

# RAGLAN TATTTLER

ISSUE: July 2018

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



## HAVILAH MAJOR RAFFLE

Week one - Chris Dellavedova

Week two - Troy Driscoll

Week three - Jardine Kitchens.

Week four - Lynn Bond and Marg Rumpff-

Week five - Les Chapman



Week six - Cheryl Griffin

Week seven - Ernie Bandy

Week eight - Sandra Platt

Week nine - Quincey Jac

Week ten - Robert Hurse



The lucky winner of the \$10,000.00 was **Sheryl Doran** and the \$5,000.00 went to **Neil Davies**. Congratulations to both winners and Havilah give a huge thankyou to everyone who supported this fundraiser.



With the winter weather setting in over the past week, please be mindful that when venturing outdoors for a walk, an activity or for an appointment that you are dressed appropriately to the suit the conditions, Staff will ensure that resident rooms are at a comfortable temperature during the day and night. Please don't hesitate to ask staff if you need assistance in adjusting the heating in your room or in public areas.

### **Emailing the Tattler**

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

Your assistance with this is appreciated.

### **Resident Meeting— Monday 6th August at 1.15 pm**

THESE MEETINGS ARE A FORUM FOR IDEAS AND NEW INITIATIVES  
WE WELCOME YOUR INPUT.

## Justices of the Peace

There are 2 Justices of the Peace available within the Havilah on Palmerston Community.

Residents are welcome to contact them during Business Hours

Contact: Bob Osborne Phone: 5461 2709 Mobile: 0409 189 681

Email: bobosborne8@iprimus.com; or

Terry Simpson Mobile: 0419 737 837



## FALLS PREVENTION

Get up slowly from sitting or lying position,  
pause before 'taking a step'.

Walk more slowly.

Stay seated if you are dizzy or sit down immediately.



*A fall can result in serious injury*

*Staff are here to assist you so please do not attempt self care at risk to yourself*

## WEIRD and WONDERFUL WORDS

**BIBLIOPOLE** - a person who buys and sells books, especially rare ones.

### **RESIDENTS BE AWARE**

At times residents receive phone calls from persons claiming that they are a representative of a telephone and electricity companies or alike asking for bank account details to clear outstanding balances. This type of phone call should at all times be ignored. We advise residents to simply hang up and inform staff.

**PLEASE DO NOT ADVISE YOUR BANK DETAILS TO ANYONE OVER THE 'PHONE AND REPORT ALL SUCH CALLS TO STAFF.**



### **THINGS MY MOTHER USED TO SAY**

A little "birdie" told me.

All I do is follow you around, picking up after you.

Are you deaf or something.

Are you lying to me.

As long as you live under my roof, you will do as I say.

Beds are NOT made for jumping on .

### **LIFESTYLE**

Havilah have their own Resident masseur who is available for massages at a cost of \$30 per session. If you would like to enquire about booking a session please contact Kim or Jo on 5459 0169.

# PHOTO GALLERY

July 2018



Residents enjoyed the afternoon tea and company on the recent bus outing to Beaufort,



Pet Therapy has been proven to enrich the lives of people of any age. We have many visits of the 4 legged variety but thanks to staff member Katie for bringing in her pet turtle our residents were amazed by a very unusual visitor.



### Smart One Liners

Which one of these is the non-smoking lifeboat?

*Treat each day as your last; one day you will be right.*

Red meat is not bad for you. Fuzzy green meat is bad for you.

The early bird may get the worm, but the second mouse gets the cheese.

Isn't it scary that doctors call what they do "practice"?

If I want your opinion, I'll ask you to fill out the necessary forms.

Despite the cost of living, have you noticed how popular it remains?

All power corrupts. Absolute power is pretty neat, though.

Always remember you're unique, just like everyone else.

Everybody repeat after me: "We are all individuals."

Confession is good for the soul, but bad for your career.

I want patience - AND I WANT IT NOW!!!!

*A day for firm decisions! Or is it?*

Am I ambivalent? Well, yes and no.

*How many of you believe in telekinesis? Raise MY hand!*

A dog has an owner. A cat has a staff.

Every organisation is perfectly designed to get the results they are getting

### One Liners about life

My mind's made up, don't confuse me with facts.

Talk is cheap. Until you hire a lawyer.

Take my advice — I'm not using it.

*I got lost in thoughts. It was unfamiliar territory.*

Sure, I'd love to help you out ... now, which way did you come in?



