

RAGLAN TATTTLER

WOW! HALLOWEEN AND MELBOURNE CUP IN ONE WEEK.

Fun and Games were had by all when Kim and Sam decided to dress up Raglan House dining room and surrounds, for Halloween. What a spectacular and creepy display they had.



Kim & Sam's cat that went missing



Goodness was this for lunch??

Hells Bells what lovely witches



RESIDENT SURVEYS - September 2016:

Of the 67 (44 Harkness + 23 Raglan) residents surveyed:

94% of residents surveyed said they were aware that they could contact the CEO or Director of Human Services.

98.5% of residents surveyed ensure that staff give residents enough privacy when they dress, shower or bath.

100% said there enough places to talk to visitors in private.

100% of residents surveyed said the staff were friendly.

HALLOWEEN PHOTOS



MORE HALLOWEEN PHOTOGRAPHS



REMINDER

Those people who have booked the Highland Society Christmas Luncheon donated by The Maryborough Dental Practice. The luncheon is on **Saturday 3rd December at 12 noon.**



Chocolate comes from cocoa, which is a tree. that makes it a plant... so chocolate is a salad.



COMING UP:-

Country Care Expo is showing scooters, mobility aids, foot wear, high low lift chairs, etc..

Monday 12th December

from 10 a.m. to 1 p.m.

Come one, come all and see what they have on offer.



MELBOURNE CUP FESTIVITIES



OAKS DAY 2016



**Off to Oaks day
at the Highland
Society**



THE 2016 ANNUAL CHRISTMAS BARBEQUE

will be held on Friday 16th December commencing at 5.30 pm. Please advise your attendance numbers by Friday 7th December 2016. (includes Retirement Village Residents, families, friends)

All family and friends are welcome

There are no limits on numbers attending



Please advise Reception 5459 0140 (Mon—Fri 9 a.m.—1 p.m.)

CHRISTMAS DAY



Christmas Day Celebrations at Havilah are lots of fun, with good food and good cheer to be had by all.

Families and friends are welcome to join residents for a 3-course lunch at a cost of \$25.00 per head.

Bookings are essential, please RSVP by Friday 9th December.

Please telephone Reception 5459 0140

WORD OF THE MONTH

Embrocation - rubbing on a lotion



FALLS PREVENTION

FALLS PREVENTION TIP

Ensure your shoes fit well, are comfortable,
Have low heels and have non slip soles.



LAUNDRY

The laundry is a shared community resource of Raglan House for all residents to use for your convenience. To ensure the laundry is used in an efficient manner certain protocols need to be followed;

1. Remove your washing in a timely manner from the washing machines.
2. Arrange with staff for assistance to remove washing if required.
3. Don't remove another resident's clothing from a washing machine, ask a staff member to remove the washing for you.
4. Don't remove another resident's clothing from the Clothes Dryer ask a staff member to remove the clothing for you.

This will ensure an equitable and respectful arrangement for all residents.

Words my mother used to say

A lady never chews with her mouth open.

You'd argue with a signpost.

Those who swear don't have much of a vocabulary.

It isn't lady-like to drink from a bottle.

FROM THE DESK OF CLETA ROUGHHEAD

DIRECTOR OF SERVICES



* We are having a visit from the Assessment Team of the Australian Aged Care Quality Agency here at Raglan on November 23 & 24th.

The team will be looking at the quality of care provided to you at Raglan. The team will talk to management, staff, visitors and you.

If you wish to talk to an assessor, let a staff member know, so an appointment can be made, or alternatively you may tell one of the assessors on the day.

All conversations held with assessors will be kept confidential.

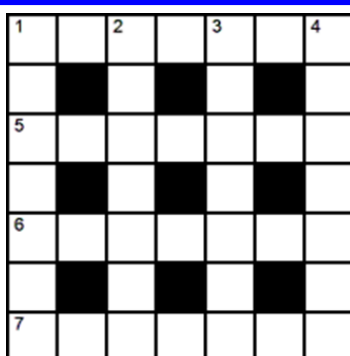
* We welcome the new staff working at Raglan recently, Karen Howden, Kim Davidson and Sam Passalick. Their contribution to our team is greatly appreciated.

