

RAGLAN TATTLER

ISSUE: October 2018

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



THE 23rd ANNUAL GENERAL MEETING

Thursday October 11th
at 8.00pm

Rooms 1-2 High School Centre, Raglan Street, Maryborough.

ALL INTERESTED ARE INVITED AND VERY WELCOME TO ATTEND



It was all about secret Men's business at the Men's day luncheon at Havilah on Palmerston. Residents from Raglan House, Retirement Community and our own Havilah maintenance team all attended our lunch with a military theme. Guests were asked to bring something to share and all items were looked at with great interest, along with the display of items loaned from John Davidson. Great to see all of our



blokes enjoying each other's company and enjoying a lovely bbq lunch cooked by volunteer John.

There were sure to have been many tales told short and tall of current times and days of old

Resident Meeting— Monday 5th November at 1.15 pm

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



A new eating house popped up in Maryborough at Raglan House, 'The Sushi Bar'. Our cooking group recently made and tasted the Japanese favourite "Sushi". No raw fish for us though, our group stuck with prawns and chicken fingers. It was the biggest challenge for the cooking group yet and Kim said everyone nailed it. Everyone loved making their sushi and only one lady didn't want to eat hers but the rest loved it and were very surprised **once they got past the thought of eating seaweed!!** A marvellous afternoon was had by all. Lots of chatter, laughter and mess, but it was very much worth it.

PHOTO GALLERY



Special bus outing today for our Raglan House and Harkness Street Residents enjoying lunch at the Elmore Pub and a visit to the Art silos at Rochester. Amazing!!



RANDOM POINTS TO PONDER:

- How far east can you go before you're heading west?
- Do dentists go to other dentists or do they do it themselves?
- If pro and con are opposites, wouldn't the opposite to progress be congress?
- Are eyebrows considered facial hair?
- Is there a time limit on fortune cookie predictions?
- Since bread is square, why is sandwich meat round.
- Do they have the word "dictionary" in the dictionary?
- Why is it on a phone or calculator, the number 5 has a little dot on it?
- If money doesn't grow on trees then why do banks have branches?
- Do prison vehicles have emergency exits?

WEIRD and WONDERFUL WORDS

CRYPTOZOOLOGY - the search for and study of animals whose existence is unproven, such as the Loch Ness

**RESIDENTS SURVEY: July 2018****Of the 24 residents surveyed at Raglan House**

100% of residents surveyed agreed that most of the time or always they have enough privacy when they dress, shower or bathe.

96% of residents stated that they always or most of the time are included in decisions about their care or treatment.

100% of residents agreed or strongly agreed that their room is comfortable for them to sleep each night.

100% of surveyed residents strongly agreed or agreed that the common areas throughout the facility are kept clean and clutter free.



The Central Highlands Library service visit's Raglan House every second Monday in the month. Come and talk to Kerry the Librarian who will help you find the book you are after. They have a great range of books to select from and if there is something that you specifically want they can arrange this for you on the next visit. The mobile Library is set up in the North end on the ground floor. from 10.15am - 11.15am.

Bedding fabric to monitor people's health

By: Dallas Bastian August 2, 2018

What if bedding could tell you about a person's health?

That's what Australian researchers are exploring as part of a \$1.7 million government-funded program.

The project team plans to fix flexible, unbreakable electronics into bedding products to enable real-time monitoring of health and sleep and minimise night-time disruption.

It will be designed to give nurses, carers and aged care facility managers greater insight into the health and wellbeing of people in their care by identifying movements or potential areas for concern.

Research and advanced manufacturing company Sleepite is leading the development of the monitoring program. Also on board are Canadian biometric data specialist Hexoskin, Melbourne-based advanced manufacturer Sleepzee and RMIT University.

Sleepite chief executive Cameron van den Dungen said the program's main objective is to put residents and their families at the centre of how care is provided.

"We are entering a new era for the aged care industry, one where the demand for excellence in functionality, design and care will be higher than ever before," van den Dungen said. "It is imperative that we look beyond just how aged care is regulated and how homes are styled to how care is provided in the first place.

