

RAGLAN TATTLER

ISSUE November/December 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



*Wishing you and your
family a very Merry
Christmas.*

*May this joyful season greet
you with health and happiness.*

FUNCTIONS FOR YOUR DECEMBER CALENDAR:

CHRISTMAS BARBECUE LUNCH —WEDNESDAY 9th December for lunch at 12.

CHRISTMAS LIGHTSTOUR - Wednesday 16th December.

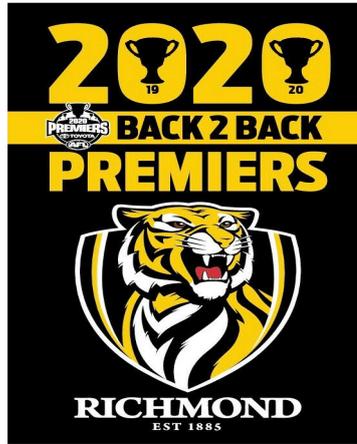
CHRISTMAS DAY AT HAVILAH

2 Course Lunch with drinks and chocolates \$25 per head.

Note that Bookings have now closed for the Christmas Barbecue Lunch and Christmas Lunch. For those visitors who have booked to attend these functions please arrive pre 12 to allow time for admission screening.



Everyone got into the spirit of the Footy grand final singing their own team's theme songs over the lunch. Better luck next year for those of us that missed out
GO BLUES IN 2021



Residents celebrated the Spring Carnival with special functions for Melbourne Cup and Oaks Days.

“Some very impressive headgear on display”



PHOTO GALLERY

Residents gathered for the Remembrance Day service to mark their respects for those who served our country, it was great we could incorporate the hard work of many volunteers with our display of 500 knitted and crocheted poppies as part of the Raglan House Remembrance Wall created this year. Resident Ethel Nowell leading the way making many poppies for this project. Kim read the Poem In Flanders Fields and Ken McKenzie recited the ode.





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

ALCAZAR - a Spanish palace or fortress



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.



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Quiz and Crossword Solutions from page 7



Answers to Quiz

1. Bob Hawke.
2. Australia.
3. 21.
4. Kangaroos.

Directions update: Residential Aged Care Care Facilities Visitors and Outings

Changes to visitor restrictions

There are now no limits on the number, reason or duration of visits. **VISITING HOURS REMAIN AT BETWEEN 10 A.M. AND 4 P.M.** **Special arrangements can be made for palliative care.**

Density limits only apply in common areas used by staff, visitors and residents. Density limits do not apply in resident (single or shared) bedrooms or in communal areas that are used by residents only.

In these dual visitor/resident areas, the number of people that can enter must comply with density limits. This means, one person per 2 square metres.

Use of a communal visitor-resident space can only occur in accordance with the RACF's COVID safe plan. This might include recording where groups gathered/sat in the space; regular cleaning between groups; hand sanitiser at the entrance to the space; and separate entrance and exit.

All visitors must wear face masks* unless they have a specified exemption.

*People 12 and over should wear a face mask unless an exception applies.

All visitors are required to have a current influenza vaccination unless they have a specific exemption.

Excursions

Travel in vehicles, such as minibuses, for group outings can occur. Social distancing should be maintained with mask wearing indoors and in vehicles where appropriate.

Where the vehicle transport is operated by the care facility (or a similar organisation), the transport can only occur in accordance with a COVIDSafe Plan, *This would include measures such as recording who used the vehicle; regular*

cleaning of the vehicle; and perhaps encouraging driving with windows down to encourage ventilation.

The destination for any excursion must also be permitted by the public health directions.

Returning to the RACF

Residents are required to be screened upon their return, for example, having their temperature checked. Residents do not need to be isolated upon their return except on specific advice from Public Health.

Residents can leave RACFs

Under current restriction levels, residents in Victoria can leave their care facility for any reason, provided they comply with current restrictions applicable to all Victorians.

When residents leave the facility, you are reminded that you must comply with the general directions, including:

Social distancing (keeping 1.5m distance)

- Wearing a face mask indoors and wherever social distancing is not possible (carry a face mask at all times)
- Private/public gathering limits
- Not knowingly mixing with persons who are unwell, isolating or in quarantine.
- Abide by the directions that apply to all Victorians when they leave their home.