* A reminder that forms are available for recording Comments, Complaints and Compliments. Any Comments, Complaints and/or Compliments you have are valued and will be treated as confidential.

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 will keep money and valuables locked away. We request that large sums of money are not kept in residents rooms. EFT facilities are available at reception and purchases at the kiosk, hairdressing, foot care etc can be added to the monthly accounts.

Havilah will not be responsible for any missing money or valuables.



Mini Crossword No 2

Across

1. Evolve
5. Windstorm
6. One more
7. Proposition

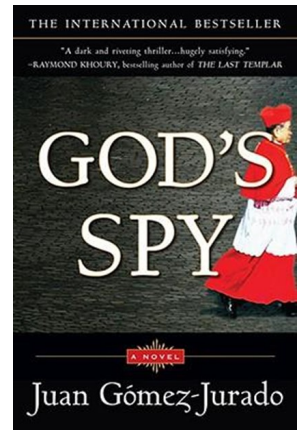
Down

1. Diminish
2. Wordy
3. Tanned animal skin
4. Computer instruction

BOOK REVIEW

GODS SPY

Pope John Paul II has died, and 115 Cardinals eligible to vote in the Conclave are in Rome to elect the new Pope. With the foreign press and thousands of mourners in Rome, a horribly disfigured body of a Cardinal is discovered in a chapel and there seems to be a serial killer on the loose in the Vatican.



Police Inspector Paola Dicanti is assigned the case and Father Anthony Fowler is enlisted to help, but he appears to know a lot about the killer, and all is not as it seems as he seems to have contacts with the C.I.A.

These two struggle through the web of clues and the evidence leads them to powerful figures within the Church hierarchy.

This book did not finish the way I expected and I was left guessing until near the end who is behind it all.

No peeking at the end now.

The book is in your library here at Havilah.

Don't forget that the Mobile Library visits every 2 weeks on a Monday.



ELEVATOR PROTOCOL

When residents are getting on and off the elevator, Havilah requests the people in the elevator exit first, then the person closest to the Elevator enters first.

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

GREAT THINGS TO DO

**Don't forget to
check your
Activities Calendar**

UPCOMING EVENTS



Happy Hour Every Friday evening

Commencing at 5.00pm, Music, Finger Food, Hot & Cold Beverage, 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-coordinator Kim know and she will do her best to arrange the outing for you.



Mobile Library - The Maryborough Mobile Library will visit Raglan House on the 1st and 3rd Monday of the Month. If you are not currently a member of the Maryborough library you can join on the day.

RACV Energy Breakthrough 2016

From 17th—20th November The RACV Energy Breakthrough is an exciting program designed to provide opportunities for students, teachers, parents and local industry to work together to design and construct a vehicle, a machine or an innovation in technology that will represent an energy breakthrough.



Keith's Farewell Morning Tea

Keith's significant contribution to Havilah on Palmerston and Raglan House will be acknowledged with Morning Tea on **Friday 11th November, 2016 at 10.00 a.m.**

We look forward to seeing you there



FALLS PREVENTION AND STRENGTHENING EXERCISES



Rhonda James Monday afternoons 2.30 - 3.00pm Downstairs Resident Lounge.
Care Staff will assist you to the Lounge if required.



