

ISSUED 24th December 2015



RAGLAN TATTLER



Merry Christmas

The Management and Staff of Havilah would like to wish the Residents of Raglan House a Merry Christmas and a Happy New Year.

Whether your spending Christmas here at Raglan House or home with family, we wish you the warmest of Seasons Greetings and hope a little Christmas magic finds its way into your heart.

The Staff would like to Thank all Residents for allowing us to be part of your lives and welcoming us into your home each & everyday of the Year.



Annual Christmas BBQ

Residents of Raglan House and the Havilah on Palmerston Community come together to celebrate Christmas with their families and friends at the 2015 Annual Christmas BBQ.

Around 210 people attended the evening in the cool but fine conditions. Resident were entertained by Rebecca and Kaye Mowbray. Rebecca gave a sparkling performance singing a collection of Christmas Carols to the appreciative crowd and was beautifully accompanied by Kaye on the piano.

Resident enjoyed a delightful meal supplied by the Havilah Kitchen with a wide range of meats, salads, tempting desserts and an array of refreshments.

Havilah wish to thank all the volunteers who once again gave their time to ensure the evening was a success. Havilah would also like to thank all the residents and their guests for their positive comments and feedback.





CARE LEAVERS AUSTRALIA NETWORK

A national peak organisation for people who grew up in an Orphanage, Childrens Home or Foster Care

The Care Leavers Australasia Network (CLAN) is a national, independent, peak membership body that represents and advocates for people who were raised in Australia's orphanages, Children's Homes and foster care.

CLAN has been operating since 2000 and has offices in Sydney and Melbourne. CLAN offers the following services:

- Free telephone or face to face counselling
- Socials get-togethers in all states
- Reunion support
- Bi-monthly newsletter
- Help to obtain your Ward or Home file
- Help to write your personal story
- Free advertising in the CLAN newsletter to locate lost family members or Home friends
- Assistance in family research
- Access for CLAN library members to a national library with an extensive collection of personal stories, histories of orphanages and research documents. The library also contains a large self-help section.
- Clan can assist members to get their parent's war service records for free.
- Advocacy and lobbying on issues relating to care leavers services in all states
- Clan has a National Orphanage Museum

Free Call: 1800 008 774 Mobile: 0425 204 747 or WWW.clan.org.au

Happy Hour - Day Change New Year

Residents are advised that Happy Hour will be on Thursday 31st December at the normal time of 5.00pm for New Years Eve.

Friday the 1st January 2016 the evening meal will be the normal weekday style meal served in the dining room at 5.30pm.

Residents can also attend the New Years night Fireworks display upstairs at the Neill Street end Kitchenette and view the Fireworks display from the Highland Games at Princess Park. Drinks and Nibbles will be served commencing at 9.00pm. The fireworks are scheduled to begin between 9.30 - 10.00pm.

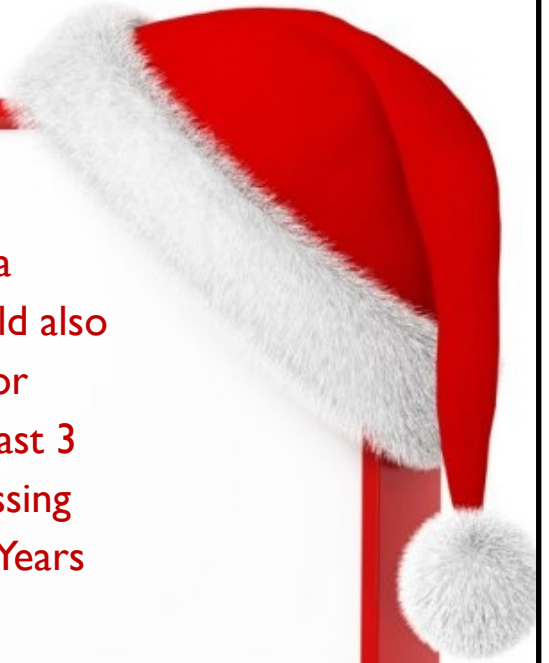


HAVILAH HAIRDRESSING SALON

Julie Hendrickson would like to wish all residents a Merry Christmas and Happy New year. Julie would also like to express her sincere thanks to all residents for their continued support and patronage over the past 3 years. Julie wishes to advise the Havilah Hairdressing Salon will be closed over the Christmas and New Years period and re-open on Tuesday 5th January 2016.