"Australia has the chance to become world leaders when it comes to increasing the quality of health care provided to its elderly through technology, technology that not only supports the valuable care workers but enables them to provide greater care than they believe is possible, and at a cost that is more affordable than the assistance currently on offer."

RMIT researcher Associate Professor Madhu Bhaskaran, who is leading the team behind the flexible electronics, said the method is a cost-effective way to improve the supervision and monitoring of people living in aged care and assisted living facilities, especially at night.

Assistant Minister for Science, Jobs and Innovation Zed Seselja, who announced the grant, visited the university's Micro Nano Research Facility to view the sensors and learn more about the project.

Seselja said he looks forward to seeing the tangible benefits it will bring about for residents, their families, nurses and healthcare staff.



ELEVATOR PROTOCOL

When residents are getting in and out of the elevator, the closest persons to the elevator door should enter and exit first.

This will ensure the Elevators are used as efficiently as possible and decrease the waiting time for the people waiting for the Elevator on the opposite level.



THINGS MY MOTHER USED TO SAY

When I was a little girl...

You'll understand when you're older

Don't you have anything better to do?

I can always tell when your lying.

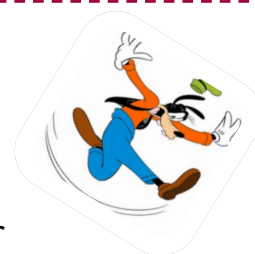
If I catch you doing that one more time, I'll..



FALLS PREVENTION

Have medications reviewed on a regular basis.

Have an eye test with the optometrist at least once a year.



Make sure you ring your bell for assistance, particularly overnight or after taking medications when you may be a bit "wonky" on your feet

A major fall can mean months of recovery

Staff are there to help so please ask

FOOTCARE

New footcare schedules have been in place since Mid September. Each resident is scheduled at a minimum each 6 weeks for basic finger and toenail cutting. We are still in the first rotation at this stage. Regular podiatry visits will continue as in the past and more people will be added to the list as required. Should your nails need cutting please let the care staff know and they will arrange this. If our nurses assess that you require more than basic nail care they will refer you for an assessment by the podiatrist when next they visit.

Signing In and Out

We ask that all residents and their families please complete the details in the Sign Out Book when leaving Havilah and when returning. This is so we are aware of who is in the facility at any time for reasons of evacuation.

Please fill out the following information: Residents Name, Where they are going, Who with, Time out, Approximate time due back, Returned time, Signature and Date. We want to know that everyone is safe and this information assists us should you not return when expected.

