

RAGLAN TATTLER

ISSUE August 2020

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



The residents at Raglan House have had many themed virtual outings throughout the month of July, Travelling to Italy for lunch, celebrating Christmas in July, afternoon tea at a French bakery and social distancing with a lunch by the seaside. Everyone looks forward to these special days and getting out and enjoying the company of other residents that was a normal part of life prior to the pandemic. See more pics on page 4



Visitor Rules Update 5th August 2020.

New visitation limits have been imposed on aged care homes in Victoria, as the State Government

continues to fight the spread of COVID-19 in aged care homes.

To decrease the risk of transmission, visitation has been restricted by the direction of the Victorian Government to those defined as "carers".

This means that the visit is:

1. to provide physical support such as feeding, showering, dressing;
OR

2. to provide emotional and social support that cannot be provided by electronic or non contact means.

Limited to one visitor once per day for a maximum of one hour (note that Havilah has currently set timeframes of 30 minutes).

For visitors travelling to visit it is a good idea to book your visit to ensure that you will be able to visit when you arrive. With the current legislation providing for only one visitor per day for visits under items 1 and 2 above, please be aware that if there has already been a visitor before you arrive it is then unlawful for another visit to take place. Please contact Reception telephone 54617387 between 9am and 5 pm to arrange this.

Havilah has staff available to assist residents with contact via electronic means to assist you to keep in touch.

OR

3. to provide care and support for residents with behaviours and psychological symptoms of dementia (BPSD) when this has been the normal practice. Limited to 1 person at any one time.

Visiting times and numbers of visitors are able to be relaxed in special circumstances such as during palliative/compassionate care.

For essential visits as above visiting hours are

BETWEEN 10AM AND 4PM

each day. Requests outside of these times should be made by con-

tacting Reception 5461 7387 between 9am and 4pm each day. Requests will then be referred to the Director of Care for her attention. Requests should be made at least 48 hours in advance to provide time for a response to the request.

Visitors must visit with one resident within their room or within the external grounds of the facility. As a normal practice visitors cannot visit with any other residents. Where the same person is the main contact person for more than one resident reception should be advised so that these special visiting needs can be accommodated. **Social distancing is important and MUST be maintained to a range of 1.5 metres (5 foot).**

All visitors are required to wear facemask and gloves for the entirety of each visit. These will be supplied each time visitors check in.

NO VISITING FROM RESTRICTED AREAS. Restricted areas are currently those covering Metro Melbourne

We request that people from the restricted areas do not visit at this time. This advice will be reviewed at the end of the current restriction period. People living within the restricted area can arrange a telephone or Skype call by contacting lifestyle staff or reception.

We understand that it is difficult to reduce contact to essential visits only, but we are at a critical stage of the COVID-19 outbreak in Victoria. If people believe their visit is essential and cannot be supported via electronic means with the assistance of our staff, please make contact with Reception as above. **Any visitors allowed from the restricted areas will be required to wear full PPE.**

Visitors are required to enter from Palmerston Street through the High School Centre and will be screened at Reception prior to passing through to Raglan House.

Once screening is complete visitors

will be issued with a card and will be able to proceed to and enter Raglan House for their visit.

A person cannot visit if they:

- Have returned from overseas or travelled on a cruise ship within the last 14 days.
- Have been diagnosed with COVID-19 or have been in contact with a confirmed COVID-19 case within the last 14 days.
- Have been in contact, within the last 21 days, with someone who is currently awaiting test results regarding COVID-19
- Have fever or symptoms of respiratory illness (sore throat, cough, shortness of breath, however mild).
- Have not been vaccinated against influenza (after 1/5/2020)
- Also note that under Victorian Legislation children aged 16 years or less are not permitted to visit

This is a changing situation day by day. Should we find more cases occurring in adjoining local government areas or within our local area then we may need to close to visitors altogether for a time.