Merry Christmas Everyone

Julie Hendrickson

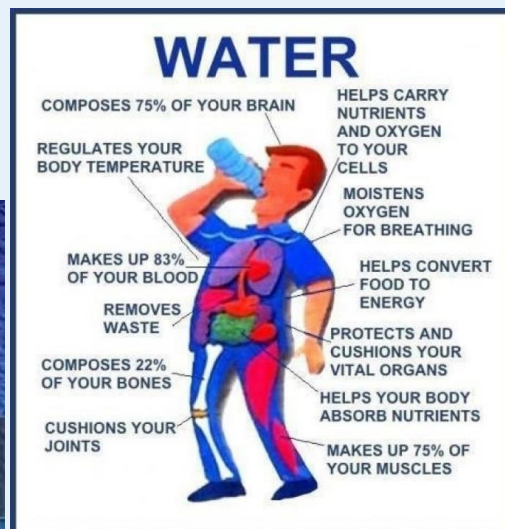
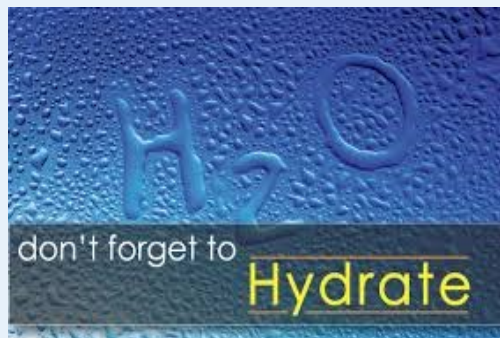


Hi from the desk of the Director of Care,

Summer is upon us and boy is it hot for the first week and they are predicting this heat will continue. This is then a good opportunity to look at our requirements for fluid intake to ensure our residents do not become dehydrated.

There are some common signs of dehydration in the elderly

- **Sticky or dry mouth**
- **Increased thirst**
- **Fatigue**
- **Dizziness**
- **Headache**
- **Increased confusion**



It is recommended that the elderly maintain their fluid intake at approx. 1.5 litres per day for an averaged sized person, so remember when visiting your relative or going for outings that we keep in mind the need to drink plenty of water and be aware of the signs for dehydration. I do appear to harp on this issue but it is the simplest thing we can do to maintain good health.

All the Christmas decorations are going up and boy do they look great. It gives a feeling for the season. With the Havilah Xmas BBQ's happening this week I hope to see everyone there and enjoying themselves. We had an unannounced visit from the Accreditation Agency on the 1st Dec where they evaluated our care delivery, interviewed residents and looked at our processes. We thank all our residents, family and friends for continually supporting Havilah and making suggestions for improvement that ensures we deliver the highest standard of care. Suggestion boxes are located at the entrances to Havilah please continue to fill in the forms to help us maintain our care delivery standards.

Merry Christmas

Dave

GIFTS:

We ask that Residents do not make gifts to individual members of staff of Havilah. Individual staff accepting gifts put their jobs in jeopardy, so please do not be upset when gifts are refused. We would appreciate your co-operation in relation to this.

A smile and thank you lets us know that you are happy at Havilah and our staff are rewarded by the knowledge that they have contributed to your wellbeing and enjoyment of each day.



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 Human Services	Kelsey Hooper	dhs@havilah.org.au
Director of Care	Dave Burrige	dave.burridge@havilah.org.au
Director of Services	Cleta Roughead	raglanmanager@havilah.org.au
Food Services Manager	Di Jackson	di.jackson@havilah.org.au

GREAT THINGS TO DO

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

UPCOMING EVENTS



Happy Hour Every Friday evening (Except Thur 31st Dec 15)

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



Raglan House Resident Meeting at 1.15pm November 2nd Downstairs Raglan House (Bingo Area)

MEETINGS ARE A FORUM FOR IDEAS AND NEW INITIATIVES
TO BENEFIT RESIDENTS AND FAMILIES. WE WELCOME YOUR INPUT



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 Keith know and he will do his best to arrange the
outing for you. **(No Bus Trip Out Christmas Eve 24th December)**



500 Cards Games - Every 4th Wednesday Evening of the Month at 7.00pm.

Downstairs Raglan House Inkerman St end Kitchenette. Tea & Coffee provided.



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.