WEEKLY ACTIVITIES

BUS TRIP OUT - Thursday's 1.30pm



NAIL-CARE WITH CUPPA & CHAT -

10.00am Wednesday mornings each week

FOOT SPA WITH CUPPA & CHAT-

9.30am Thursday mornings each week



MUSIC QUIZ - Monday 10.30am

BINGO - Monday to Friday 1.30pm



REMINISCING CHAT - Friday Morning 10.30am with Anne and June



MARBOWLS - Tuesday Morning 10.30am

CHAIROBICS - Tuesday & Friday 2.30pm



CRAFT WITH CUPPA & CHAT -

Selected Wednesday's 2.30pm (Check your calendar)

STRENGTH EXERCISES - Monday's 2.30pm with Physio Rhonda



CHURCH SERVICES

UNITING CHURCH - 1st Wednesday each Month 2.45pm

ANGLICAN CHURCH - 2nd Thursday each Month 10.30am

SALVATION ARMY CHURCH - 4th Wednesday each Month 2.45pm

HEALTH AND WELLBEING

Preventing dehydration in hot weather

The Summer is almost upon us and the temperatures are rising, so now is the time to think about staying hydrated and cool.

The human body contains a high proportion of water, so when the temperature rises and the body tries to cool itself by sweating, dehydration can occur. The human body consists of nearly 60 per cent water; brain tissue is said to consist of about 85 per cent water. This is why drinking 6–8 glasses of water a day helps our body function efficiently. If your Doctor has you on fluid restriction, it is best to talk to him/her as to what they wish you to do in the heat.

Fluid loss is a natural occurrence however it increases in hot and humid conditions.

Activities such as walking can result in increased fluid loss in a very short period of time.

How do I combat dehydration during hot weather?

Water should be drunk to counteract dehydration in hot or humid weather, regardless of your activity level. Drinking water helps lower your body temperature and replace the fluid you lose through sweating. You should drink water before you get to the stage of feeling thirsty.

It's best to remember that other drinks, such as soft drinks, coffee, or alcohol-containing beverages, are no substitute for water. Although they contain water, they also contain ingredients which are dehydrating.

Other things you can do to avoid dehydration during hot weather include:

Avoiding the sun in the middle of the day — do outdoor activities early in the morning or evening instead;

Wearing sunscreen and a hat that shades your head, neck, ears and face — sunburn stops your body from cooling itself down properly;

Wearing thin, loose clothing — this allows good airflow, which helps sweat evaporate; and

Avoiding dark clothing, as this absorbs more heat than light clothing.

Schedule regular beverage breaks and keep a water bottle handy so you can take frequent sips of water while you work or exercise.





WORD SEARCH - Zodiac

Can you find the hidden words? They may be horizontal, vertical or diagonal, forwards or backwards.



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

APRIL, AQUARIUS, ARIES, AUGUST, CANCER, CAPRICORN, DECEMBER, FEBRUARY, GEMINI, JANUARY, JULY, JUNE, LEO, LIBRA, MARCH, MAY, NOVEMBER, OCTOBER, PISCES, SAGITTARIUS, SCORPIO, SEPTEMBER, TAURUS, VIRGO.

GIGGLE TIME

The Garden of Eden

A few days after finishing His creations, the Lord called to Adam and said, "It is time for you and Eve to begin the process of populating the earth so I want you to kiss her."

Adam was a bit confused. "Yes Lord, but what is a kiss?" So the Lord gave a brief description to Adam who took Eve by the hand and took her to a nearby bush. A few minutes later, Adam emerged and said, "Thank you Lord. That was enjoyable."

The Lord replied, "Yes Adam, I thought you might enjoy that and now I'd like you to caress Eve." And Adam said, "What is a caress?" So the Lord again gave Adam a brief description and Adam went behind the bush with Eve.

A while later, Adam returned, smiling, and said, "Lord, that was even better than the kiss." And the Lord said, "You've done well, Adam. Now I want you to make love to Eve." And Adam asked, "What is 'make love' Lord?" So the Lord again gave Adam directions and Adam went again to Eve behind the bush, but this time he reappeared in two seconds.

Adam said, "Lord, what is a headache?"

Paternal Payback

On the day I received my learner's permit, my father agreed to take me out for a [driving lesson](#). With a big grin, he hopped in behind the driver's seat. "Why aren't you sitting up front on the passenger's side?" I asked.

"Kirsten, I've been waiting for this ever since you were a little girl," Dad replied. "Now it's my turn to sit back here and kick the seat."