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

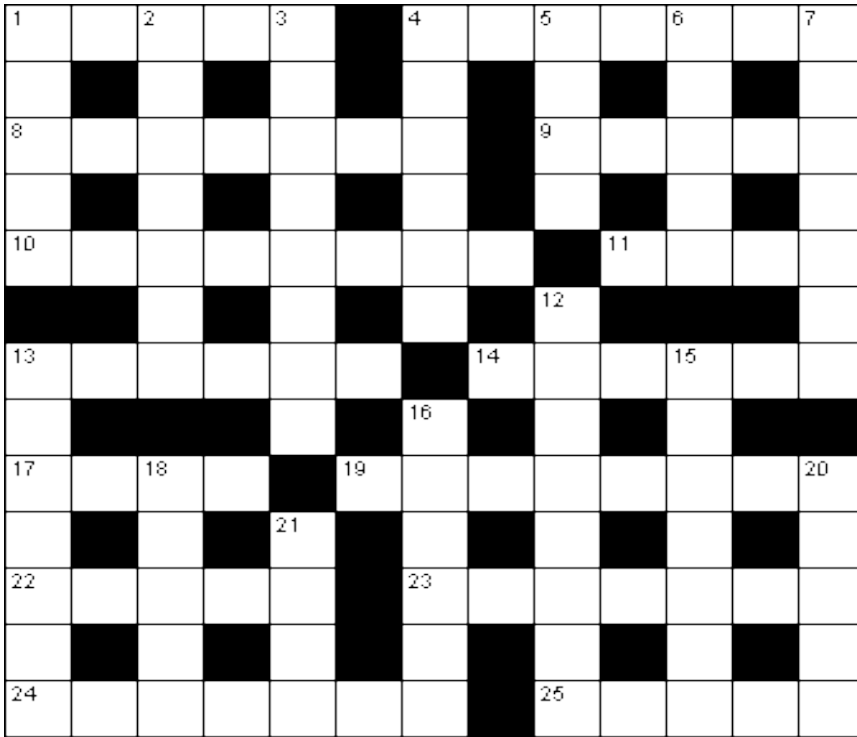
Terry Simpson Mobile: 0419 737 837



MONEY and VALUABLES

Residents are asked to limit the amount of money or valuables kept on their person or in their rooms. There is a locked drawer in each room for residents who have the capacity to ensure that they can keep money and valuables locked away. EFT facilities are available at reception and purchases at the kiosk, hairdressing, footcare etc can be added to the monthly accounts.

Please keep your own money and valuables safe as Havilah will not assume responsibility for any lost items..



Across:

1. Marine Mammal (5)
4. Type of crossword (7)
8. Deviation from the rule (7)
9. Fabric (5)
10. Rubbing or clash (8)
11. Woody Plant (4)
13. Egyptian statue (6)
14. Creatures (6)
17. Wander (4)
19. Expert on precious stones (8)
22. Decree (5)
23. Inactivity (7)
24. Victory (7)
25. Larceny (5)

Down:

1. Dock
2. Get rid of (7)
3. Fastidious (8)
4. Former name of Sri Lanka (6)
5. Shout (4)
6. Male singing voice (5)
7. Admit to (7)
12. Feeling remorse (8)
13. Glut (7)
15. Take aback (7)
16. Social Outcast (6)
18. Excuse (5)
20. Helps to raise dough (5)
21. Molecule (4)

Word Search - HOME SWEET HOME

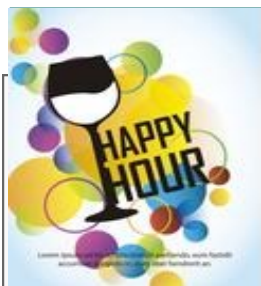
V T S R E T R A U Q G N I V I L J R T
 E T T E N O S I A M D T C D G V E J T
 C L H N V H L N M A I A M V B S V N M
 B N I B A C B S B O C L O E I V J D U
 O W V I N N R O S O B F T D L O K N I
 A A I W L Y D W T A B I E R L O E O N
 R L T G K E R T O E N N L H E L G I I
 D L V G A C A O F L C A O E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

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

ABODE, ACCOMMODATION, BILLET, BOARDING HOUSE, BUGALOW, CABIN, CARAVAN, CHALET, CONDOMINIUM, COTTAGE, DOMICILE, DORMITORY, DUPLEX, DWELLING, FLAT, HABITATION, HERMITAGE, HOME, HOMESTEAD, HOTEL, HOUSE, HOUSEBOAT, IGLOO, LIVING QUARTERS, LODGE, MAISONETTE, MANSION, MOBILE HOME, MOTEL, PENTHOUSE, RESIDENTCE, SHACK, SHELTER, TENT, TRAILER, VILLA, WIGWAM

QUIZ

1. What is the only planet that rotates clockwise?
2. What is the capital of Afghanistan?
3. Which country has the most volcanoes?
4. Whose portraits do you find on a \$10.00 note?
5. Which Australian city is called the City of lights?
6. In what year was the Sydney Opera House opened?



Happy Hour Every Friday evening

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



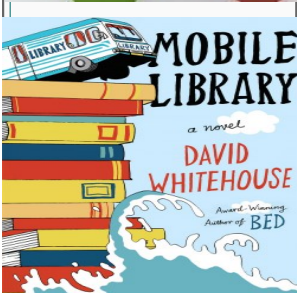
Bus Trip Out - Thursday afternoon departing at 1.30pm for lots of Fun points of interest throughout Central Victoria.