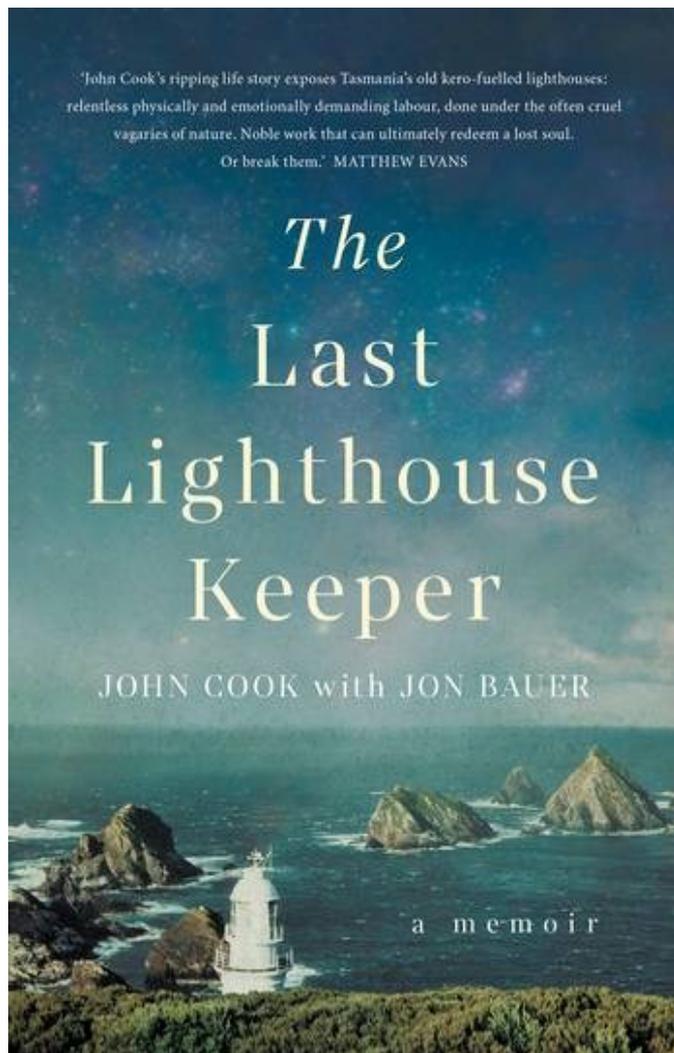
Social Distancing Everyone please remain aware of maintaining social distancing. It is difficult not to give a hug and kiss when greeting your loved ones. Try to remember though that COVID-19 is spread by droplets so too close face to face is a problem. The best protection is social distancing and hand hygiene.

National Visitor Code

Victorian legislation has not at this stage legislated to ease restrictions as per the National Visitor Code. This is understandable with the outbreak in Melbourne and also cases increasing in some regional areas more than we would like to see. At the moment it is more important to keep everyone safe. Once any changes are legislated in Victoria we will immediately let residents and families know

PHOTO GALLERY





A beautiful memoir from John Cook, one of Tasmania’s last kerosene lighthouse keepers. A story about madness and wilderness, shining a light onto the vicissitudes of love and nature.

“John Cook's ripping life story exposes Tasmania's old kero-fuelled lighthouses: relentless physically and emotionally demanding labour, done under the often cruel vagaries of nature. Noble work that can ultimately redeem a lost soul. Or break them.' MATTHEW EVANS

I loved the life of the island, because I knew my body was more alive than it was on the mainland. People asked how we stood the isolation and boredom, but in some ways, it was more stimulating to have your senses turned up.

In Tasmania, John Cook is known as 'The Keeper of the Flame'. As one of Australia's longest-serving lighthouse keepers, John spent 26 years tending Tasmania's well-known kerosene 'lights' at Tasman Island, Maatsuyker Island and Bruny Island.

From sleepless nights keeping the lights alive, battling the wind and sea as they ripped at gutters and flooded stores, raising a joey, tending sheep and keeping ducks and chickens, the life of a keeper was one of unexpected joy and heartbreak. But for John, nothing was more heartbreaking than the introduction of electric lights, and the lighthouses



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



Over past weeks we have been considering the type of contact tracing system we could implement to ensure quick and effective contact tracing should any resident, staff or visitor report a positive case of coronavirus. After a considerable search we have come up with "Contact Harald" Each staff member/contractor, resident and

visitor has been issued with a card. Residents wear the cards or have them nearby at all times. Staff wear the cards throughout their shift and visitors wear a card when they are at Havilah. When two cards come into contact with each other (within 2 metres) that contact registers on each card. So for example if a visitor advises a positive diagnosis the information is downloaded from that card revealing all other card contacts.

This would show contact with any other person wearing a card and the time of that contact. Information from of the contacts etc can then also be downloaded to allow these people to be advised and isolated if required.

This protects staff and residents by enabling quick contact tracing ensuring that staff are isolated if there is any risk or that they can keep working if not. Resident contacts can be closely monitored for any sign of infection. 20 days information is held on each card at any one time.