Maryborough Regional Mobile Library service visits Raglan house every fortnight at 10.15am on a Monday morning. Coming dates , 16th July, 6th and 20th August. We will be running a lucky door prize for those that borrow a book each week. Come and have a look at the range and if they don't have what you are looking for, the library will get it in for you.



The recent cooking and craft sessions were great fun and interesting for those who participated. The apple rose cooking was enjoyed with great results from the oven and the large paper sunflower was a colourful piece of art., Activities staff are full of ideas for resident participation and socialisation with fellow residents.



**BUDGET 2018/2019** The Board set the budget for the coming year at its June Meeting. Operationally figures are very tight however it is pleasing to note that Havilah remains one of the 57% of facilities currently operating in surplus (although declining). Labour costs have risen to \$9.2Million an increase of 4.5% on last years budget and 3.4% on last years estimated actual.

**Capital Works:** \$210,000 has been allowed for general equipment such as floorline beds, lifting and clinical equipment and security. At Palmerston allowance has been made for external storage, improved amenity for rooms 1 & 2 (Happy Hour Room) and dining room furnishings.

The big ticket item this year is installation of solar power at both sites due to rising electricity costs. We have been very fortunate up to now with locked in electricity pricing that has saved us a lot of \$s however that contract has ceased from 30 June. For 18/19 we know the increase will be \$65,000 on the previous year which is a very big hit and power costs are projected to remain at this higher level in the forward years of the budget. The installation estimated to cost around half a million \$'s for both sites will have a pay back period of slightly under 5 years.

### FROM THE KITCHEN

The menu for each day is displayed on the dining tables. 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. Just in case you do not like either choice offered there are additional alternatives available every day. Lunchtime alternates are - salads, sandwiches, quiche, baked beans and spaghetti. Please advise kitchen staff at breakfast if you would like one of the Lunch alternates rather than what is being offered on the menu for the day.

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

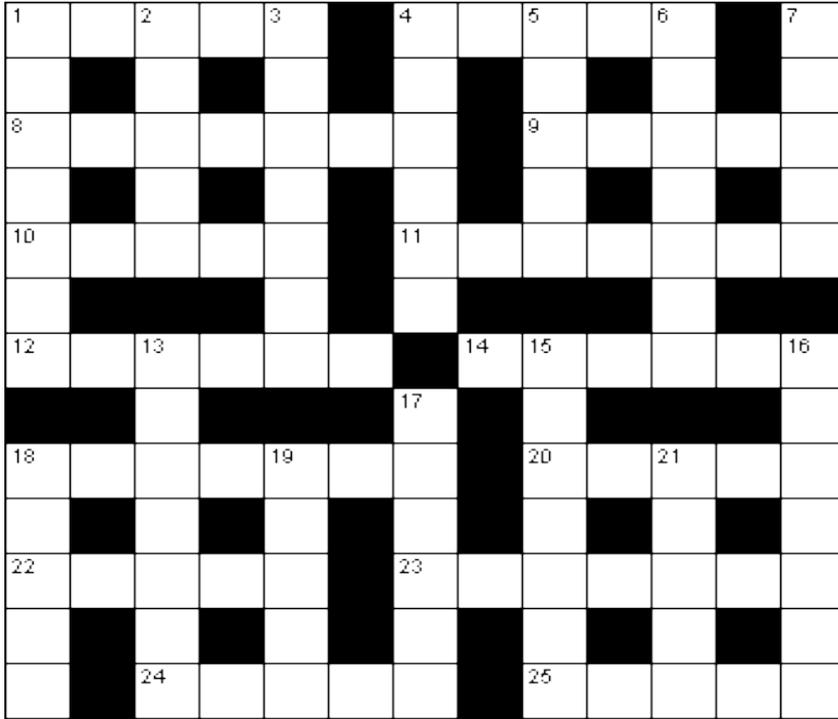
***So that staff can have your meal ready for you at mealtime please take special note of the times for ordering of alternate meals, therefore at breakfast for lunch and by 3pm for tea.***

KITCHEN	83%
CLEANING	86%
PCA	94%
NURSE	94%
ADMIN	90%
ALLIED HEALTH	100%
ACTIVITIES	100%
MAINT	100%
STUDENTS/VOLUNTEERS	100%
TOTAL	93%

#### Influenza Immunisation Program

A big thank you to our staff for achieving an excellent ( 93%) of staff vaccinated to date. Havilah covered all costs of vaccination both on and off site which has always been our policy and is now required by the legislation introduced in May this year. Those showing in the NO column are yet to indicate that they will decline or produce evidence of off site immunization.