Havilah is required to undertake and document a risk assessment for residents going on and returning from outings. This can take some time to organize and we ask that outings be organized 24 hours in advance if possible. Outings could include outings with family, it may be going home, going to the shops and bank or for a drive and coffee. Please book the outing with 24 hour notice through reception. This can also be by email mail@havilah.org.au or by telephoning 5461 7387. If possible please arrange your outings between 10.00am and 4.00pm. There is a protocol in place for the safety of residents prior to leaving the facility and upon return. Please remember when we ask you questions about your outing

we are not just being nosy. Under the current government rules we must document the details of where you go who you are in contact with etc. It is all about keeping everyone safe and a small price to pay for the current freedoms we are all now able to enjoy

Specific Directions

Care Facilities

- There are now no restrictions on the types and duration of visits – the former clause 7 has been entirely revoked.
- The current clause 7 now refers to facility obligations, such as the requirement to take all reasonable steps to assist a resident with electronic communications.

Workplace Directions significant changes:

- Density quotients apply to spaces that are communal for visitors and residents (but not to resident's own rooms)

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 Chairobics

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

Cuppa & Chat– show & tell

THURSDAY

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

FRIDAY

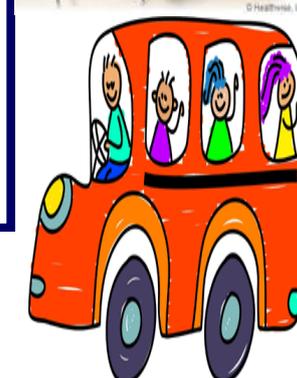
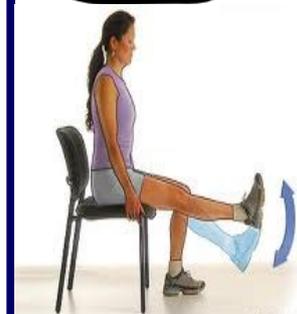
10.00am Special Morning Tea served to rooms
1.30pm Bingo
2.30pm Chairobics
5.00pm Happy Hour Food served to rooms.

SATURDAY

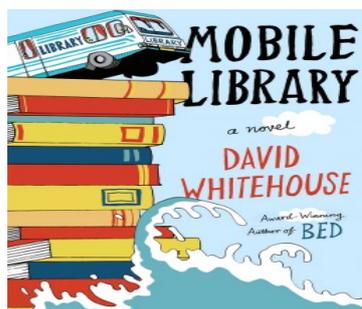
Cooked Breakfast - served to rooms
2.00pm Afternoon Movie

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

The conversations of life

Pet robot ‘puppy’ to bring joy to aged care residents

Aged care provider Meath Care’s Michael Lee Centre is working with Curtin University and The Brainary to develop a fully autonomous, animal-like robot companion for those living in residential care.

Residents at the aged care home located in the Perth suburb of Como, will soon be able to interact with MiRo, a robot companion that delivers an experience similar to having a pet.

“While human touch and human care is irreplaceable, robots can potentially provide entertainment, cognitive simulation, education, information, and in the case of MiRo, a sense of companionship to aged care residents,” said Meath Care CEO Olive Wright.

Miro is similar in size and appearance to a small dog and is designed to give a little bit of joy to residents who are unable to have visits from friends or family.

Curtin University’s Professor Tele Tan says final year computing students are putting the finishing touches on Miro (something like ‘puppy preschool’) and once he’s fully-programmed, he’ll be introduced to select residents at the Michael Lee Centre.

“We’re really excited to work with MiRo and come up with engaging programs for the petoid, with the ultimate goal of enhancing the daily interactive experience for aged care residents,” Professor Tan said.

Still no word on how good he’ll be at fetch, but as long as he doesn’t dig up the backyard, we think he’ll do just fine.



Don’t forget the ‘bored board’ activity Residents able to access different activities to stimulate the mind. Feel free to take an activity sheet, ideal for after dinner and for the weekends.



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 you keep in your room and self administer.** 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 your co-operation with this.



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.