Cards have been allocated to residents and staff and also our visitors that visit every day. Other visitors will be issued with cards each time they visit.

We welcome "Harald" to the Team at Havilah to assist us in keeping everyone safe.

WEEKLY ACTIVITIES

MONDAY

9.20am Morning Movers

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

10.15am Movie Morning & Morning tea (alternate Mondays)

1.30pm Bingo

2.30pm Movie Afternoon (alternate Mondays)

TUESDAY

9.20am Morning Movers

10.30 am Marbowls

1.30pm Bingo

2.30pm Chairrobics

WEDNESDAY

9.20am Morning movers

10.00am Nail Care, cuppa & chat

1.30pm Bingo

2.45pm Pop Up Shop (alternate weeks)

2.45pm Cooking (alternate weeks)

2.45pm Craft (alternate weeks)

Last Wednesday in the month

Cuppa & Chat– show & tell

THURSDAY

9.20am Morning Movers

10.00am Games Morning Cuppa & Chat

1.30pm Bingo

2.30pm Afternoon Movies

FRIDAY

10.00am Special Morning Tea served to rooms

1.30pm Bingo

2.30pm Chairrobics

5.00pm Happy Hour Food served to rooms.

SATURDAY

Cooked Breakfast - served to rooms

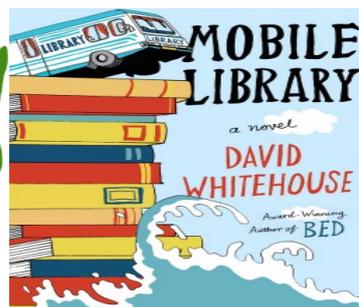
2.00pm Afternoon Movie

SUNDAY

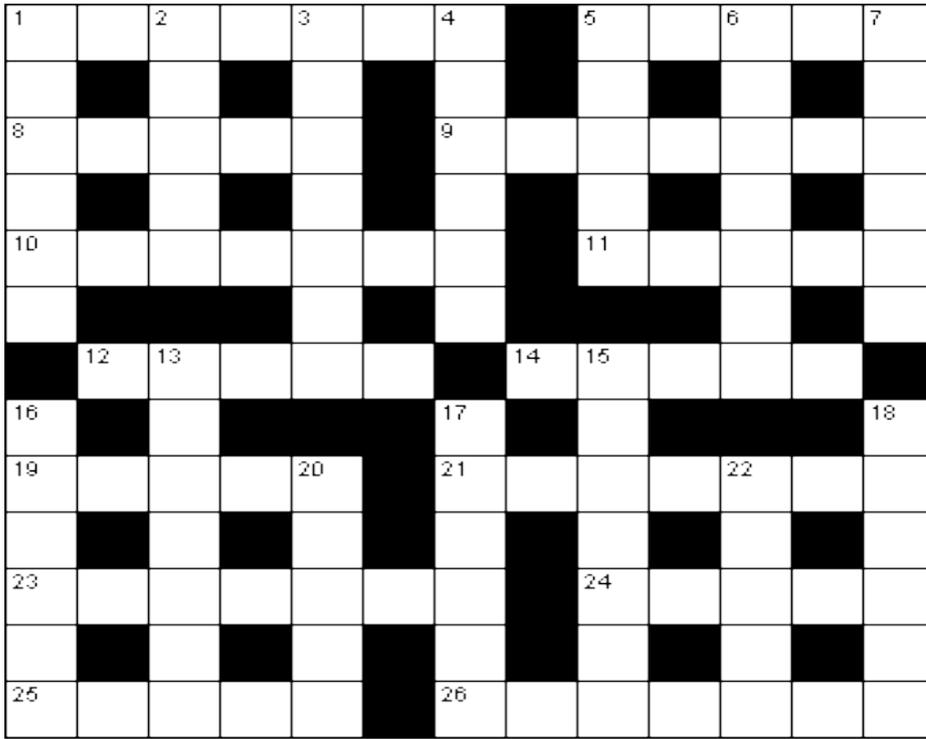
Devonshire Afternoon Tea each Sunday 3.00pm—served to rooms



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



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



046

ACROSS:

1. Slow moving ice mass (7)
5. Lawsuits (5)
8. Sacred song (5)
9. Hide (7)
10. No longer in existence (7)
11. A select view (5)
13. Avid (5)
14. Shrimp-like crustaceans (5)
19. Implements (7)
21. Grisly (7)
23. Irsome (7)
24. Ice Hut (5)
25. Church officer (5)
26. Throw away (7)

DOWN:

1. Burrowing rodent (6)
2. Conform (5)
3. Vast (7)
4. Repeat aloud from memory (6)
5. Small boat (5)
6. First and most important (7)
7. Found a solution (6)
13. Staved off (7)
15. Draws back the fear (7)
16. Sculpture (6)
17. Entertained (6)
18. On the far side (6)
20. Examine minutely
22. Strong lightweight wood (5)

WORD SEARCH - Bond

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

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

A VIEW TO KILL, DIE ANOTHER DAY, DR NO, GEORGE LAZENBY, GOLDENEYE, GOLDFINGER, HONEY RIDER, JAMES BOND, JAWS, LIVE AND LET DIE, MAGDA, MONEYPENNY, MOONRAKER, NAOMI, NICKNACK, ODDJOB, PEIRCE BROSAN, ROGER MOORE, SEAN CONNERY, TEEHEE, THUNDERBALL, TAFFANY CASE, VARGAS, WHISPER.

QUIZ

1. Of the so-called "three R's" in education what is the only one that actually starts with R?
2. What are the two towns between Ballarat and Geelong that have girls name?
3. Samoyed is a breed of what animal?
4. What part of the body is studied by an odontologist?

Falls Prevention



Have a Healthy and Nutritious Diet
 Regular exercise prevents muscles weakening and joints stiffening.
 Use your walking aids at all times.



The 2020 AFL Football season is finally in full swing albeit a very different competition with teams locating to other states and increased matches each week. Games are now played with spectators in at-

tendance so at least the atmosphere is there and we are all barracking for our teams to finish in the top eight. Even the Blues look in with a chance to make the finals this year, so pretty exciting for us Blues supporters. It is very different with the commentators calling the game

from TV footage just like we do from our loungerooms.

After round 12 the tipping competition is tight between first and third tipsters. In first place is Olwyn Hogan with 72 points, George Evans on 71 points in second position, and Elma Taylor and is third with 70 points. Olwyn pick all 9 teams in round 7.

There is lots of footy on TV if you like to watch the game. Most of the games are televised on FOXTEL which is available on the communal TV's in each area. If you would like to watch the games please ask staff to put a game on for you if you need assistance.

MESSAGE

Havilah have their own Resident masseuse 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 on 54590169 or Jo on 54617390.



RESIDENT June SURVEY:
Raglan House:
21 residents surveyed:

94% of residents surveyed indicated

that they find the linen on their bed to be comfortable and clean. 100% of residents stated that most of the time or always they know how to make a comment, complaint, suggestion or compliment. 100% of surveyed residents would recommend this facility to a family member or friend. 100% of residents agreed or strongly agreed they can access other health care specialists when needed such as hearing, podiatrist, physio.

Exciting News for Raglan residents



Due to current covid 19 restrictions we are unable to hold some of our regular activities. We have introduced movie sessions every Thursday afternoon and Saturday afternoon. Residents will also be able to use the area at any time and sound bar has been purchased to add to the movie experience. Staff will assist residents with this. This is set up on the first floor In-kerman street end. This will be a permanent set up with armchairs, movie posters, popcorn machine and will be known as our Theatre area and will be holding movie sessions each Monday, alternating either morning or afternoon. Also every Thursday afternoon and Saturday afternoon. Residents will also be able to use the area at any time and sound bar has been purchased to add to the movie experience. Staff will assist residents with this. Residents can also borrow DVD's to watch in their own room if they wish. Just ask staff about this.

The eyes have it: using eye-tracking tech to understand mild cognitive impairment



Eye-tracking technology may help to make the preferences of people who have mild cognitive impairment (MCI) known.

In a new study, researchers from Flinders University recruited older people at outpatient memory clinics, including caregivers, to investigate the ways older people with and without MCI process information.

To do so, they used eye-tracking technology, which measures eye position and movement along with pupil size to detect zones in which a person has a particular interest at a specific time.

The materials participants were asked to read mirrored the types of official forms given to aged care residents when assessing quality of care and quality of life outcomes.

Eye-tracking technology was used to map how each person focused as they read. Researchers looked at the relationships between cognitive capacity, task complexity and the tendency for participants to overlook or ignore one or more of the attributes presented (a tactic called attribute non-attendance or ANA).

ANA remained relatively low for participants with good cognition regardless of task complexity, while it increased notably in participants exhibiting MCI.

Lead researcher Kaiying Wang said the study helped identify those who needed more support in formulating their decisions.

