

RAGLAN TATTLER

ISSUE October 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



Residents attended an inside Garden Party afternoon tea with Butterfly theme inspired by "Skydancers" in Harcourt which is a favourite place for residents to visit on bus outings pre COVID. If we can't go on a bus trip, next best thing is a virtual outing. Plants from our local "Cramer's Mitre10" which will be planted in our garden beds, treats from "Red House bakery" and butterflies and pots from our local shops set the scene. A lovely bright and colourful afternoon to brighten up a gloomy rainy day. Everyone had a lovely afternoon chatting while social distancing.





With activities in communal areas and visitors limited by strategies in place to control any outbreak of coronavirus within Havilah facilities, iPads have been purchased so that residents are

able to have contact with family on face book, Skype, Zoom and other forms of social media. Residents can also use the iPads to read newspapers and periodicals and play scrabble, other word games, solitaire and other card games, do art work , watch movies according to their various interests. Residents can use the iPads in small groups or within their own room. It has been amazing how many residents

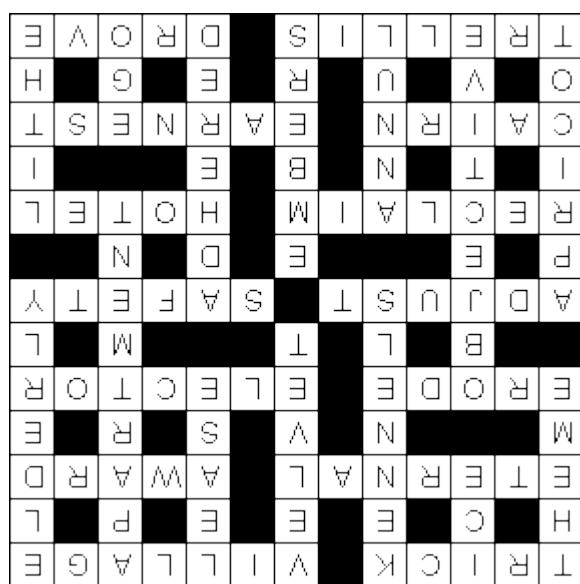
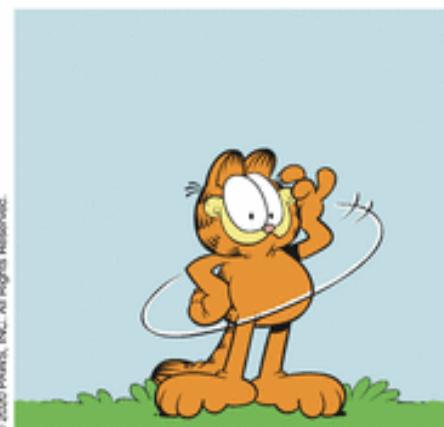
are now tech savvy. If you want to have a go please talk to our Life-style staff who will assist you to become familiar with using these.



WEIRD and WONDERFUL WORDS

DISCOBOLUS - a discus thrower in ancient Greece

We know that residents may be missing their regular outings for meals, coffees and to shop. Please let us know where our staff can assist shopping or take away so that we can make life as normal as possible for you. Please let Lifestyle staff know any ideas of any special programs that could be offered.



Quiz and Crossword Solutions from page 7



Answers to Quiz

1. United Kingdom	2. Emu	3. Drake	4. Blood pressure	5. 23
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Visitor Rules Update

8th October 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.

The limit of 2 visitors from the same household (must reside /live together in the same house) can visit one resident in their room for a maximum of one hour between 10.00am and 4.00pm.

Each resident can have 2 visits within the set times of 10.00am and 4.00pm, eg on visit in the morning and one in the afternoon and do not have to live in the same household.

No changes in relation to visitors from restricted areas.

OR

3. to provide care and support for residents with behaviours and psychological symptoms of dementia (BPSD) when this has been the normal practice.

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

Visitors for Palliative Care: Maximum of 2 visitors at any one time. This means only 2 people can be onsite at the one time. No more than 2 in the room at one time. No restriction on the number of visits each day.