Twenty-eight Residents at Raglan House have been vaccinated, one resident has declined with three still to be followed up.



**Across:**

1. Extremely cold (5)
4. Out of fashion (5)
8. Communication channel (7)
9. Crowd scene actor (5)
10. Part of a church (5)
11. Unlawful (7)
12. Natural abilities or quantities (6)
14. Conundrum (6)
18. Malleable (7)
20. Irritated (5)
22. Spear (5)
23. Acute (7)
24. Stringed instrument (5)
25. Overheads (5)

**Down:**

1. Chivalrous (7)
2. Guides(5)
3. Distinguish (7)
4. Writing implement (6)
5. Caraspace (5)
6. Lured (7)
7. Intended (5)
13. Curt (7)
15. Ludicrous (7)
16. Interminable (7)
17. Breed of sheep
18. Greek letter (5)
19. Paragon (5)
21. Male monarchs (5)

**Word Search - WORK OF ART**

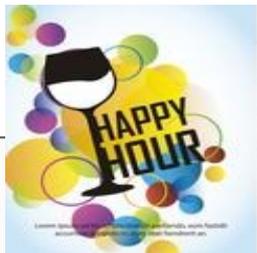
R P X I K Z S T E F P G D S E A I I O  
 G B R U S H N C R E O E R T H G I L G  
 M E M A G C C E U S A N T Y T G E L N  
 G A R O J I J R T J W S R C A V T P I  
 N E S G S M Y A P H M B E H H C Y N T  
 I G V T D A Q M L A T P L L A I T G N  
 V N M I E K I I U H B V N R J T N Y I  
 A I T P T R H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

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

ABSTRACT, BRUSH, CANVAS, CERAMICS, DRAWING, EASEL, ENGRAVING, ETCHING, GALLERY, LANDSCAPE, LIGHT, MASTERPIECE, MOSAIC, OIL PAINTING, PASTEL, PERSPECTIVE, PORTRAIT, POTTERY, SCALE, SCULPTURE, SEASCAPE, SHADE, SKETCH, STILL LIFE.

**QUIZ**

1. Which country has the longest coastline?
2. Who was known as Flo Jo?
3. In which year did the Sydney Harbour tunnel open?
4. Who did Alan Border succeed as Australia's test captain?
5. What is a baby echidna called?
6. In which decade was the esky launched in Australia?



shutterstock - 113010541

**Happy Hour Every Friday evening**

Commencing at 5.00pm, Music, Finger Food, Hot & Cold Beverages, Ice-creams and Ice-cream Cones.



**Bus Trip Out** - Thursday afternoon departing at 1.30pm for lots of Fun points of interest throughout Central Victoria.

If you have an idea or suggestion for an outing, just let Activities Co-ordinator Kim know and she will do her best to arrange the outing for you.

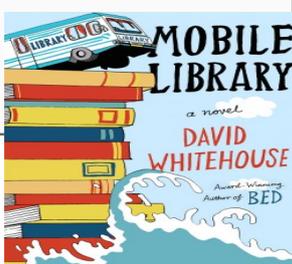
**Raglan House Residents/Advocate Meeting**

Next meeting Monday 6th August 2018 at 1.15 pm



**Winter Wonderland Special Luncheon & Afternoon Tea**  
Wednesday 18th July

Christmas style luncheon of roast meats and vegetables and traditional plum pudding.

**Mobile Library— July and August 2018 Dates**

Monday, 16th July, 6th August and 20th August

Raglan House—Ground Floor—Neill Street end

Books, Movies, Music CD's and Talking books are available

If you are not currently a member you can join on the day

**Church Services**

**UNITING CHURCH** - 1st Tuesday each Month 2.30pm

**ANGLICAN CHURCH** - 2nd Thursday of the month 10.30am

**SALVATION ARMY CHURCH** - 4th Wednesday each Month 2.45pm

**Saturday Movie Afternoon.**

21st July 2018

Room 7 at 1.30pm

Including afternoon tea

**U3A University of the Third Age**

Meet the 1st Monday of the Month

Bingo area at 10.00am

Learn, Laugh and Live!