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 5th November 2018 at 1.15 pm



Mobile Library— each 2nd Monday of the month

Next dates October 8th and October 22nd

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.

20th October 2018

Room 7 at 1.30pm

Including afternoon tea



Learn, Laugh and Live!



U3A University of the Third Age

Meet the 1st Monday of the Month

Bingo area at 10.00am

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



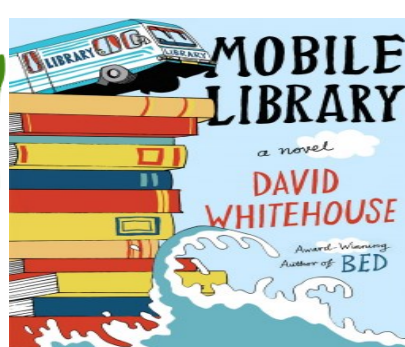
SATURDAY

Movie Afternoon - Next show 20th October

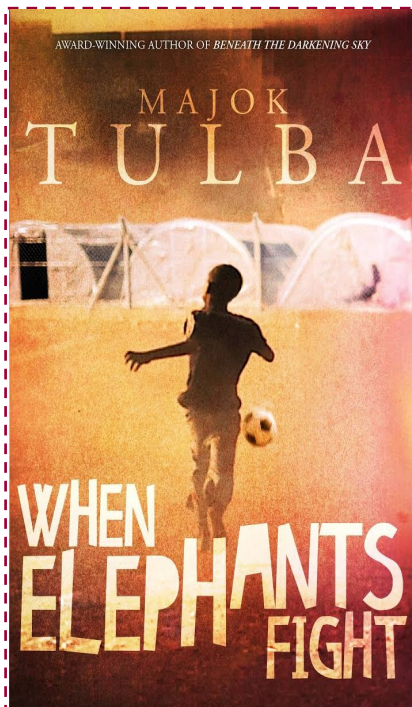
1.30pm

SUNDAY

Devonshire Afternoon Tea each Sunday 3.00pm



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



When *Elephants Fight* is a novel that really packs a punch. Majok Tulba has previously written about the realities of the Sudanese civil war in his 2012 novel, *Beneath the Darkening Sky*, and this second book expands our knowledge of the almost unbelievable hardships that exist in that country even today.

Brutal, horrifying, and yet occasionally lyrical and hopeful, this book details the overnight changes that occur when soldiers on both sides of the war attack villagers—raping, kill-

ing and kidnapping, apparently at random. Readers live the experience, fleeing into the jungle with the young protagonist, Juba, and the other children, as they try to stay out of the hands of soldiers, surviving on foraged fruit and scarce water. When they finally stumble into a refugee camp and are reunited with Juba's mother and the other villagers who have survived, we breathe again. The boy commences work as a volunteer medical orderly in the camp clinic, but the respite is short-lived as soldiers from either side strike again. The book ends on an upbeat note with a budding romance; however, my abiding memory is of the suffering of the innocent people caught up in this bloody-minded conflict. Like last year's *A Naga Odyssey*, the humanity of this story overcomes the grim events depicted, and it should appeal to any reader who relates to accounts of hardship and achievement.



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.

e EFTPOS
For the convenience of residents, EFTPOS facilities are located at reception in the High School Centre for payment of Accounts.

Postage stamps are available for purchase at the main reception desk, between the hours 9am - 12noon, Monday - Friday. Reception hours in the High School Centre are Monday - Friday, 9.00am - 12noon, except public holidays.



FROM THE KITCHEN

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.

As all food prepared by Havilah is closely monitored under the Food Safe Standards it is a requirement that **all food brought in to Havilah** by residents or families/visitors to be consumed by residents must be reported to kitchen staff. Food put in the fridges must also have the residents 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 fill out a form and place in the Comments, Suggestions and Complaints Box.