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 gener-

ates 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

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



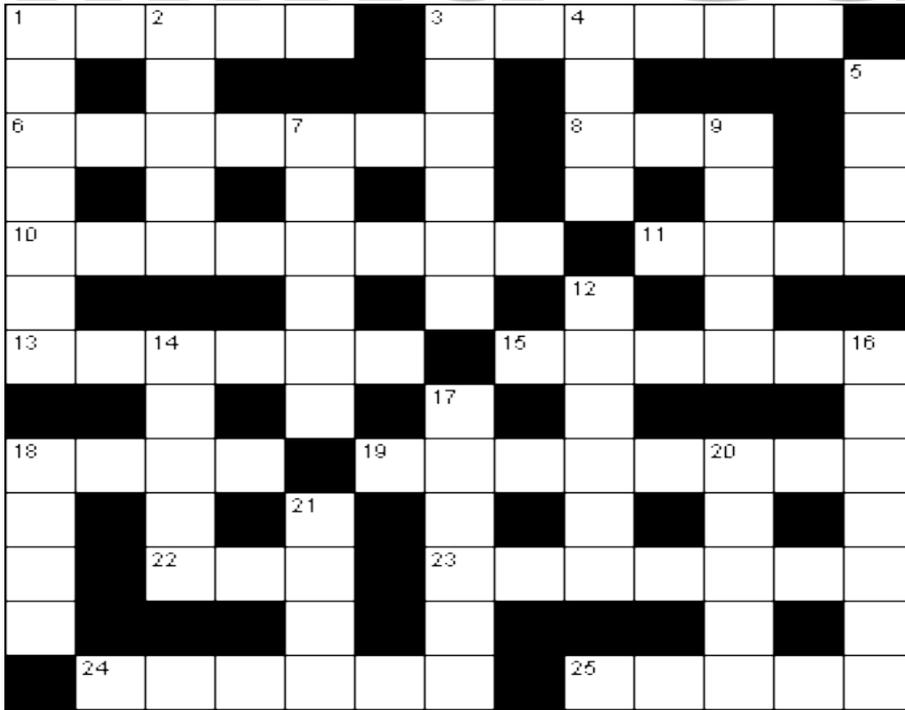
COVIDSafe app

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



Themed 01

ACROSS:

1. Fruit (5)
3. Retail food seller (6)
6. Italian rice (7)
8. Consume (5)
10. Type of lobster (8)
11. Used to season and preserve food (4)
13. Sampled (6)
15. Pestle and _____ (6)
18. Aromatic leaves (4)
19. Thick syrup (8)
22. Cereal grass (3)
23. Pear shaped tropical fruit (7)
24. Type of cake (6)
25. Very thin pancake (5)

WORD SEARCH - Q - Words



DOWN:

1. Downy fruit (7)
2. Shaped and dried dough (5)
3. Game bird (6)
4. Kitchen appliance (4)
5. Open pastry with fruit filling (4)
7. Sticky candy (6)
9. Heated bread (5)
12. Edible tuber (6)
14. Sweetener (5)
16. Cooked meat or fish coated in egg and breadcrumbs fried (7)
17. Thick soup (6)
18. Cook slowly in liquid (4)
20. Large edible ray (5)
21. Vegetable (4)

QUIZ

1. Which Australian Prime Minister set a beer drinking world record?
2. Does Australia's or Switzerland's alps receive more snow?
3. There 25 deadliest snakes in the world, how many are in Australia?
4. Is there more kangaroos or humans in Australia?

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

QUACK, QUADRANGLE, QUADRANT, QUADRATIC, QUADRUPED, QUAIN, QUALIFY, QUANDARY, QUANTIFY, QUANTUM, QUARREL, QUARRY, QUART, QUARTER, QUARTZ, QUASH, QUOTATION, QUAVER, QUAY, QUEEN, QUEER, QUELL, QUENCH, QUERY, QUEST, QUESTION, QUEUE, QUIBBLE, QUICK, QUICKSAND, QUICKSTEP, QUIET, QUILL, QUILT, QUINCE, QUIP, QUIRKY, QUIT, QUITE, QUIVER, QUIZ, QUOTE, QUOTIENT

The **HAVILAH AGM** was held Monday 30th November. A very different gathering to in the past due to COVID. In his report President Shane Dellavedova thanked the staff saying ***“I am very appreciative of how our staff have adapted and of their commitment to protecting themselves and therefore our residents from the virus. This is a significant obligation for aged care workers and I sincerely thank them”***

It was another year of high intensity with the constant scrutiny of the aged care sector. There have been some very sad stories related to the Royal Commission. Shane said

“These are not Havilah nor would they ever be”

Havilah has continued to achieve outstanding results including in prevention and preparedness for COVID.

Havilah staff have stepped up to the challenge - working in ppe, cohorting within units, screening and testing for COVID, moving offices, changing shifts and work practices, working weekends, volunteering their time.