VISITING HOURS ARE BETWEEN 10AM AND 4PM each day. If staying an hour, please arrive prior to 3.00pm. Requests outside of these times should be made by contacting 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 exter-

nal 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 face-mask, gloves and Harald Card 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 **Visitors from restricted areas will be required to wear full PPE.**

Visitors are required to attend at the main Reception desk for screening; Heath House Visitors must also come first to the main reception prior to proceeding to Heath House for their visit. Once screening is complete visitors will be issued with a card and will be able to proceed to and enter the appropriate unit 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, short-

ness 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 has been understandable with the outbreak in Melbourne. Great to see that this is now improving and we would expect to see some easing of restrictions in the near future.

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 two visitors per day for visits under items 1 and 2 above, please be aware that if there has already been visitors 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.

The rules around visiting are currently set by Victorian Government Directive. By staffing for screening of visitors 7 days a week we are doing as much as we can to facilitate visiting. Screening of visitors is a legislated requirement as is the current restriction of one visit per day. You can be assured that as soon as we can the restrictions around visitors and outings will be relaxed.

PHOTO GALLERY



Residents visited Germany for our version of "Oktoberfest" although this year it has been cancelled for the first time ever since World War 2. Our blokes had a great time sampling a few different beers and really enjoyed the day and the blue and white decor. Traditional music playing in background and lots of conversation about world travel and we found out that one resident had actually attended Oktoberfest many years ago.

Havilah is currently putting in place strategies ready for when residents can go out for small family gatherings while still keeping everyone safe. We hope this can soon happen. We will keep you all informed of any changes as soon as we can.

In the meantime we will keep lots of special things happening at Havilah while outings are restricted.

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)

Cuppa & Chat— show & tell

THURSDAY

- 9.20am** Morning Movers
10.00am Games Morning Cuppa & Chat
1.30pm Bingo
2.30pm Afternoon Movies



TUESDAY

- 9.20am** Morning Movers
10.30 am Marbowls
1.30pm Bingo
2.30pm Chairobics

FRIDAY

- 10.00am** Special Morning Tea served to rooms
1.30pm Bingo
2.30pm Chairobics
5.00pm Happy Hour Food served to rooms.

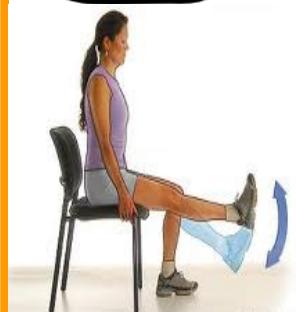


WEDNESDAY

- 9.20am** Morning movers
10.00am Nail Care, cuppa & chat
1.30pm Bingo
2.45pm Pop Up Shop (alternate weeks, check calendar)
2.45pm Cooking (alternate weeks, check calendar)
2.45pm Craft (alternate weeks, check calendar)
Last Wednesday in the month

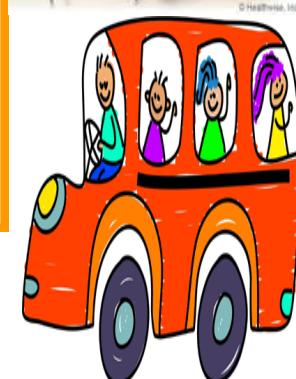
SATURDAY

- Cooked Breakfast - served to rooms
2.00pm Afternoon Movie

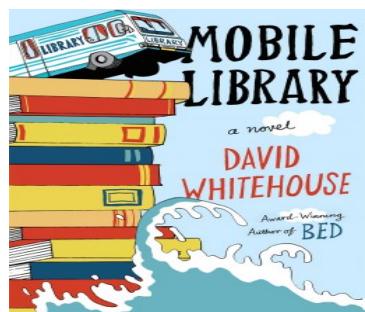


SUNDAY

- 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.



shutterstock - 113010541

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



The conversations of life

At times it's seemed like COVID-19 is the only thing that's happened in the news this year – but the grim reality is other problems haven't disappeared.