REMINDER: As the warmer weather is still upon us, it advisable when residents are going outside that they wear a hat at all times. It would be appreciated if families can ensure that residents have a hat available.

GENERAL ENQUIRIES

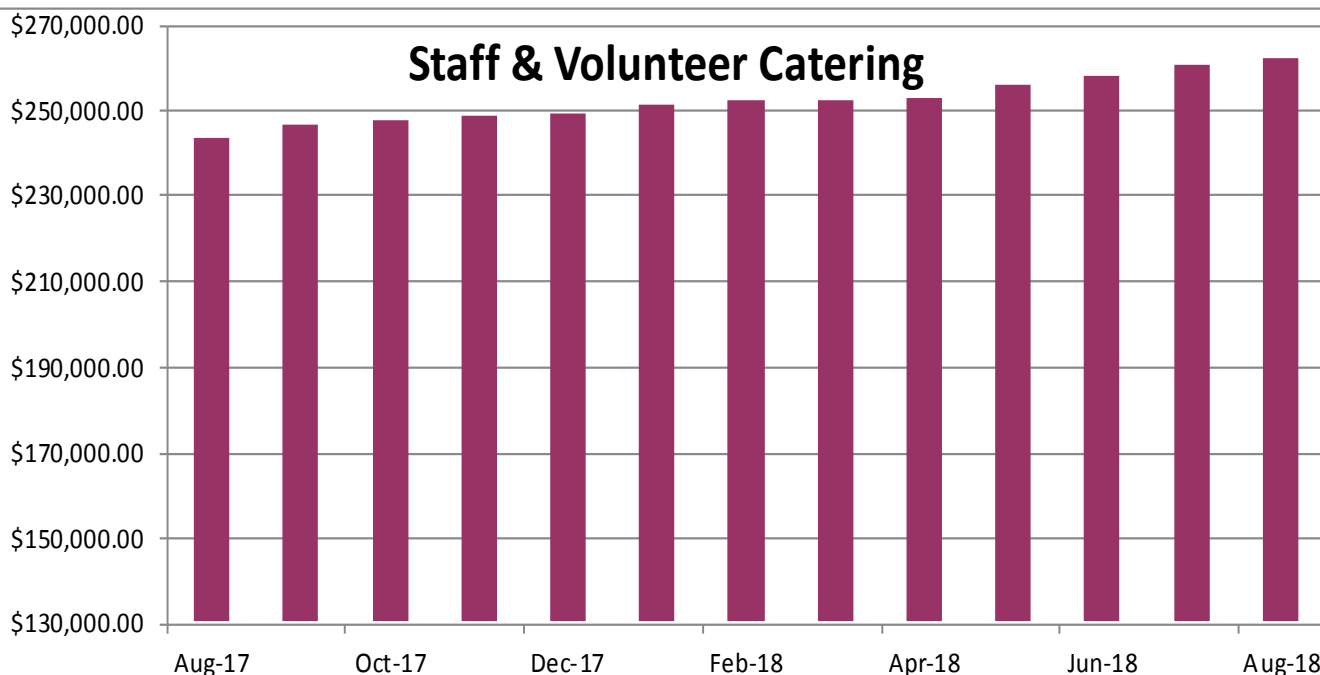
For any general enquiries: Families or residents can contact Havilah 24 hours a day, 7 days a week Telephone: 54617387. Leave a message if it is out of office hours and staff will get back to you as soon as possible.

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

24 HOUR CONTACT—RAGLAN HOUSE
TELEPHONE: 54 590 150

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

Staff & Volunteer Catering





A man and his wife were awoken at 3am by pounding on the door. The man opens the door to a drunken stranger, standing in the rain, who asks for a push.

'Not a chance,' says the husband, 'it's 3am!' He slams the

door and returns to bed.

'Who was it?' asks his wife.

'Some drunk guy asking for a push,' he answers.