There has been an incredible amount of work done just to get our COVID Plan, Safe Work and Risk Management Plans for COVID established and kept up to date.

Changing duty lists and rosters, establishing the communications centre and all that goes with this. Accessing the PPE to establish our stockpile has been a huge task in itself. Through it all many innovative strategies and really clever things have been introduced.

Shane said it has been a fantastic team effort and thanked everyone for their ideas and contributions and the very many volunteer hours that have been contributed.

Havilah is a significant contributor to the local economy employing some 200 staff. Labour costs for the 2020 financial year were \$10.1M. Purchases from local businesses totalled in excess of \$1.4M.

Stage 2 (RACF) and Stage 3 (Retirement Living) Havilah on Palmerston Comprising linked residential aged care and retirement living, this is a model that is a first for regional Victoria.

The RACF building has been designed to complement the successful Raglan House and includes communal areas for dining and relaxing (indoors and out) a commercial kitchen and balconies to each unit.

Stage 3 development of co-located retirement living will quickly follow and provide significant opportunity for new revenue streams through assisted living and Home Care Packages.

Supporting this development is the growing market for aged and retirement living services in our region.

With population figures showing people over 70 in Central Goldfields Shire at double the Victorian average and growing, the demand for residential aged care and retirement living is guaranteed to extend well into the future.

Planning permission was applied for in November 2018 and granted in March 2020. An incredibly lengthy process but we won out in the end.

We are now almost at Contract stage with the winning tenderer.

Preliminaries for the construction should be established on site prior to Christmas.

Stage 3 – Retirement Living Ideally, there will be a seamless transition between the construction of Stages 2 and 3. It is planned that expressions of interest will be called from prospective residents in the first part of 2021. The ability to provide high level in home care services into these units and Registered Nurse presence on site 24/7 will further enhance the desirability of this accommodation.

Havilah currently provides 142 residential aged care places and 53 retirement units and has provisional allocations in place for 24 places at Havilah on Palmerston (this development) and 24 places at Harkness Street.

Our forward planning has put Havilah in a very strong position going forward.

Shane said it has been a very different year however the Board have adapted well to the changed conditions under which we can meet.

We have been able to move forward with significant projects during restrictions in place for COVID19.

We have held our collective nerve to provide the resources necessary to establish a COVID PPE stockpile at a level we believe is needed to secure the safety of residents and staff should there be an outbreak

Since the introduction of the new Governance Standard Board Member responsibilities are very clear.

The Organisation’s governing body is accountable for the delivery of safe and quality care and services”

The Board adopted a proactive approach to its responsibilities under this standard introducing the Governance Quality and Safety Committee in October 2018.

By the time the new Standard commenced in July 2019 the Committee had robust monitoring practices already in place covering high risk clinical areas and complaints.

The oversight of care provided is a significant part of the role of the modern Board Member at Havilah.

Shane said that there are exciting times ahead for Havilah and that the Board have confidence that the Royal Commission will have a positive influence on the delivery of aged care services that reflect the expectations of the community and the resources to enable this.

Shane thanked everyone for their excellent contributions and said it had been a pleasure and a privilege to serve as Havilah President.



Falls Prevention

Keep walking areas clear from clutter.

Avoid wearing loose clothing.



With the Covid restrictions lifting residents are able to go on outings with family, it may be going home, going to the shops and bank or for a drive and coffee. Please book the outing with 24 hour notice through the main reception at Harkness either in person, emailed (mail @havilah.org.au) or by phoning 5461 7387. If possible please arrange your outings between 10.00am and 4.00pm. There is a protocol in place for the safety of residents prior to leaving the facility and upon return. Please remember when we ask you questions about your outing we are not just being nosy. Under the current government rules we must document the details of where



RESIDENT SURVEYS: Raglan

Of 19 residents surveyed:

100% of residents surveyed feel safe and secure most of the time or always.

100% of surveyed residents indicated most of the time or always they think the staff have the skills to do their job.

100% of the residents agreed or strongly agreed they like the way their meals are presented, the hot food is at the right temperature.

100% of surveyed residents agreed or strongly agreed they have the choice if their door is open or shut.

and in a further survey of 19 residents

100% said their laundry is returned in good condition most of the time or always;

100% said that they always or most of the time receive information about activities and events occurring at Havilah;

100% said they agree or strongly agree that they are satisfied with their involvement in decisions about their care;

100% agree or strongly agree that their medical needs are met.

