist Nancy Crampton Brophy (pictured, image captured from KPTV FOX 12 Oregon) was sentenced to life – with possible parole after 25 years – for the

2018 second-degree murder of 63-year-old Dan Brophy, with Oregon prosecutors successfully arguing she stood to gain from his life insurance payout.

The court heard that Ms Brophy owned the same make and model of gun that was used to kill her husband, and that she was seen on surveillance footage driving to and from the culinary institute where he was murdered – but the court didn't hear her essay, published in 2011, with the judge ruling that it risked prejudicing the jury.

Ms Brophy is planning to appeal; there is, however, no word yet on whether she plans to write an essay about *How to Win an Appeal for Murdering Your Husband*.

### Unbelievable Facts:

You breathe on average about 8,409,600 times a year

Our eyes are always the same size from birth, but our nose and ears never stop growing.

Human thigh bones are stronger than concrete.

The elephant is the only mammal that can't jump!

Kleenexes were originally designed to be filters for gas masks during WWI.

The first man to be pulled over for speeding, Walter Arnold in 1896, was only going 8 mph.



### WEIRD and WONDERFUL WORDS

**Cerulean – deep sky blue**

### Thoughts to Ponder:

- How far east can you go before you're heading west?
- If a kid refuses to sleep during nap time, are they guilty of resisting a rest?
- Are eyebrows considered facial hair?
- Can you daydream at night?
- If ghosts can walk through walls and glide down stairs, why don't they fall through the floor?



# Giggletime

13

**LIFE IS  
BETTER  
WHEN  
YOU'RE  
LAUGHING.**

A man and woman were married for many years. Whenever there was a confrontation, yelling could be heard deep into the night. The old man would shout: "When I die, I will dig my way up and out of the grave, and come back and haunt you for the rest of your life!"

Neighbours feared him. The old man liked the fact he was feared. Then one evening, he died when he was 98.

After the burial, the woman's concerned neighbours said: Aren't you afraid that he may indeed be able to dig his way out of the grave and haunt you for the rest of your life?

The wife said: "Let him dig, I had him buried upside down... and I know he won't find directions."

A teacher sets his class a problem: "Suppose there were a dozen sheep and six jump over a fence. How many would be left?" "None", says little Norman. "None?, Norman, you don't know your arithmetic." Norman. Replied: "And you don't know your sheep, when one goes, they all go."



A taxi passenger tapped the driver on the shoulder to ask him a question.

The driver screamed, lost control of the car, nearly hit a bus, went up on the footpath, and stopped inches from a shop window.

For a second, everything was quiet in the cab. Then the driver said, "Look, mate, don't ever do that again. You scared the living daylights out of me!"

The passenger apologized and said, "I didn't realize that a little tap would scare you so much."

The driver replied, "Sorry, it's not really your fault. Today is my first day as a cab driver — I've been

There were 3 men in the desert. They all wanted something to cool them down. One brought a pail of water. The second brought an umbrella. The third took out a car door. The other two said, "Why do you have a car door?" The person said, "So we could roll the windows down when we get hot!"

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