THE UNIVERSITY OF THE THIRD AGE



## WEEKLY ACTIVITIES

### MONDAY

Games Morning coffee and chat 10.15 am

Bingo 1.30 pm

Strength Exercises with Physio Rhonda 2.30 pm



### TUESDAY

Marbowls 10.30 am

Bingo 1.30 pm

Chairobics 2.30 pm



### WEDNESDAY

Footspa & Nail Care 10.00am

Bingo 1.30pm

Craft/Cooking/Cuppa & chat 2.30pm



### THURSDAY

Street Walk 10.00am

Bingo 1.30 pm

Bus Trip 1.30pm



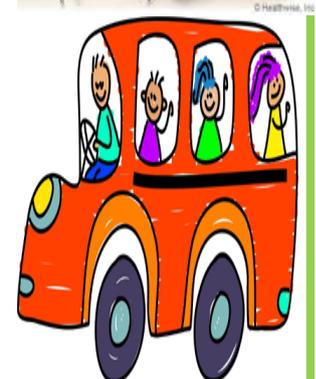
### FRIDAY

Special Morning Tea 10.00 am

Bingo 1.30 pm

Chairobics 2.30 pm

Happy Hour 5.00pm

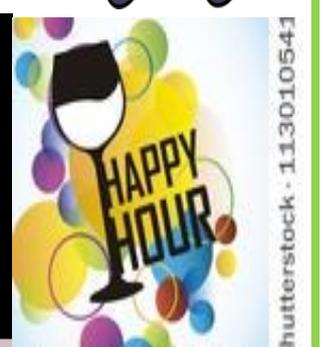
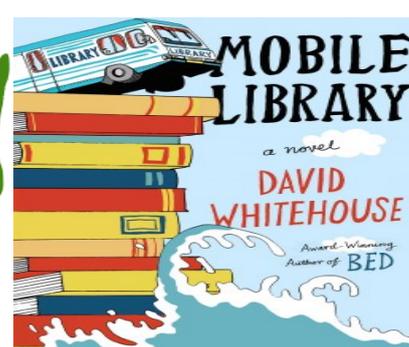


### SATURDAY

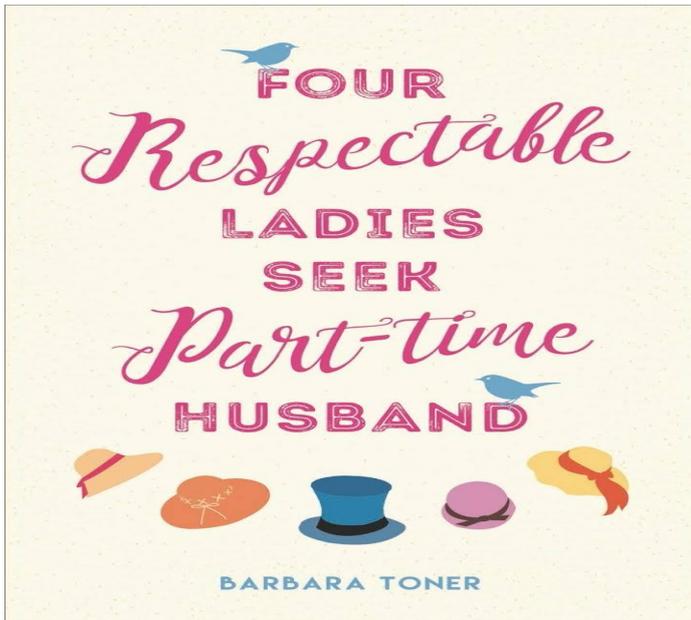
Movie Afternoon - Next show 21st July 1.30pm

### SUNDAY

Devonshire Afternoon Tea each Sunday 3.00pm



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



wraps, and had a respectable relationship (cousin) and lodgings all worked out ahead of time. The man they got was undoubtedly handsome, and he seemed willing, but could he actually do what was needed? And whose problem to tackle first?

Toner's main characters are strong women who have weak moments and make an unwise decision, or two. In facing their challenges, each is mostly focussed on their own problems to the exclusion of those of the other three. And while there are spates of candidness between them, they are, sometimes to their detriment, not inclined to reveal everything, due to a lack of trust or petty grievances or grudges over past wrongs.

Toner portrays this early twentieth century country town wonderfully well. There are a lot of minor characters to keep track of, it's true, but these are what make the town, and their pretentiousness, their gossiping, their shifting loyalties, all these convey the mood of the times with consummate ease. Toner wraps her delightful tale in some marvellous descriptive prose, and her ending is not Hollywood, but definitely perfect.

The title of this novel immediately intrigues, and Toner certainly delivers on that. Her plot is original, and far from predictable. This a story with plenty of humour, but also some heartache. There are hidden legal documents, horse-thieves, heroes and villains. It all builds towards an exciting climax with guns and a fire and bravery and quick thinking and several arrests. Excellent Australian historical fiction.