The researchers said estimates indicate 10–20 per cent of older people in developed countries have mild cognitive impairment (MCI), with that figure set to rise in coming decades.

Caring Futures Institute researcher Professor Julie Ratcliffe, from Flinders University, said: “This new eye tracking technology will help us to find new ways to drive the inclusivity of older people with cognitive impairment and dementia in these important assessments.

“It is very important that older people’s preferences about quality of care and quality of life are used to inform economic evaluation of policy and practice in health and aged care.”

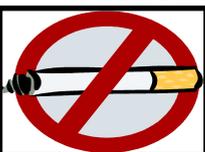
Ratcliffe and her team said they are working with older people to develop new quality indicators

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

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

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

If you would like your Tattler emailed to you please contact Andrew Earl 54617387 or email Andrew.earl@havilah.org.au



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



Aged Care Employee Day 2020 celebrated on 7th August is a national day, registered with awarenessdays.com to acknowledge the more than 360,000 dedicated people who care for and support around 1.3 million older Australians. Approximately 80% of these people are working in roles other than Nurse Practitioner, Registered Nurse and Enrolled Nurse. Our workforce is comprised of roles like Personal Care Assistants, Allied Health Professionals, Catering and Chefs, Cleaning and Laundry Leisure and Lifestyle, Administration, Maintenance Management and much more. Their dedication to what is a rewarding, yet regularly challenging profession in which they devote themselves to caring for others sets them apart.

In the face of the COVID19 challenges, the Prime Minister and his Cabinet backed the extraordinary work of aged care, especially Health Minister Greg Hunt, who said the nation owed a debt of gratitude to staff for their dedication and courage. Chris Mamarelis, CEO, of The Whiddon Group who created *Aged Care Employee Day* in 2018 said: We felt that everyone in the industry deserves special recognition and a day to pay homage to the valuable work they do. People who work in aged care are putting others' needs before their own, which is why we need to celebrate their hard work. "Therefore, we came up with the idea to officially create '*Aged Care Employee Day*' – a day to allow everyone to say a huge thank you to these selfless people and a day to celebrate the people behind our entire industry." The aged care workforce is an essential workforce and must be a high priority for the nation. It is important to acknowledge how aged care workers make a positive difference in the lives of older Australians – 24 hours a day, seven days week, year in year out. This is something our industry is immensely proud of and something our nation is very grateful for."

Havilah President Shane Dellavedova said that recognition for those working in aged care is very well deserved, commenting that he and his fellow board members were in awe of the dedication and commitment of Havilah staff in making a difference in the lives of others every day.

"This year, we say a special 'thank you' for our staff's continuing devotion in protecting so many people at risk from the coronavirus pandemic,"

"To all of our fabulous staff at Havilah and aged care employees everywhere, we want to say thank you for making a difference each and every day in so many ways. Shane Dellavedova President

At Havilah on Aged Care Employee Day we had special treats for our staff throughout the day and provided all with Coffee and Cake Vouchers from Parkview Bakery. Along with a special Press Release and thank you from our President in the Maryborough Advertiser. We had lots of heartfelt messages and flowers from residents and families which was really lovely and very much appreciated.



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

As you will all know lifestyle activities have continued during the COVID-19 period although with smaller groups and confined to specific areas. The weekly organised functions where residents can gather with social distancing so far have included the Italian restaurant, Du-

nolly Bakery , Happy Hour, Christmas in July, French Patisserie, a fish and chip shop experience and Chines Banquet compliments of Peach Village. With a Hawaiian day planned the leis and perhaps the odd hula dress will be on the cards. These events are planned and staged at each facility keeping in mind the 4 square metre rule and social distancing. Now that we are back at Stage 3 more caution is re-

quired in relation to group activities. Your ideas are welcome. There is a lot of work involved in setting this up and we appreciate the efforts of our Lifestyle and Catering Staff . We have also had significant contributions from local businesses in setting up these virtual activities for which we are grateful. We appreciate any ideas you have. Please let staff know any ideas. You have.

AND FOR OUR STAFF

Our staff commitment to keeping themselves and therefore their fellow staff and residents safe is vital and we thank them for this. Surprise treats are organised for our staff each week. A big thank you to Kerri McInnes for thinking of different things and organising these each week. The donuts last week were yummm. We also have staff lucky draws on a weekly basis. Staff are required to be screened each day prior to commencing their shift. There is a set of questions they need to answer in relation to their health, where they have been and details around their close contacts, and they are required to have their temperature taken. Staff cannot come to work even if slightly un-

well. If they have even the slightest of sore throats or sniffles they are required to have a COVID test and stay at home until they have the results. If a close contact requires to have a test due to a minor sore throat for example again our staff member cannot come to work until the close contact has the results of their test returned.