BE SAFER ON YOUR FEET



WEEKLY ACTIVITIES

NEW YEARS NIGHT FIREWORKS DISPLAY

Friday 1st January at 9.00pm Upstairs Raglan House

BUS TRIP OUT - Thursday's 1.30pm

NAIL-CARE - 10.00am Wednesday mornings each week

FOOT SPA - 9.30am Thursday mornings each week

HOY - Monday 10.30am

BINGO - Monday to Friday 1.30pm



CARPET BOWLS - Friday Morning 10.30am

(No Session Christmas Day 25th Dec 2015)

MARBOWLS - Tuesday Morning 10.30am

CHAIROBICS - Tuesday & Friday 2.30pm

STRENGTH EXERCISES Monday's 2.30pm

(No Sessions over Christmas Recommencing Monday 4th January 2016)

MUSIC VIDEO CONCERT - 2nd Wednesday of the month 2.45pm

CARDS 500 - 4th Wednesday of the month 7.00pm



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



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 either :

Director of Care (RN1) David Burridge 5461 7489

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

Both directors can be contacted by email using the email address:

raglanmanager@havilah.org.au

You can also contact: **CEO Barb Duffin** 5461 738 Mobile 0429 617380

email: barbceo@havilah.org.au or

Director of Human Services Kelsey Hooper 54 617383 email: dhs@havilah.org.au

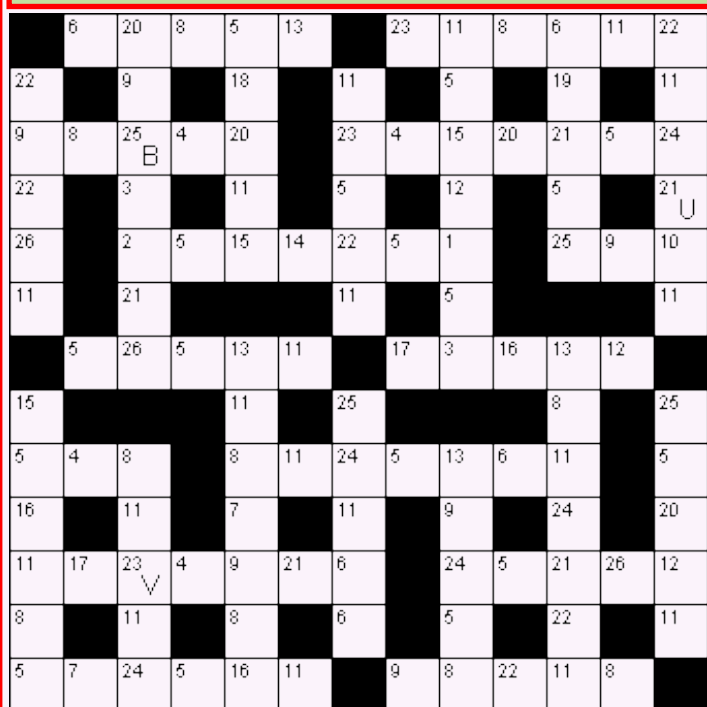
If you report an issue to any staff member they will fill out a form on your behalf.

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.

CODEWORD NO. 16



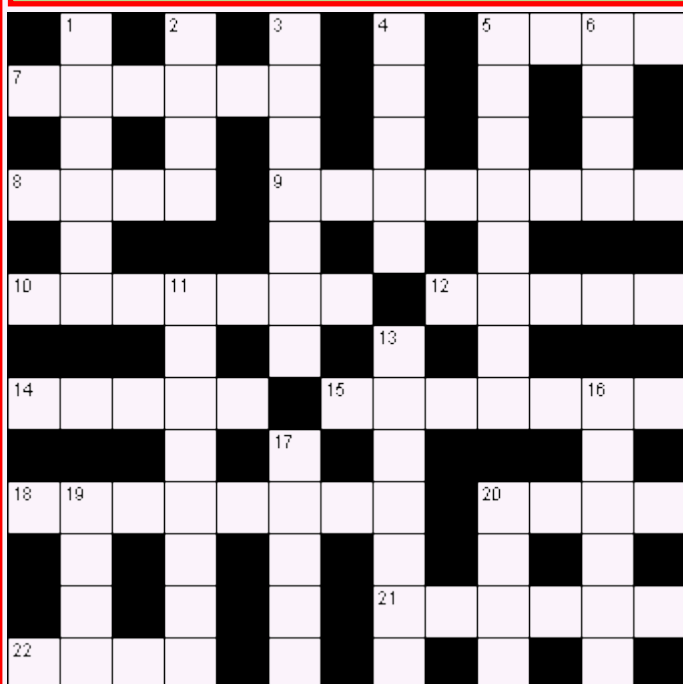
Each letter in this puzzle is represented by a number 1-26.

Can you crack the code and solve the crossword?