"Four respectable ladies in friendly country town seek part-time husband. Must have knowledge of the law, banking, horses and bush skills as well as a grasp of boxing, farming and retail. Salary by agreement.

But it was September, 1919: the influenza pandemic, on top of a brutal war, had severely depleted the male population of Prospect, NSW, and there were still so many things a lady was not permitted to do. And they were, each of them, in dire straits of various descriptions, so they did need a man. It had been Pearl McCleary's off-hand remark, but Louisa Worthington and Maggie O'Connell quickly agreed, and even Adelaide Nightingale came around to the idea eventually. They managed to keep the whole thing under

## RESIDENTS SURVEY: May 2018

### Raglan House: 24 residents surveyed:

100% of residents surveyed stated that they are called by their preferred names most of the time or always.

100% of residents that were surveyed indicated that most of the time or always if they have any pain, that pain relief is managed well by staff

100% of residents agree or strongly agree that they find Havilah is comfortable and homely.

96% of Raglan House residents surveyed stated that they agree or strongly agree that staff assist them with their dental needs when or if required. The other 4% were neutral commenting that they manage their own dental care.



**MEALS FOR FAMILY MEMBERS AND GUESTS.**

We welcome resident guests for meals at a cost of **\$8.00** per head for all meals, with exception for special occasions, eg Christmas Day, Mothers Day when special prices are set. Guests can attend at Happy Hour free of charge.

Please advise the kitchen prior to 10.00am by phoning the Raglan House kitchen on 54 59 0180.

When booking meals for more than 5 people, please notify the kitchen the day before.

