

RAGLAN TATTLER

ISSUED December 2016

Please contact Andrew on 5461 7387 or email andrew.earl@havilah.org.au if you would like your Havachat sent via email

HAVILAH WEBSITE: www.havilah.org.au



Merry Christmas

***To Each and Every One of our Havilah Community.
Have a Safe and Happy Festive Season.***

FUNCTIONS FOR CHRISTMAS & NEW YEAR

FRI 16TH DECEMBER Annual Christmas Barbecue

Commences 5.30 pm

THURSDAY 22ND DECEMBER Christmas Lights Tour

SUN 25TH DECEMBER Christmas Day at Havilah

3 Course Lunch \$25 per head. Definite cut off for visitor bookings Wednesday 21st December. Telephone Reception 54590140 or email mail@havilah.org.au for bookings

Sun January 1st - 9.00 pm New Years Day Fireworks,

Top Floor Raglan House - Drinks and Nibbles pre viewing of the Princes Park Fireworks Display

RAGLAN HOUSE ACCREDITATION

Following an on site assessment by the Aged Care Quality Agency over the 22nd and 23rd of November, the Assessors have recommended that Raglan House has met all 44 quality outcomes. This should result in a further 3 year accreditation period for Raglan House. Most importantly residents commented to the assessors that they were very happy and satisfied with the accommodation and service provided. Thank you to everyone who made a positive contribution to the result.

Resident Meeting— Monday 6th February at 1.15 pm

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

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.



The new magnetic glass notice boards have been installed in the Foyer near the Dining room area and in front of the Lifts. They will be used each day to let residents and families know what activities are scheduled within in the facility.

Inspirational Quotes

Quote:

"A ship is safe in harbour, but that's not what ships are for."

Lesson to learn:

We can be safe and comfortable at home, but the point of life is to experience adventure and live it to the fullest



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





Volunteer Carol and Alma

IMPERIAL EGG GALLERY



Marion and Betty enjoy afternoon tea at the Imperial Egg Gallery.



Eileen enjoyed her outing to the Imperial Egg

ALL HAD GREAT FUN MAKING GINGERBREAD HOUSES



RESIDENT SURVEYS - October 2016:

Of the 63 (41 Harkness + 22 Raglan) residents surveyed:

95% of residents are happy with the atmosphere in the dining rooms at meals times.

97% of residents surveyed state that they can go to bed when they wish to.

100% of residents believe that when they attend a community outing it meets their needs.

97% surveyed residents have said their room is quiet enough.

FROM THE KITCHEN

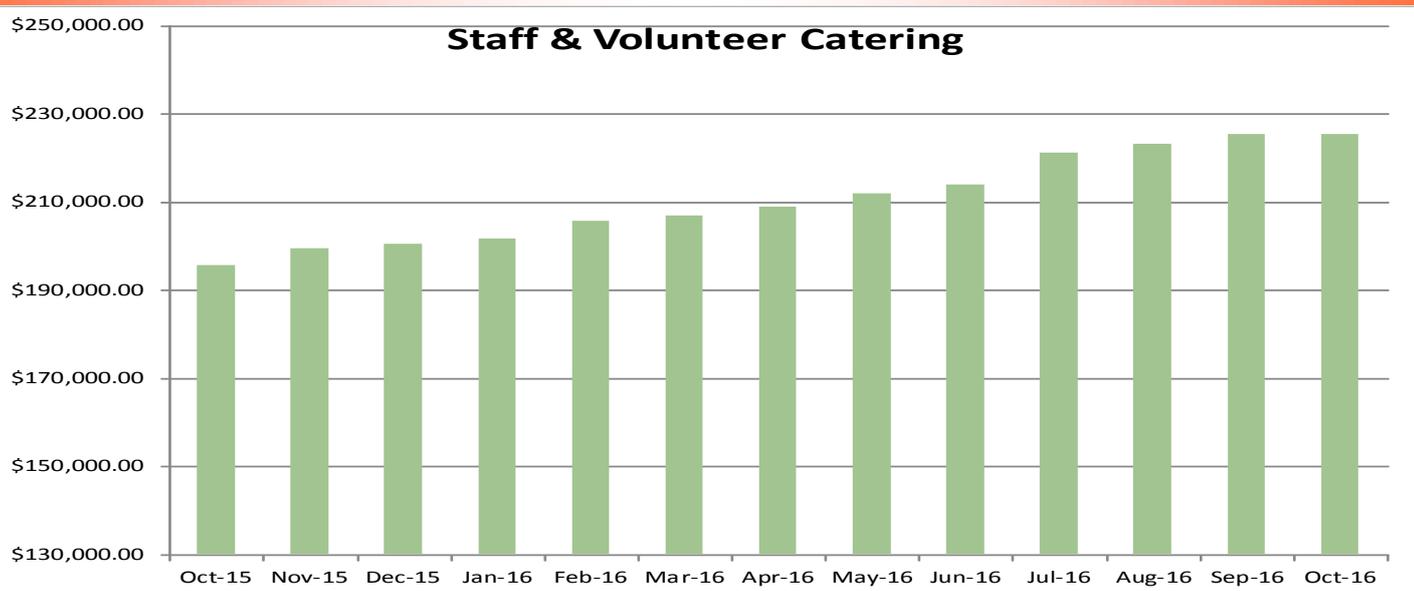
Havilah menus are prepared within the guidelines of aged care nutrition and menu planning. Care and consideration is taken to ensure residents are offered a healthy and nutritious diet. Residents with special dietary requirements are also catered for.