New figures from the Heart Foundation, released as part of World Heart Day, show an alarming number of Australians skipped their critical heart check-up this year.

A survey of more than 5,000 Australian adults showed people with heart disease were more likely to have missed or delayed an appointment with their GP between April and August this year (27 per cent versus 17 per cent).

There are approximately 2.1 million Australians believed to be living with or at high risk of heart disease at the moment. The Heart Foundation says around 500,000 of these people have skipped a potentially life-saving check-up during the pandemic.

Time to see your GP

On one hand, with restrictions severely limiting movements, it's understandable.

But on the other, heart disease remains one of the nation's biggest killers.

It's for this reason Heart Foundation general manager of heart health Bill Stavreski urges any Australian who can, to go and get a regular heart check-up.

"Heart disease doesn't stop during a pandemic," Mr Stavreski says.

"It is vital that you continue to monitor your heart health and stay in contact with your GP, and there are options to do this safely via telehealth or in person."

Mr Stavreski adds 30 per cent of people surveyed were still avoiding GP appointments, despite restrictions in most states and territories being lifted in August.

There's also been an alarming dip in the number of people discussing blood pressure and cholesterol with their GPs.

"Getting your blood pressure and cholesterol checked is an essential part of managing your risk of heart disease, so we would urge Australians not to put it off any longer," Mr Stavreski said.



Calling on knitters and crochet enthusiasts

Havilah is planning a project for remembrance day this year that requires many poppies. If you feel that you would like to contribute and make some, please contact, Kim, Leisure and Lifestyle to obtain a copy of the patterns. Patterns available for all different skill levels of crochet and knitting.

Contact Harald is up and running within both Harkness and Raglan house sites, all staff and residents have their own cards, regular contractors, visitors and professional people have also been issued with their own cards. The information the system generates will help to trace any form of a report of a positive case

of the virus. The cards are activated 24 hours a day, the cards that are issued to a visitor will be activated and registered to that person and then when returned after the visit will be uploaded and kept ready for the next visitor. Regular visitors are issued with their own cards.

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

Emergency Leave

The Government Fact Sheet in relation to this is provided on pages 12—15 of this month's issue.

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

Should you wish to obtain further advice in relation to this please email mail@havilah.org.au and we will contact you.

Havilah has gone above and beyond the guidelines for personal protective equipment, contact tracing, cohorting of staff and residents, screening of residents, staff and visitors all to keep our residents and staff safe. [We have had a visit from the Australian Defence Force Infection Control Unit and were given a Green Light in their Traffic Light System for preparedness](#) and also a visit from the Monash University Health Division for on site infection control training who said Havilah was very organized and high achievers in the aged care world in this climate. So we have everything in place and hope we never have a need to use it. The Emergency Leave is similar, it is there if you want or need it hopefully you never will.

Coronavirus Australia app

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

You can use the Australian Government Coronavirus app to:

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



Get the app

COVIDSafe app

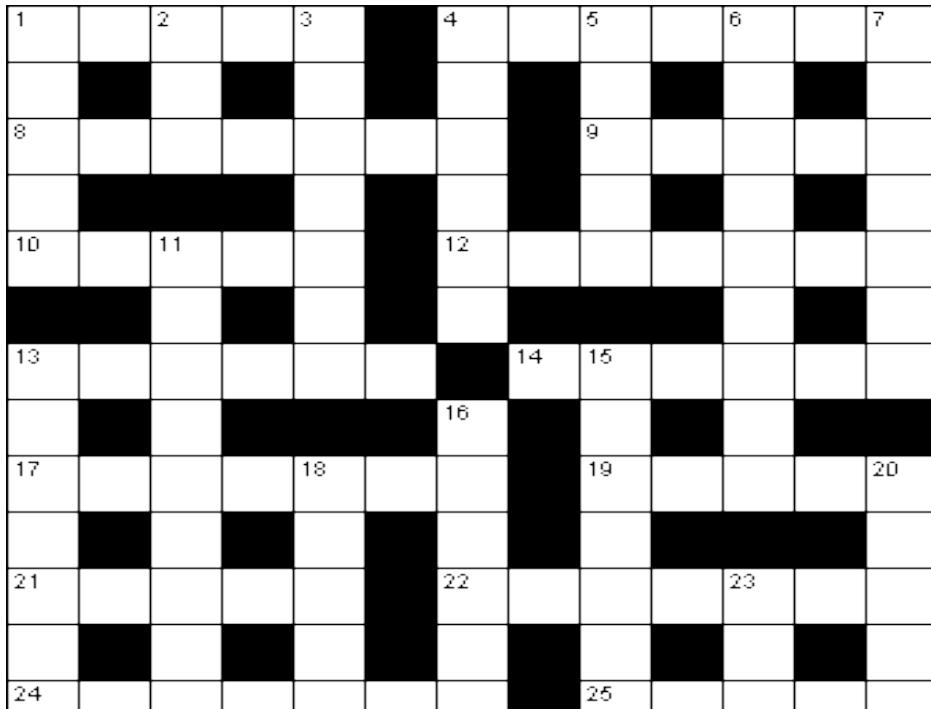
To help keep you safe and ease restrictions the COVIDSafe app is available to download onto your mobile phones now. This will be a great app to have once restrictions are eased and we all start getting about more. If we have been in contact with someone that tests positive, who also has the app installed,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

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



Mind Games

October 2020 8



048

WORD SEARCH - Just in Time

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

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

AGES, ATTOSCOND, CALENDAR, CENTURY, CLOCK, DATE, DAYS, DECADE, EONS, EPHERMERA, ERAS, ETERNITY, FEMTOSECOND, FOREVER, FORTNIGHT, FUTURE, HOUR, HOURGLASS, INFINITY, INSTANT, LEAP YEAR, MICROSECOND, MILLENIUM, MILLISECOND, MINUTE, MOMENT, MONTH, NANOSECOND, OLYMPIAD, PAST, PRIOD, PICSECOND, PRESENT, SECOND, SUNDIAL, TIME, WATCH, WEEK, YEAR, YORE.

Solution's to puzzles on page 2

ACROSS:

- Prank (5)
- Small community (7)
- Everlasting (7)
- Accolade (5)
- Wear away (5)7
- Voter (7)
- Alter or regulate (6)
- Refuge (6)
- Repossess (7)
- Travel lodge (5)
- Mound of stones used as a marker (5)
- Sincere (7)
- Latticework (7)
- Herd or flock of animals (5)

DOWN:

- Subject (5)
- Frozen water (3)
- Dog houses (7)
- Smooth fabric (6)
- Letting contract (5)
- Flat (9)
- Senior (7)
- Target (9)
- Fruit (7)
- Stuck (7)
- Hot fragments form a fire (6)
- Declare invalid (5)
- Supple (5)
- Self (3)

QUIZ

- Cheddar cheese is named after a village in which country?
- Country singer John Williamson's first top 10 hit was the song Old Man ____?
- Also beginning with D is what word for a male duck?
- What would a doctor measure using a sphygmomanometer?
- What is the next prime number after 19?

LIFESTYLE ACTIVITIES FOR OUR Hawaii. RESIDENTIAL CARE COMMUNITY DURING COVID 19 RE- Lifestyle and Catering businesses in setting up these virtual activities which we are grateful for.

RESTRICTIONS As you will all know restrictions can be planned and staged lifestyle activities have continued within each area keeping in mind during the COVID-19 period although the 4 square metre rule will stillough with smaller groups and apply. Over the past weeks re-confined to specific units. Bingo restrictions have eased for regional and marbowls. The weekly organised functions where residents come if numbers remain low. can gather with social distancing. Your ideas are welcome. have included the fish and chip shop experience, Dunolly Bakery, setting this up and we appreciate Wild West and Skydancers, all the efforts of our Lifestyle and Care themes were very well received by our Residents. We have also had along with a recent virtual trip to significant contributions from local

Many of our residents are taking advantage of the better weather for walks outdoors which is great to see and enjoying the sunshine sitting in the quadrangle looking at the birds or the progress of the spring vegetables.