IMPORTANT INFORMATION

WHAT TO DO WHEN THE FIRE ALARM SOUNDS

Residents and Visitors should remain where they 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.



COMMUNICATION

USING EMAIL TO CONVERSE WITH OUR MANAGEMENT TEAM

Sometimes it is out of hours when you think of things you might like to raise with us. For those with email access you can have a conversation by email with our management team.

Chief Executive	Barb Duffin	barbceo@havilah.org.au
Director of Care	Kelsey Hooper	dhs@havilah.org.au
Director of Services	Cleta Roughead	cleta.roughead@havilah.org.au
Food Services Manager	Di Jackson	di.jackson@havilah.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

Community Centre 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.

Other useful numbers can be found in your Resident Information Folder

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

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

Director of Services (RN1) Cleta Roughead 5459 0154 or internal dial 154.

The Director can be contacted by email using the email address:

raglanmanager@havilah.org.au

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

email: barbceo@havilah.org.au or

Director of Care Kelsey Hooper 54 617383 email: dhs@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.

Answers to last months quizzes

Questions	Answers
What is a group of bears called?	a. Triage, b. Clan, c. Peck, d. Sleuth
What the collective term for Turkeys?	a. Rafter , b. Drift, c. Parliament, d. Congress
A group of which of these animals is called a charm?	a. Teal, b. Baboons, c. Ibex, d. Hummingbirds
All three of these animals, Auks, Ants, and Badgers, share the same collective term. What is the term?	a. Colony , b. Ambush, c. Swarm, d. Fortress
A crash is the collective term of which of these animals?	a. Elephants, b. Hippos, c. Dogs, d. Rhinos
The collective term for Foxes is which of the following?	a. Skulk , b. Army, c. Knot, d. Gang
Which animal does not share the collective term herd?	a. Walruses, b. Boars, c. Bats , d. Buffalo
The collective term for tigers is?	a. Spring, b. Spinster, c. Ambush , d. Dart
An Ostentation is the collective term for these animals.	a. Penguins, b. Ferrets, c. Vipers, d. Peacocks
A clowder is the collective term for which group of animals?	a. Cats , b. Zebras, c. Horses, d. Apes

Arrow words Puzzle No 2

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



Mini Crosswords No 1

S	A	P	I	E	N	T
W		R		N		R
I	N	E	R	T	I	A
N		F		R		I
D	I	A	L	E	C	T
L		C		A		O
E	L	E	C	T	O	R



Here is your competition. The first correct entry drawn (or the person who has the most correct answers) will be declared the winner and the prize awarded to them. Entries close 4th December 2016

Trivia Quiz

1. Who was Wil Shakespeare in the 1998 movie, *Shakespeare in Love*?

a. Ralph Fiennes b. Joseph Fiennes

2. Who directed the 1997 movie, *Titanic*?

a. Steven Spielberg b. James Cameron

3. Who was James Bond in the 1997 movie, *Tomorrow Never Dies*?

a. Pierce Brosnan b. Roger Moore

4. Who was Jerry Welbach in the 2001 movie, *The Mexican*?

a. George Clooney b. Brad Pitt

5. Who was the *Daredevil* in the 2003 movie of the same name?

a. Jude Law b. Ben Affleck

6. Who was Joanna Eberhart in the 2004 movie, *The Stepford Wives*?

a. Teri Hatcher b. Nicole Kidman

7. Who was Maggie Fitzgerald in the 2004 movie, *Million Dollar Baby*?

a. Sandra Bullock b. Hilary Swank

8. Who was Mr Brown in the 2005 movie, *Nanny McPhee*?

a. Hugh Grant b. Colin Firth

9. Who is Robert Ramsey in the 2006 movie, *Poseidon*?

a. Nick Nolte b. Kurt Russell

10. Who is the voice of RJ in the 2006 movie, *Over the Hedge*?

a. Bruce Willis b. Mel Gibson