The reintroduction of Stage 3 restrictions in Victoria and the requirement to wear face coverings in public further restricts our activities every day. So we are back to not going out to restaurants and bars or to visit others peoples homes or to have visitors in our own homes.

Our compliance will keep our families and the Havilah community and

our wider community safe and protect against even more stringent restrictions.

It is absolutely vital that our staff do not come to work if even slightly unwell and Havilah has systems in place to ensure that our staff are not worse off financially by their need to take leave.

Staff are required to wear face masks throughout their shift and additionally face shields when in close contact for care of residents. Staff moving between units to provide care are required to wear full ppe. This will be difficult for residents to get used to and we thank you for your understanding.

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

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



A guy is reading his paper when his wife walks up behind him and smacks him on the back of the head with a frying pan. He asks, "What was that for?" She says, "I found a piece of paper in your pocket with 'Betty Sue' written on it." He says, "Jeez, honey, remember last week when I went to the track? 'Betty Sue' was the name of the horse I went there to bet on." She shrugs

and walks away.

Three days later he's reading his paper when she walks up behind him and smacks him on the back of the head again with the frying pan. He asks, "What was that for?" She answers, "Your horse called."

A middle aged woman had a heart attack and was taken to the hospital. While on the operating table, she had a near death experience.

Seeing God, she asked, "Is my time up?" God said, "No, you have another 43 years, 2 months and 8 days to live." Upon recovery, the woman decided to stay in the hospital and have a face lift, liposuction and tummy tuck. Since she had so much more time to live, she figured she might as well look even nicer.

After her last operation, she was released from the hospital. While crossing the street on her way home, she was hit and killed by an ambulance. Arriving in front of God, she

demanded, "I thought you said I had another 40 plus years? Why didn't you pull me out of the path of the ambulance!?"

God replied, "My child, I am sorry, I didn't even recognize you!"



A completely inebriated man was stumbling down the street with one foot on the curb and one foot in the gutter. A cop pulled up and said, "I've got to take you in pal. You're obviously drunk." The wasted man asked, "Officer, are you absolutely sure I'm drunk?" "Yeah buddy, I'm sure," said the cop, "Let's go." Breathing a sigh of relief, the man said, "Thank goodness. I thought I was crippled."



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 alerts the brigade who are here within minutes.



YOU WILL BE KEPT INFORMED BY STAFF AND THROUGH THE PUBLIC ADDRESS SYSTEM.



Weather Forecasts are becoming less accurate:

As if COVID-19 hadn't affected our daily lives enough, new re-

search suggests the pandemic could be partly to blame for less accurate weather forecasts.

The reason? A lack of air traffic.

Aircraft typically record useful information like air temperature, relative humidity, air pressure and wind speeds along their flight path that help meteorologists with their forecasts.

But with COVID-19 leaving many airlines grounded, this information hasn't been recorded.

The [study](#) estimates the world has had 50-75% less aircraft weather readings

between March and May this year, and this lack of information has led to less accurate forecasts.

The researchers say more observation sites should be introduced to prevent this problem into the future.

Interestingly, the study found before flights were grounded in February, forecasts were actually more accurate than they had been in previous years.

So, there you have it! Even if the forecast is for blue skies, you might want to get a second opinion before you put that load in the wash.

FROM THE KITCHEN :

If residents do not wish to have the 'First Choice' for lunch please notify the catering staff that you would like the 'Second Choice' shown on the menu. The first and second choice change every day. There are also choices listed for soft and pureed diets including sweets. Just in case you do not like either choice offered there are additional alternatives available every day and these are listed on the menu.

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

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

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

FAMILY MEMBERS AND GUESTS.

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

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

REPORTING FOOD BROUGHT IN

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

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

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

CONTACTING STAFF and other Useful Numbers

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

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

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

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

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

Please familiarise yourself with the position of these call points.

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

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

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

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

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

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

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.

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

Downstairs these phones

provide greater accessibility to staff for families.

Please make use of these phones as needed.

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

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

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

Other useful numbers can be found in your Resident Information Folder

Street entrance) and the Raglan House Court Yard Entrance. The nature strip areas and kerbing are not meant for walking on and do not provide a stable surface so please remain on the concrete paths and crossings to ensure safety.

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

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

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

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