AND FOR OUR STAFF Our staff temperature taken. Staff cannot come to work even if slightly unwell and therefore their fellow well. If they have even the slightest of sore throats or sniffles they we thank them for this. Surprised treats are organised for our test and stay at home until they staff each week. A big thank you have the results. If a close contact to Kerri McInnes for thinking of tact requires to have a test due to different things and organising a minor sore throat for example these each week. We also have again our staff member cannot staff lucky draws on a weekly basis. Staff are required to be tact has the results of their test 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 Our compliance with current restrictions will keep our families and the Havilah community and our wider community safe and allow for lessening of restrictions as this becomes safe for everyone.

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.

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.



Falls Prevention

Have medications reviewed on a regular basis.

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

Up and coming activities and Virtual Outings:

October:

Fri 23rd– Footy Finals Festive lunch

Sat 24th- Grand Final afternoon snacks to rooms.

Fri 30th- Halloween Themed Luncheon.



November:

Tue 3rd Melbourne Cup day Luncheon.

Thurs 5th- Oaks Day afternoon Tea and Games.

MASSAGE

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 5461 7390.



RESIDENT August SURVEY:

Raglan House: 24

residents surveyed:

100% of residents surveyed indicated

that most of the time

or always their name is clearly labelled on their mobility aids.

96% of surveyed residents indicated that they are offered enough variety of food choices on the menus of the time or always.

100% of surveyed residents agreed

or strongly agreed they have the choice of clothing they wear each day.

100% of residents surveyed agreed or strongly agreed the staff check to see if they are comfortable,

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 involve-

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



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



LAUNDRY There is a lost clothing section in the laundry .

Residents/family members are encouraged to visit the laundry to see if they can identify any missing clothing.

Residents are reminded that after a month in the lost clothing unlabelled clothing is sent to the Carisbrook Opportunity shop. Residents requiring assistance with



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.

NEWSPAPERS: Newspapers and periodicals will not be supplied in communal areas during the pandemic.

If you would like to have your own

personal paper this can be ordered through the local Newsagency and will be delivered to you at your own cost. Please ask at Reception if you need assistance to order your

own papers and periodicals or arrange for family to organise.

Havilah also request if you do receive newspapers that you do not share with co-residents.



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

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



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

Recent legislation changes have introduced a new emergency leave provision. Permanent aged care residents can now take temporary leave from an aged care home during an emergency situation. This can include disasters (natural or otherwise), pandemics or epidemics.

In the event of an emergency situation the Government will decide:

- that an emergency exists
- the area of impact
- the duration of the emergency.

The new leave provision means that in the event of an emergency situation, residents will not need to:

- use their social leave entitlements
- pay their aged care provider further fees to secure their place.

The Government, through the Minister for Aged Care and Senior Australians, has confirmed the COVID-19 pandemic is an emergency situation.

The period of this emergency is from 1 April 2020 until 30 June 2021. Emergency leave is now available for permanent aged care residents during this period.

This fact sheet is to assist permanent residents and their families to understand the impact of these changes.

Use of emergency leave during the COVID-19 pandemic

You can use the new emergency leave to take temporary leave from your aged care home during the COVID-19 pandemic.

The Government has determined this emergency leave:

- covers all permanent aged care residents from all services across Australia
- dates back to 1 April 2020
- is available until 30 June 2021.

You cannot take emergency leave for the COVID-19 pandemic outside of these dates.

Do I have to pay any fees while on emergency leave?

When you take emergency leave you must continue to pay your:

- basic daily fees
- means tested care fees
- daily accommodation payments.

This is the same as when you take social leave.

During this time, the Government will continue to pay the aged care subsidy to your provider. You won't pay further fees to retain your place at the aged care home.

Discuss with your aged care home any concerns around paying these fees, including if you experience financial hardship.

Can I take emergency leave now?

Yes. If you feel safer staying with family who can provide you with care, you can take emergency leave. The current pandemic is an emergency situation. Emergency leave is available from 1 April 2020 to 30 June 2021.