**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.

**HIGH SCHOOL CENTRE RECEPTION HOURS**

MON-FRI 9.00 am—12.00 pm for account payments and enquiries

**24 HOUR CONTACT—RAGLAN HOUSE**

TELEPHONE: 54 590 150

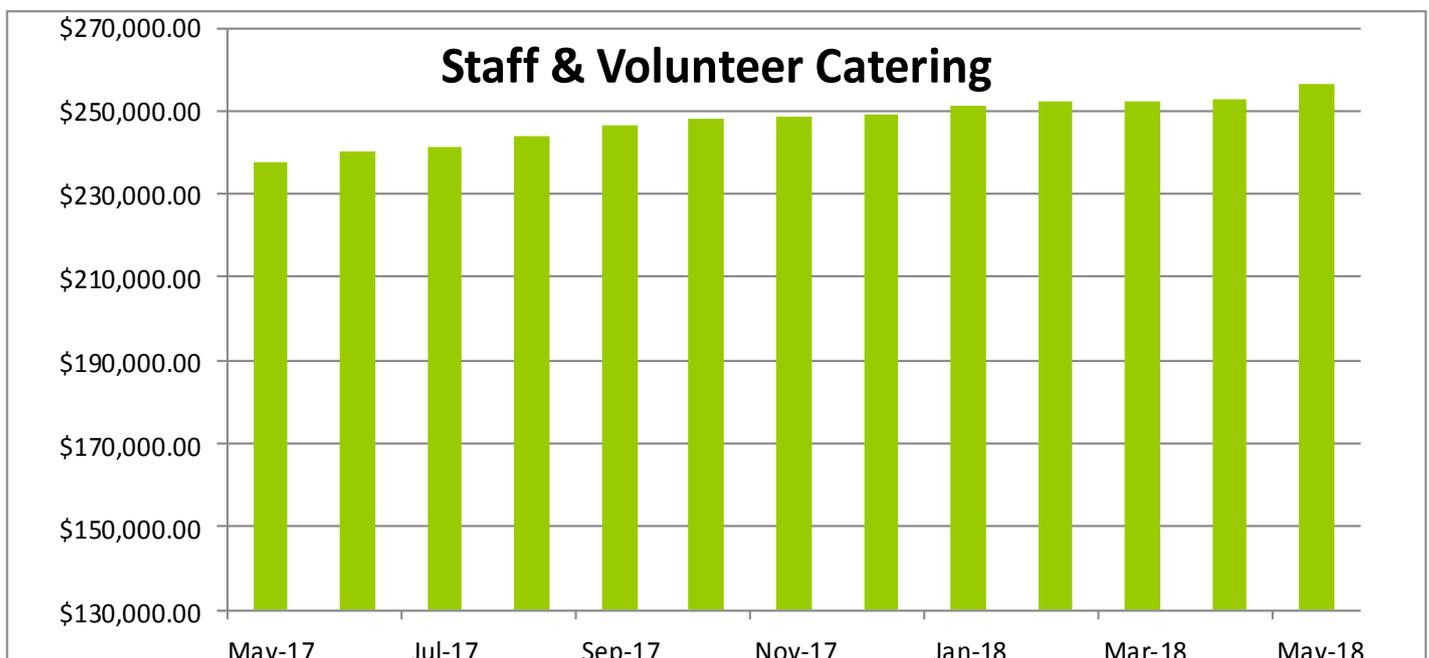


The AFL is season is well into the second half of the home and away games, the leading tipsters have been consistant from the start of the season. After round 15 Doug Rowe leads with a total of 93 points, closely followed in second place on 92 points is Dorrie Duffin and Ann Stuart is hot their tails with a total of 91 points.

Maintenance staff Stu and Lorna Baines are keeping each other company holding up the ladder with 57 points.

Over the season there has been a number of tipsters that have gained full scores in the rounds, they are Ann Stuart, Terry and Sherry Simpson, Dorrie Duffin, Doug and Dianne Rowe, Bob Osborne and Wilma Doble.

New volunteers are always welcome. Please see Sue or Raeleen.





A woman went to buy a woollen jumper. As she walked through the mall she saw a rather attractive number in the window of a boutique. She tried it on and then asked how much it was.

When told it was \$200.00 she thought it was way to expensive, so she walked a bit further and in a department store she found almost the same for half the price.

The lady purchased it and went back to the original boutique to complain. "How come virtually the same jumper is half the price down at the other store? She asked.

"Well madam, our garment are made from virgin wool" replied the salesperson.

The shopper replied: " I don't care what the sheep get up to each night as long as I can get reasonably priced knitwear."



Letting the cat out of the bag is a whole lot easier than putting it back in.

An artist asked the gallery owner if there had been any recent interest in his paintings which happened to be on display.

"I have good news and bad news," the gallery owner replied. " The good news is that a gentleman inquired about your work and wondered if it would appreciate in value after your death."

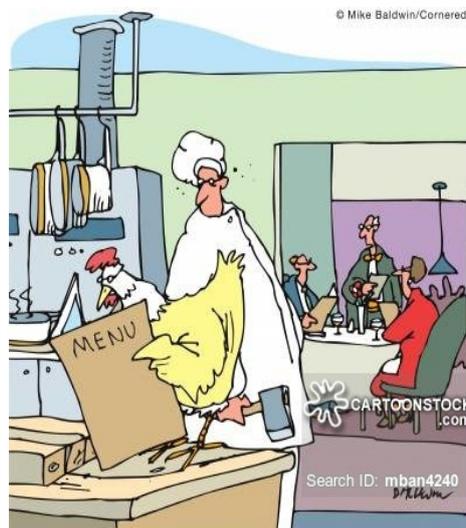
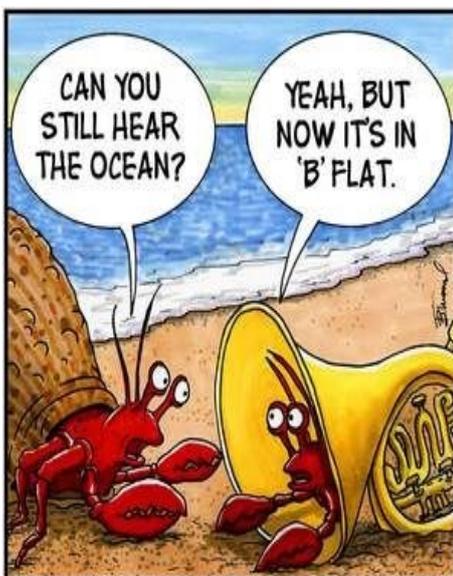
"What did you say?" questioned the artist.

"When I told him it would, he bought all 15 of your paintings."

"That's wonderful!" the artist exclaimed.

"What's the bad news?"

"He said he was your doctor...."





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

**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.

**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 Reglan 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.

### **COMMENTS, COMPLIMENTS, SUGGESTIONS AND COMPLAINTS FORMS ARE AVAILABLE AT THE DOWNSTAIRS & UPSTAIRS NURSES STATION WINDOWS.**

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

**Acting Nurse Manager (RN1) Lynne Brown** 5459 0154 or internal dial 154.

Lyn can be contacted by email using the email address: [lynne.brown@havilah.org.au](mailto:lynne.brown@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.

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.