The menu for each day is displayed on the dining tables. If residents do not wish to have the 'First Choice' they can notify the catering staff that would like the 'Second Choice' shown on the menu. **Alternates at Lunch time are** - salads, sandwiches, quiche, baked beans and spaghetti which are available on request. Please advise kitchen staff at breakfast if you would like one of the Lunch alternates rather than what is being offered on the menu for the day.

At tea time there is a selection of two soups, two mains and two sweets on the menu.

Alternates at tea time are - Salads, raisin toast and sandwiches. Please advise the kitchen prior to 3pm if you would like one of these alternate choices.

This table shows the amount of fundraising provided by the Havilah volunteer catering group. The Group provides catering for birthdays, parties, funerals and weekly dinners for Maryborough Rotary. New volunteers are always welcome. Please see Kim



Arrow crossword 3

Musical instrument		Racket		Afresh		Curious	Claim		Wane		Charge	
Overseas							Mature				Jump	
						Suitable for farming						
						Unused						
Aquatic birds		Blue-violet							Insect			
		Expel							Parallel of latitude			
						Quick and skillful				Division of quantity		Swarm
						Result						
Expert	Gem						Burst out					
	Naive											
			Twitch	Famous admiral							Novel	
Perform				Spell		Lair	Backbone					
Height							Long poem					
								Part of a list				
Constrictor		Crawl						Fibber		Languish		Unit of power
		Desiccated										
			Single number			Nothing			Ruminant food		Rumpus	
						Sticky substance						
Incorrect							Noisy insect					
Claim back	Become liable to						Inspect accounts					
						Fervid						

FALLS PREVENTION

Be active everyday.

Go for a short walk with a friend.

Participate in exercise classes



Things my mother used to say

Say pardon, not 'what'

Back in my day

What did your last slave die of?

No pudding until you've eaten all your dinner

I've told you so many times

You'll have someones eye out with that

**If someone asked you to jump off a cliff,
would you?**

FROM THE DESK OF CLETA ROUGHEAD DIRECTOR OF SERVICES



May the joy and spirit of Christmas remain with you throughout the festive season.

Wishing you Peace and happiness.

Ballarat Podiatry have increased their visits to Raglan and will be available for Podiatry consultations Friday afternoons twice monthly from January 20th. Podiatrist Caitlyn Little will be available for your podiatry needs on the following dates in 2017:

JANUARY TO JULY

Friday January 20th and 27th

Friday March 3rd and 10th

Friday April 21st and 28th

Friday June 2nd and 9th

Friday July 14th and 21st

AUGUST TO DECEMBER

Friday August 25th

Friday September 1st

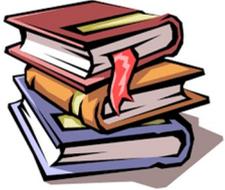
Friday October 6th and 13th

Friday November 17th and 24th

Friday December 15th and 22nd

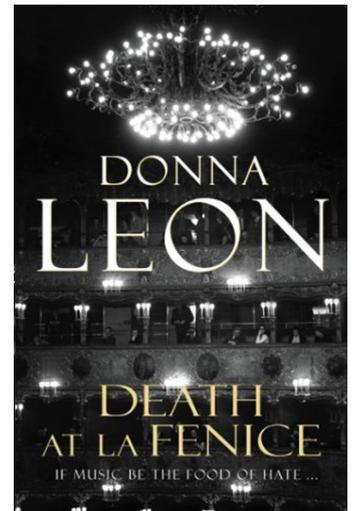
WORD OF THE MONTH

Bailiwick: An area of interest, activity or authority.