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.

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.



WHEN THE FIRE ALARM SOUNDS

Please remain where you are and wait for staff to instruct you on evacuation. If you can see the fire you should move away from the immediate area and wait for instruction from staff. If the fire is in your room you should leave the room and close the door behind you. Havilah is a very safe facility and has many measures in place to stop the spread of fire and smoke and to

provide for safe evacuation in the case of a fire – this includes fire and smoke compartments, and sprinklers and smoke alarms. Should evacuation be required only residents in the affected compartment would be affected in the first instance. The fire alarm automatically alarms to the brigade who are here within minutes.
YOU WILL BE KEPT INFORMED BY STAFF AND THROUGH THE PUBLIC ADDRESS SYSTEM.



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



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 and also additional alternatives are listed in case you do not like the main choices offered.

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 each day and look forward to reintroducing this as soon as possible. We have been able to schedule guests for a Christmas Barbecue Lunch and for Christmas Day and great to see guests have booked in for these two events.

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 FOR RESIDENTS

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

If you want to make a comment, suggestion, complaint or compliment but are unsure how to go about this, please ask a staff member to assist you.

Residents are enjoying the added socialisation of returning to Dining Rooms for lunch and this will be extended to include Evening Meals from the 4th of January. We will keep you informed about this. As always residents may choose to have their meals in their rooms.

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



Canberra aged care home creates gorgeous Our Floriade flower display

Here's a lovely initiative from staff and residents at BaptistCare Carey Gardens aged care centre. The facility, located in Red Hill, a suburb in Canberra, has decided to add a splash of colour to spring with their own

version of the city's traditional Floriade event.

If you haven't been, Floriade is a popular flower show that's held every year from September to October in Canberra's Commonwealth Park.

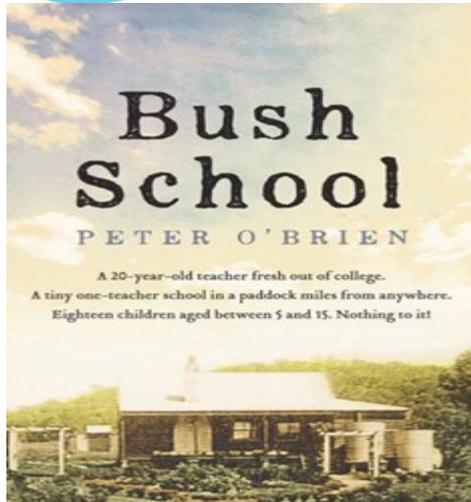
It's well worth a visit even if flowers aren't your thing but unfortunately, as with many events, this year's iteration was cancelled due to the pandemic.

This is part of the thinking behind the Our Floriade project, which has transformed the centre into a beautiful showcase of botanical brilliance.

The centre's lifestyle coordinator Petrina Becker says the idea was to add a bit of brightness to the facility, in what has been a dark year.

"We wanted to do something special and memorable that would bring in aspects of Floriade and give the residents a taste of the community, while still engaged in craft and gardening activities and have something to work towards an together," she said.

By Ben Squires on October 23rd



There was a bed, a timber floor, thin tar paper on one side for privacy from the nearby road but nothing else. The flimsiest of 'walls', no pegs or nails to hang even a hat, no door, no rug for cold morning bare feet, no bookshelf for a voracious reader, no bedside cupboard for a lamp or a glass of water, no light source-just a bed and a suitcase for the next two years.

In 1960, newly minted teacher Peter O'Brien started work as the only teacher at a bush school in Weabonga, two days' travel by train and mail cart from Armidale.

Peter was only 20 years old and had never before lived away from his home in Sydney. He'd had some teaching experience, but nothing to prepare him for the monumental challenge of being solely responsible for the education of 18 students, ranging in age from five years to fifteen. With few lesson plans, scant teaching materials, a wide range of curious minds and ages to prepare for, Peter was daunted by the enormity of the task ahead.

By their simple geographical isolation, the children were already at a disadvantage, but the students were keen and receptive and they'd been given the gift of an enthusiastic and committed young teacher. Indeed it was the children and their thirst for learning who kept Peter afloat during those early days of shockingly inadequate living conditions and a deficient diet-two boiled eggs for

breakfast; rabbit, potatoes and choko for every other meal-and the terrible loneliness he felt being isolated, so far from family, friends and his burgeoning romance.