Every letter of the alphabet is used

1	2	3	4	5	6	7	8	9	10	11	12	13
14	15	16	17	18	19	20	21	22	23	24	25	26

THEMED CROSSWORD NO.17



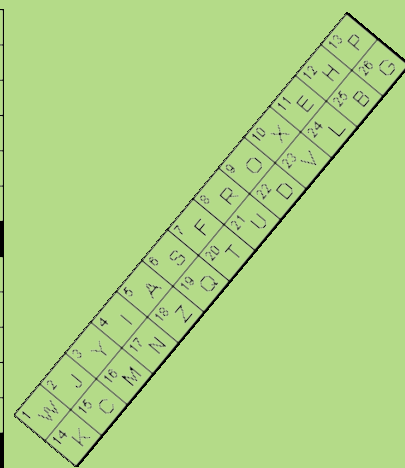
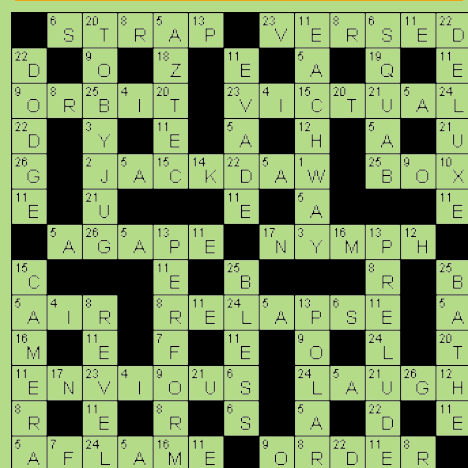
Across

5. Type of meat (4)
7. Used to make a 'split' (6)
8. Acidic fruit (4)
9. Spirit distilled from potatoes (8)
10. Cut of beef (7)
12. Shaped and dried dough (5)
14. Milled from grain (5)
15. Salad vegetable (7)
18. Thick syrup (8)
20. Part of a rib of meat (4)
21. Dried grape (6)
22. Fresh or saltwater fish (4)

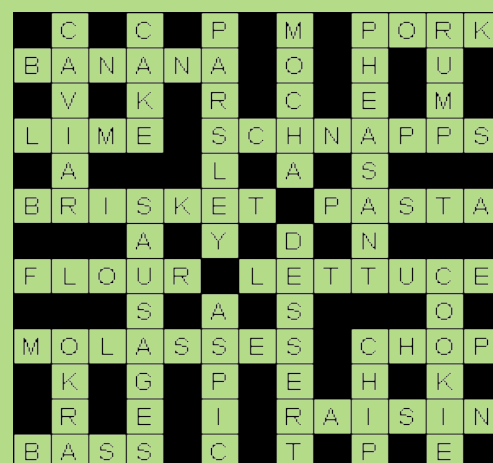
Down

1. Roe of sturgeon (6)
2. Baked flour, sugar and eggs (4)
3. Aromatic herb (7)
4. Type of dark coffee (5)
5. Game bird (8)
6. Cut of steak (4)
11. Sometimes made from 5 across (8)
13. Sweet (7)
16. Type of biscuit (6)
17. Jelly made from stock (5)
19. Edible pods (4)
20. Fried potato (4)

SOLUTION TO CODEWORD 16



SOLUTION No.17



WORD SEARCH - SILVER SCREEN 2

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

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

ALAN LADD, CARY GRANT, CHARLES BOYER, DAVID NIVEN, ERROL FLYNN, FRED ASTAIRE, GARY COOPER, HENRY FONDA, HUMPHREY BOGART, JAMES MASON, JOHN WAYNE, LAURENCE HARVEY, LAURENCE OLIVIER, LESLIE HOWARD, RAY MILLAND, ROBERT DONAT, ROBERT MITCHUM, ROBERT TAYLOR, RONALD COLEMAN, TYRONE POWER, WILLIAM POWELL.

HAV A LAUGH

Jokes

What does Santa suffer from if he gets stuck in a chimney?

Claustrophobia!

Why does Santa have three gardens?

So he can 'ho ho ho'!

Why did Santa's helper see the doctor?

Because he had a low "elf" esteem!

What kind of motorbike does Santa ride?

A Holly Davidson!

What do you call a cat in the desert?

Sandy Claws!

What did the sea Say to Santa?

Nothing! It just waved!

What does Santa do with fat elves?

He sends them to an Elf Farm!

What do you get if you cross Santa with a duck?

A Christmas Quacker!

What says Oh Oh Oh?

Santa walking backwards!

What goes Ho Ho Whoosh, Ho Ho Whoosh?

Santa going through a revolving door!

Why does Santa go down the chimney on Christmas Eve?

Because it 'soots' him!

Who is Santa's favorite singer?

Elf-is Presley!

What do you call Santa's little helpers?

Subordinate clauses!



"You're getting too old to celebrate like you used to. It's time to say No-No-No instead of Ho-Ho-Ho!"