If you wish to take leave from your aged care home you should:

- speak with your aged care provider
- tell them that you wish to take emergency leave.



Can I use emergency leave for a hospital stay?

No. Emergency leave does not cover hospital stays. If you are admitted to hospital during the emergency leave period, you must take hospital leave while in hospital.

What if I have used my social leave and exceeded my allocated days during the COVID-19 pandemic?

You may have taken social leave because of the COVID-19 pandemic. You can use emergency leave for leave taken from 1 April 2020 until 30 June 2021.

Emergency leave does not apply to any leave taken before 1 April 2020.

The emergency leave period ends on 30 June 2021.

I have exceeded my social leave balance during the COVID-19 pandemic. What if I have paid fees to the aged care home in order to keep my place?

You may have taken social leave due to the pandemic and exceeded your allocated 52 days. You may then have paid fees to retain your place within the aged care home.

Your aged care home must reimburse you for any fees you have paid for this purpose since 1 April 2020.

Emergency leave does not apply to any leave taken or fees paid before 1 April 2020.

You should discuss the reimbursement of these fees with your aged care home. Providers should refund these fees as soon as practical.

What help is available in the home if I want to live with my family during COVID-19?

A national model of emergency support is available through the Commonwealth Home Support Programme (CHSP). This is for aged care residents who

choose to take emergency leave and temporarily move out of residential care due to COVID-19.

Tier 1 Clinical support for residents who temporarily re-locate from an aged care home that is significantly impacted by COVID-19

Temporary clinical support is currently available to residents who have had to relocate from a significantly impacted residential aged care home. Personal care and nursing services equivalent to a Level 4 Home Care Package can be accessed at no additional cost.

If your aged care home is significantly impacted by a COVID-19 outbreak, they will advise that this support is available if you take emergency leave.

Aged care homes cannot, however, force you to take emergency leave. It must be a voluntary choice made with your family.

You or your family can then call the Older Persons Advocacy Network (OPAN) on **1800 700 600** to discuss your care needs. OPAN will provide information on your eligibility, things to consider and the process for temporarily withdrawing from an aged care home. If you decide to transition to the community, OPAN can refer you to a suitable local CHSP provider to deliver clinical services in the family home for up to eight weeks.

Services that may be accessed through this program include:

- Personal Care: assists to maintain appropriate standards of hygiene and grooming
- Nursing: clinical care provided by a registered or enrolled nurse. This care is to treat and monitor medically diagnosed clinical conditions.

No fees will be charged for Tier 1 CHSP supports.



Your aged care home will need to work with you, your family and the CHSP provider:

- To develop a care plan
- To determine a suitable care start and end date
- To plan any arrangements to transition the resident back to the aged care home.

Your family will be responsible for your care and safety during your time away from the aged care home. It is important that you properly consider your living arrangements. This includes reviewing access to mobility aids, the capacity to provide care for 24 hours per day and a suitable physical environment.

Residents who require more complex or higher level aged care services may need to remain in their aged care home. They can also be temporarily transferred by their aged care home to another suitable care facility.

Residents receiving Tier 1 will also need to contact My Aged Care on 1800 200 422 to obtain the additional Tier 2 supports detailed below.

Tier 2 Entry-level services available for all people who decide to return to the community

If you are not eligible for Tier 1 support, but choose to return to the community, you can access CHSP entry-level home support services for up to eight weeks.

This is regardless of whether your aged care home has been impacted by COVID-19. Residents who access Tier 2 services may need to pay a client contribution fee for services where they can afford to do so.

To access Tier 2 services residents or their family can contact My Aged Care on **1800 200 422**. My Aged Care will provide:

- information on the services available
- details on the process for transition to the community
- a referral to a CHSP provider.

This support is available to all residents returning to the family home from an aged care home during the COVID-19 pandemic. Services that can be accessed

through the CHSP include:

- Meals
- Transport (essential trips to medical appointments only)
- Social Support Individual
- Unaccompanied Shopping
- Personal care
- Nursing
- Allied Health and Therapy Services.