Eventually the bleakness was offset by developing friendships and the offer of accommodation in a nearby homestead. The children continued to thrive under Peter's care and diligence. His long-distance love affair flourished with the assistance of Johnny O'Keefe. A growing understanding of the history of crippling poverty and war in the lives of the local families gradually brought respect, acceptance and admiration. By the end of his time in Weabonga, the young teacher found himself greatly changed in positive ways. *Bush School* is an engaging and fascinating memoir of how a young man rose to a challenge most would shrink from today. It tells movingly of the resilience and spirit of children, the importance of learning and the transformative power of teaching.

Giggletime

LIFE IS BETTER WHEN YOU'RE LAUGHING.

A wife was preparing for a big dinner party she was hosting that evening. It was to be a special dinner for several girlfriends who were reuniting from their college days. As a special

appetizer, escargot was on the menu, as a remembrance of a trip to France all the girls took one year. However, to her surprise the wife discovered she did not have enough snails to make the dish. So she asked her hus-

band to run down to the beach and gather more snails.

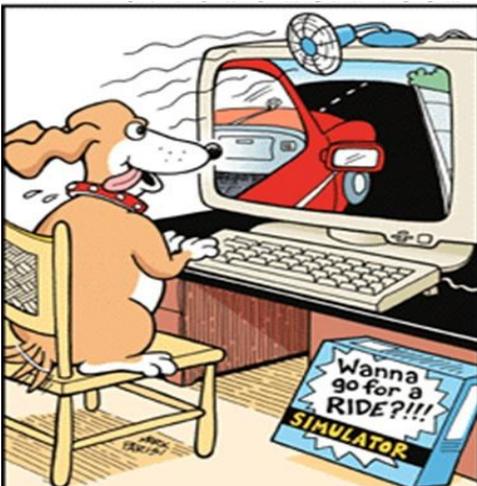
Grudgingly the husband agreed and with a pail in hand headed off to the beach in search of snails. As he walked along the beach he picked up snails one by one and placed them in the pail. While wondering along the beach he came across an old friend and they got to talking. The two friends talked and talked and eventually decided to visit a nearby bar for a beer or two or three. They sat and visited and drank beers late into the night.

The husband did not realize how long he had been gone when all of a sud-

den he remembered the dinner party and the snails he was supposed to have brought to his wife. He hastily said good bye to his friend and ran off for home. He was in such a hurry that when he got to the entrance of his home he tripped and spilled out the snails he had collected all down the steps by his front door. As he got up, just at that moment, his wife opened the door. "Where have you been?" She asked.

The husband looked at his wife and then looked at all the snails scattered along the steps. Then he said, "Come on guys, just a little further, you're almost there."

Morris, an 82 year-old man, went to the doctor to get a physical. A few days later the doctor saw Morris walking down the street with a gorgeous young woman on his arm. A couple of days later the doctor spoke to Morris and said, "You're really doing great, aren't you?" Morris replied, "Just doing what you said, Doc: 'Get a hot mamma and be cheerful.'" The doctor said, "I didn't say that. I said, 'You've got a heart murmur. Be careful.'" .ooh!



- ◆ How do the elves clean Santa's sleigh? They use Santa-tizer.
- ◆ How much did Santa pay for his sleigh? Nothing, it was on the house!
- ◆ What goes "Oh, Oh, Oh"? Santa walking backwards!
- ◆ What do you get if you cross Santa with a duck? A Christmas quacker.
- ◆ What do you call an obnoxious reindeer? Rude-olph
- ◆ Why are Christmas trees so fond of the past? Because the present's beneath them.
- ◆ What do you call cutting down a Christmas tree? Christmas chopping!

Dear Santa,

For Christmas I would like a

SLIM BODY

and a

FAT bank account

(please don't mix them up

like last year)

xoxo



1. A partridge in a pear tree
2. Two turtle doves
3. Three French hens
4. Four calling birds
5. Five gold rings
6. Six geese a-laying
7. Seven swans a-swimming
8. Eight maids-a-milking
9. Nine ladies dancing
10. Ten lords a-leaping
11. Eleven pipers piping
12. Twelve drummers drumming

Emailing the Tattler If you provide us with your email address, we can email your Tattler to you. Please email your details to andrew.earl@hivilah.org.au.

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 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.