BOOK REVIEW

DEATH AT LA FENICE



There is little violent crime in Venice, a beautiful floating city that ones imagines to be a mysterious and magic place with a long history. But the evil that does occasionally rear its head is the jurisdiction of Guido Brunetti, the suave, urbane vice-commissario of police and a genius at detection. Now all of his admirable abilities must come into play in the deadly affair of Maestro Helmut Wellauer, a world-renowned conductor who died painfully from cyanide poisoning during an intermission at La Fenice. (La Fenice is an opera house in Venice, Italy. It is one of "the most famous and renowned landmarks in the history of Italian theatre", and in the history of opera as a whole.)

But as the investigation unfolds, a chilling picture slowly begins to take shape--a detailed portrait of revenge painted with vivid strokes of hatred and shocking depravity. And the dilemma for Guido Brunetti will not be finding a murder suspect, but rather narrowing the choices down to one. . . .

About the Author



Donna Leon (born September 29, 1942, in Montclair, New Jersey) is an American author of a series of crime novels set in Venice and featuring the fictional hero Commissario Guido Brunetti.

Donna Leon has lived in Venice for over twenty-five years. She has worked as a lecturer in English Literature for the University of Maryland University College - Europe (UMUC-Europe) in Italy, then as a Professor from 1981 to 1999 at the American military base of Vicenza (Italy) and a writer. Her crime novels are all situated in or near Venice. They are written in English and translated into many foreign languages

Don't forget the mobile library comes every second week on a Monday

GREAT THINGS TO DO

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.

Raglan House Residents/Advocate Meeting

Next meeting Monday 6th February , 2017 at 1.15 p.m.

Christmas Day Lunch

December 25th 12 noon

Special Morning Tea and Reminiscing Chat

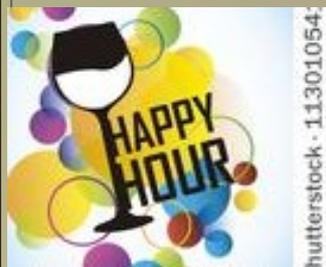
each Friday at 10.30 a.m.

High Tea Havilah on Palmerston Retirement Community

Raglan House Residents very welcome

Friday 13th January

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



FALLS PREVENTION AND STRENGTHENING EXERCISES (WILL BE CHAIROBICS WHILE RHONDA IS AWAY OVER DEC/JAN

Monday afternoons 2.45 - 3.15pm

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

SPECIAL MORNING TEA/REMINISCING CHAT -

Friday Morning 10.30am with Anne and June

MARBOWLS - Tuesday Morning 10.30am

CHAIROBICS - Tuesday & Friday 2.45pm

CRAFT WITH CUPPA & CHAT -

Selected Wednesday's 2.45pm (Check your calendar)

STRENGTH EXERCISES WILL BE REPLACED WITH CHAIROBICS -

Monday's 2.45pm from Christmas week to the end of January.

CHURCH SERVICES

NO CHURCH SERVICES FROM CHRISTMAS DAY TO THE END OF JANUARY.



HEALTH AND WELLBEING

DENTAL HEALTH

The mouth is the gateway to the body—it is constantly being bombarded with invaders like bacteria, viruses, parasites and fungi (like thrush). This is why we need to look after our dental and oral health.

Cavities and gum disease are both caused by infections. Cavities in the teeth and gum disease in tissues and bone of the jaw. Even if you are not experiencing pain with these issues you could be affecting your health.



How do we help our oral health.