It is important to understand that these services will be entry-level. They will not provide the same level or frequency of care available in an aged care home. If you need more complex or higher level aged care services you should remain in your aged care home.

Things your family must consider before transitioning out of your aged care home to the family home:

- accommodation requirements – you will need a separate bedroom, and if possible a separate bathroom; is the bed accessible, and the correct height
- internal and external access to the home – are there stairs, is a ramp required, are doorways/hallways wide enough for a walker, are there trip hazards
- mobility aid requirements – shower chair, walker, toilet rails, transport
- 24 hour care is required to be provided by your family and can be supplemented with some professional support by a CHSP provider
- Personal Protective Equipment (PPE) may be required if you and your family need to quarantine. Families must know how to use PPE, including gowns, face masks, eye protection and gloves. PPE must be purchased prior to you coming into the family home
- general day to day living assistance – toileting, showering, meals, dressing, administering medications
- how to manage your transition back to the aged care home.



You should not leave the aged care home until services have been put in place. You and your family should stay in close contact with your aged care home to discuss:

- your care plan
- any issues
- organising your return to the aged care home at the appropriate time.

Your aged care home and CHSP provider should also discuss your care needs and the provision of services that have been organised.

Find more information about HCPs and average wait times on the My Aged Care website at: www.myagedcare.gov.au/assessment-decision-home-care-packages.

Although you can access entry-level CHSP services while waiting for a HCP, once you have relinquished your place in the aged care home, you will not be eligible to continue accessing Tier 1 services. You and your family must carefully consider whether entry level services will be sufficient to support you while on the wait list for a HCP.

Other specific requirements for Victorians

If you are from a Victorian aged care home with a COVID-19 active case, or if the aged care home is in an area with community transmission, you and **every household member** will need to quarantine for:

- 14 days after you enter the household (if asymptomatic)
- 14 days after you are released from isolation (for a confirmed case).

After the quarantine period, **all members of the household** will need to receive a negative COVID-19 test result before leaving quarantine. Home testing can be organised through a general practitioner.

What happens if I do not want to go back to my aged care home?

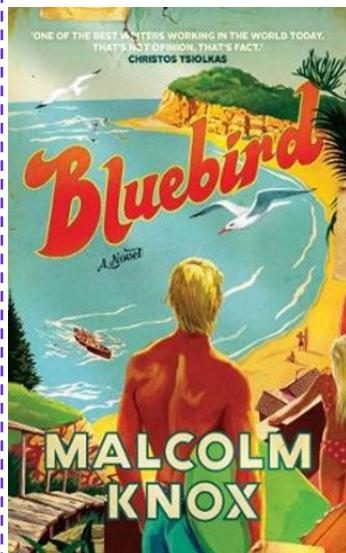
This support is not intended to be ongoing. If you decide to stay in the community on a long term or ongoing basis, you will need to give up your place in your aged care home. You will then need to arrange for a home care services assessment through My Aged Care. If the assessment indicates you require a Home Care Package (HCP), families should be aware that there are waiting times for a HCP.

Parrots at UK zoo have had to be separated – due to “fowl” language



Just when you thought 2020 had dished up enough strange news!

A group of foul-mouthed parrots at



an Australian beachside suburb. A house perched impossibly on a cliff overlooking the stunning, iconic Bluebird Beach. Prime real estate, yet somehow not real estate at all, The

a zoo in the UK have had to be separated after learning to swear – and demonstrating this new talent for unsuspecting patrons.

It's unknown where the five parrots – named Billy, Elsie, Eric, Jade and Tyson – picked up the bad language after joining the zoo's colony of 200 grey parrots in August.

But zookeepers noticed, and quickly realised it could be a problem for patrons.