'Did you help him? She asks. 'No , I didn't , it is 3am and pouring !'

'Well you hav short memory,'says the wife.

'Remember three months ago when we broke down and those two guys helped us?'

The man agrees, and goes out into the rain. He calls out into the dark, 'Hey mate, do you still need a push?'

'Yes," comes the reply.

'Where are you? ' asks the husband.

'Over here on the swing!' replies the drunk.

A stranger went into a small country store, there was a notice on the door warning, "Danger! Beware of dog!.. Inside, he saw a harmless old sheep dog asleep on the floor next to the counter.

"Is that the dog we're to beware of?"

"Yes, that's him, " replied the shop keeper

" That certainly doesn't look like a dangerous dog. Why did you put up that sign?" asked the customer

"Because before I posted that sign, people kept tripping over him," was the sreply.



"Okay, the motorized rocking chair could use an emergency off switch."

Dad and Dave are in the big smoke and, not being used to the traffic, Dad gets knocked over while crossing a busy road.

Dave phones the ambulance on his mobile.

"Get an ambulance here quick, he's bleeding from his nose and ears and I think both his legs are broken."

"What is your location sir?"

"We're outside 28 Eucalyptus St," Dave says.

"How do you spell that sir?" asks the operator.

She can hear nothing but heavy breathing.

After a minute she asks again, "Are you there sir?"

She hears more heavy breathing and another minute later she says again, "Sir, can you hear me?"

Dave eventually comes on the line.'

Yep, sorry about that ...

I couldn't spell eucalyptus, so I just dragged him round to 3 Oak St."

IMPORTANT INFORMATION

WHAT TO DO 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.

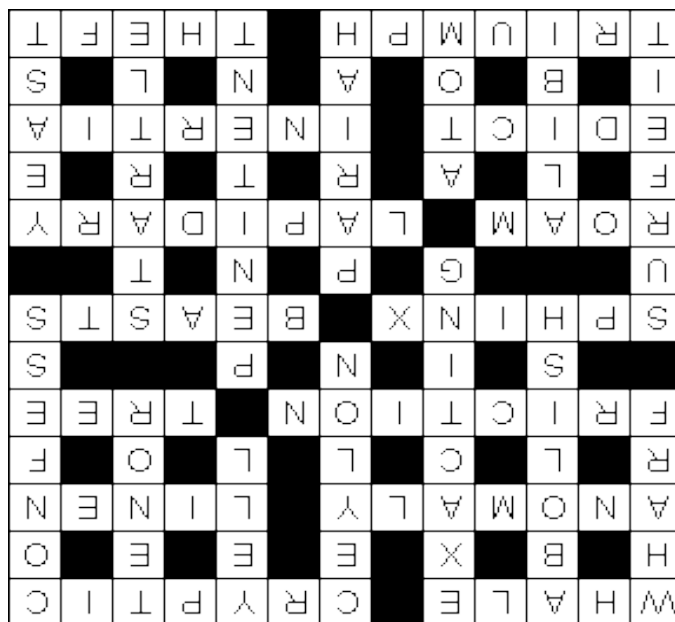
There is a maximum of 6 resident rooms in each smoke/fire compartment and therefore should evacuation be required in the first instance it would only be for residents in the affected compartment.

The fire alarm automatically alarms at the fire station and the Brigade is here within minutes. Once the alarm has sounded the Brigade will attend even for false alarms. From the fire panel at the front of the building and on our staff pagers we can see which alarm has been actioned and therefore we immediately know the area to check.

When the Fire Alarm sounds RESIDENTS WILL BE KEPT INFORMED VIA STAFF AND THROUGH THE PUBLIC ADDRESS SYSTEM.

Havilah is a non smoking site which adds to the safety of Residents and staff.

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.



Quiz and Crossword Solutions from page 7



Answers to Quiz

1. Venus.
2. Kabel.
3. Indonesia.
4. Banjo Patterson and Dame Mary Gilmore.
5. Perth.
6. 1979.



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



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 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.

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

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.

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.