- ◆ eat diet high in vegetables and low in refined sugar and starch is best.
- ◆ If you eat between meals, choose mouth friendly snack foods including sugar free yogurt, raw vegetables, cheese or fruit.
- ◆ Brush at least twice a day, three times is better. (Electric toothbrushes are best but there is nothing wrong with a soft-medium toothbrush)
- ◆ Toothpaste containing fluoride is still the best but your favourite toothpaste is better than none.
- ◆ Floss gently so as not to damage the gum tissue
- ◆ Mouthwash combats bacteria causing cavities and plaque. Use at least once a day.
- ◆ Dental check ups with your friendly Dentist is recommended at least once a year, every 6 months is better.
- ◆ Be aware that dry mouth caused by some illnesses and medications is not only annoying and uncomfortable, but allows bacteria to get to work between brushings. Talk to your Dentist about ways to overcome this problem.

No teeth I hear you say!

Well caring for your mouth if you wear dentures (false teeth) is just as important.

Prevent mouth and gum disease by making sure your dentures fit properly and that they are clean and in good condition.





WORD SEARCH - YAKETY-YAK

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

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

ACCENT, ADDRESS, ARGUE, BABBLE, BLAB, BLUSTER, CANT, CHAT, CHATTER, COMMENT, COMMUNICATE, CONVERSATION, CONVERSE, DEBATE, DISCLOSE, DISCOURSE, DISCUSS, DISSERTATE, DIVULGE, GABBLE, GOSSIP, GUSH, IMPART, INFLECT, LANGUAGE, LECTURE, LINGO, MODULATE, MOUTH, NARRATE, ORATE, PALAVER, PARLEY, PATOIS, PONTIFICATE, PRATE, PREACH, RAP, SHOUT, SLANG, SPEAK, SPEECH, SPIEL, TALK, TELL,

TRIVIA QUIZ Drop your answers in to Reception the Winner will be announced in the next TATTLER

Those attending the recent Havilah Volunteer Night had a lot of fun working these out. You have to work out what the letters mean. For example 26 L in the A is 26 letters in the Alphabet. The answers may be phrases in speech, song titles or lines from a song, films, nursery rhymes, sayings anything at all. See how you go without using mobile phones or other electronic devices Good Luck....

	Clues	Answers
1	26 L of the A	26 Letters in the Alphabet
2	7 W of the W	
3	12 S of the Z	
4	18 H on a GC	
5	5 T on a F	
6	90 D in a R A	
7	3 W on a T	
8	1000 M in a M	
9	13 in a B D	
10	6 S on the A F	
11	7 D of the W	
12	64 S on a C B	
13	9 L of a C	
14	8 T on an O	
15	6 B in an O of C	
16	20 Y in a S	
17	A T W in 80 D	
18	2 E and 2 E on Y H	
19	26 F in a Y	
20	21 S in a G	

GIGGLE TIME



Q: What's red and white and black all over?
A: Santa Claus after he slid down the chimney.

One Christmas, Joe and Peter built a skating rink in the middle of a field. A shepherd leading his flock decided to take a shortcut across the rink. The sheep, however, were afraid of the ice and wouldn't cross it. Desperate, the shepherd began tugging them to the other side.

'Look at that,' remarked Peter to Joe, 'That guy is trying to pull the wool over our ice!'

The judge asked the defendant what he was charged with.

"Doing my Christmas shopping early," was the reply.

"That not illegal!. How early were you shopping?"

"Before the store was open."



A boy with a monkey on his shoulder was walking down the road when he passed a policeman who said, "Now, now young lad, I think you had better take that monkey the zoo." The next day, the boy was walking down the road with the monkey on his shoulder again, when he passed the same policeman. The policeman said, "Hey there, I thought I told you to take that monkey to the zoo!" The boy answered, "I did! Today I'm taking him to the movies." -



A man was waterskiing when he fell into the river. As the boat circled to pick him up, he noticed a hunter sitting in a duck boat in the reeds. The man put his hands in the air and joked, "Don't shoot!"

The hunter responded, "Don't quack."



IMPORTANT INFORMATION

WHAT TO DO WHEN THE FIRE ALARM SOUNDS

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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: barb.duffin@havilah.org.au or

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

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

Complaints can be made openly, anonymously or your name can be kept confidential.

Havilah respects the right of residents and families to raise complaints anonymously, however it is more difficult to obtain the best outcome from anonymous complaints or feed back to the complainant the actions taken as a result of the complaint.

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