“We saw it very quickly – we are quite used to parrots

Lodge is, like those who live in it, falling apart. Gordon Grimes has become the accidental keeper of this last relic of an endangered world. He lives in The Lodge with his wife Kelly who is trying to leave him, their son Ben who will do anything to save him, his goddaughter Lou who is hiding from her own troubles, and Leonie, the family matriarch who has trapped them here for their own good. But Gordon has no money and is running out of time to conserve his homeland. His love for this way of life will drive him, and everyone around him, to increasingly desperate risks. In the end, what will it cost them to hang onto their past? Acclaimed writer

swearing but we've never had five at the same time,” said Steve Nichols, CEO of the wildlife park.

“Most parrots clam up outside, but for some reason these five relish in it.”

The parrots have now been distributed to different areas of the park until they learn some manners.

“People have come to us but they think it's highly amusing, we haven't had one complaint,” he said.

Malcolm Knox has written a classic Australian novel about the myths that come to define families and communities, and the lies that uphold them. It's about a certain kind of Australia that we all recognise, and a certain kind of Australian whose currency is running out. Change is coming to Bluebird, whether they like it or not. And the secrets they've been keeping and the lies they've been telling can't save them now. Savage, funny, revelatory and brilliant, Bluebird exposes the hollowness of the stories told to glorify a dying culture and shows how those who seek to preserve these myths end up being crushed by them.

NON PRESCRIBED TREATMENTS You may not consider over the counter medications, creams or alternate herbal remedies as medications but as it is a requirement of the Department of

Health and Ageing that these are included on resident medications charts.

Please advise staff of any medications or creams that your keep in your room and self ad-

minister. We will then be able to arrange for the required documentation to be put in place to accommodate you. **You will be able to self administer these as before..** We very much appreciate



HAVILAH HAIRDRESSER

Onsite hairdresser Julie has resumed the service within the guidelines of the covid restrictions, Julie will attend to

trims and comb ups, and perms as time permits.

Julie will maintain correct covid regulations with the salon being sanitised between all clients appointments.



A guy was on trial for murder and if convicted, would get the electric chair. His brother found out that a redneck was on the jury and figured he would be the one to bribe. He told the redneck that he would be paid \$10,000 if he could convince the rest of the jury to reduce the charge to manslaughter.

The jury was out an entire week and returned with a verdict of manslaughter.

ter.

After the trial, the brother went to the redneck's house, told him what a great job he had done and paid him the \$10,000.

The red neck replied that it wasn't easy to convince the rest of the jury to change the charge to manslaughter. They all thought he was not guilty and, wanted to let him go.

A priest conducts a service in church. "The person who puts the most in the church collection box can choose three hymns", he says. The collection box comes back to him after being filled up and finds that someone had donated \$1000.00. The priest asks the congregation "Who was the generous person who has donated \$1000.00. A women raises her hand, the priest invites her to the front and tells her to choose three hymns. Pointing at the most handsome men in the church she says, "I'll have him, him, and him."



A customer at a local delicatessen marvelled at the proprietors wit and intelligence.

"Tell me, Marty what makes you so smart?" the customer asks.

"I wouldn't share my secret with just anyone," Marty replies. "But I'll let you in on it. Fish heads. You eat enough of them, you'll be positively brilliant."

"You sell them here?" the customer asks.

"Only \$4 a piece," Marty says.

The customer buys three.

A week later, he's back in the store complaining that the

fish heads were disgusting and he isn't any smarter.

"You didn't eat enough," says Marty.

The customer goes home with 20 more fish heads.

Two weeks later, he's back and this time he's really angry.

"Hey, Marty," he says, "Not only are those fish heads horrible, you've been selling them to me for \$4 apiece when I just found out I can buy the whole fish for \$2. You're ripping me off!"

"You see?" says Marty. "You're smarter already."

CONTACTING STAFF and other Useful Numbers

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

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

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

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

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

Please familiarise yourself with the position of these call points.

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

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 (RN) Deb Matthews 5459 0154 or internal dial 154.

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

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

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

Director of Care Kelsey Hooper 54 617383 email: kelsey.hooper@havilah.org.au

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

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-SUN 10.00 am—4.00 pm 54590140

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

Other useful numbers can be found in your Resident Information Folder

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 feed back to the complainant the actions taken as a result of the complaint.

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

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

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

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