

ISSUED 24th February 2015

RAGLAN TATTLER

Havilah On Palmerston Volunteers

Havilah on Palmerston is really a unique and wonderful site. Residents of Raglan House may be interested to know that no fewer than 15 of the Independent community residents volunteer at Raglan House. These individuals freely give their time and come into run activities, assist with setting up and the planning of events. They volunteer with Carpet Bowls, Sing-a-long, Bingo, High Tea, Foot-Spa Nail-care, Concerts, Bus Trip Out, Mar-bowls, One on One Support and Happy Hour. In addition the Residents of Raglan House are welcome to attend all the Activities on the Independent Community Calendar.

This a fantastic example of Community helping each other and what Havilah is all about, people helping people in a relaxed friendly and supportive environment.

All our volunteers do a wonderful job and we acknowledge and sincerely thank them for their magnificent effort and dedication.



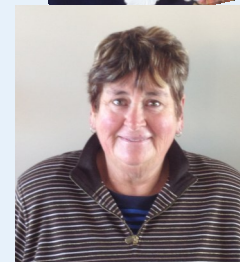
Sing-a-long: Cynthia Jarratt & Marj Beaumont



Carpet Bowls: Anne Start and Val Marks



Bus Trip Out: June Gillespie at Skydancers Castlemaine



Most Activities: Robyn Wagstaff



Carpet Bowls: June Gillespie adjudicates

Havilah Harkness Street's Front Entrance Has Moved Temporarily

If visiting Havilah Harkness St please note that the front entrance has moved to the next door along. The portico has been blocked off and cannot be used for pick-up's or drop-off's. Please follow the arrows and entrance signs to the temporary entrance.

Your patience with the refurbishment is appreciated.

NOTICE FROM THE DIRECTOR OF CARE— Dave Burridge

Hi from the desk of the Director of Care, Christmas has come and gone, hopefully everyone enjoyed the festive season with family and friends and are on track to fit into the clothes we wore last year. As we all can see the construction has started on the redevelopment to parts of the home. I hope residents, family and friends will bear with us at this time and enjoy watching as the development progresses.

As our residents are aging and care needs increase we endeavour to meet these needs to maintain residents safety, we have recently put on extra staff in some areas to assist with the care needs. The feedback from family is essential to our organisation to ensure we are catering for all our resident's needs. There are comments and suggestion forms at major entrances with mail boxes also there, please fill in the forms to assist with improvements Havilah can achieve.

RESIDENT SURVEYS - December 2014

Of the 66 residents surveyed (Harkness = 46 and Raglan = 20)

92.4% Enjoyed the Havilah Christmas Barbeque with family and friends, 6.1% did not attend and 1.5% said they did not like barbeques.

100% of residents liked the Christmas decorations on display.

63.6% Enjoyed the Christmas lunch and/or tea and 36.4% went out for these meals.

83.3% of residents are aware that Havilah has a foot care nurse and podiatrist and are satisfied with the service provided, 1.5% did not know or were not satisfied and 15.2% do not use these services or use external services.

MOBILITY DEVICES SAFETY

People who are mobile enough to operate mobility scooters but are challenged when walking distances generally use Mobility products. Mobility scooters are also known as Motorised Wheelchairs, Motor Chairs, Buggies or Gophers.

Most mobility Scooters are safe if used appropriately. But there is an emerging trend in Australia of death and serious injury associated with the use of mobility scooters, particularly among older people. Death and serious injury can occur when users do not have the necessary strength, physical ability and understanding to operate and manoeuvre mobility scooters safely, including:

- knowledge of safety procedures and the ability to exercise patience in crowded areas such as shopping centres
- enough hand strength and movement to use the controls, steer and turn the scooter
- the ability to turn their head to look to the side and behind
- balance when riding on bumpy or rough ground
- the ability to sit for periods of time and change the position of their body when going up and down inclines
- sound vision and hearing to notice vehicles and pedestrians approaching and to judge distances
- the ability to concentrate for the entire period of the journey and to react quickly enough to stop and turn suddenly if necessary

Statistics

- · 442 hospitalisations related to motorised mobility scooter fall injuries from July 2006 to June 2008
- · 62 identified fatalities related to motorised mobility scooters from July 2000 to August 2010 in Australia

Mobility Scooter Safety

Users should take care when riding a mobility scooter and observe the following safety guidelines:

General

- Stay within the legal speed limit of 10 km/h.
- Be aware that taking medication or driving under the influence of alcohol may affect the user's judgement.
If you are carrying parcels, ensure that the load will not over-balance your motorised mobility device and that the parcels do not interfere with your controls or vision.

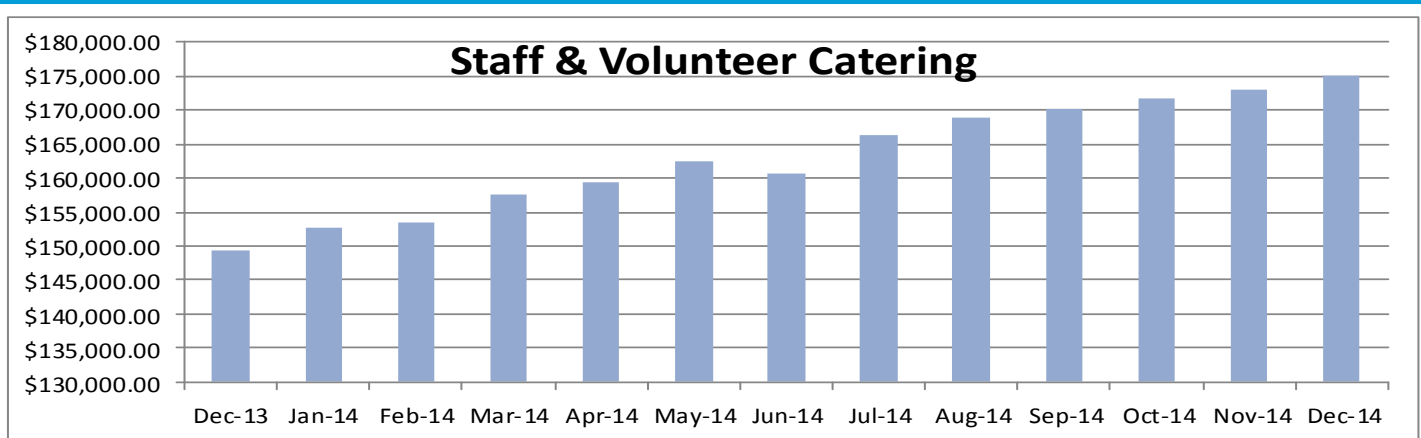
Protective Gear

- Always make sure that you are clearly visible, particularly at night or on dull days—use the lights and reflectors and install a reflective safety flag at a height visible to motorists.
- Wear a bicycle helmet whenever possible.

Pedestrians and Footpaths

- **Always Slow down when you are near other people, especially pedestrians and cyclists.**
- Avoid stopping or driving on inclines greater than your scooter's capabilities.
- Use footpaths if possible. If there are no footpaths, plan to use quieter roads.
Plan your trip and avoid uneven surfaces, dips and potholes.

It is the responsibility of all Residents living in the Havilah on Palmerston development who own and operate a personal mobility device to do so in a safe manner and ensure the safety of all residents living in our wonderful little community.



This table shows the amount of fundraising provided by Havilah external catering service. This service provides catering for events such as birthdays, parties and funerals. The Staff and Volunteer Catering has no connection to the meals provided by Havilah to our residents.

Happy Hour Friday Evening

Residents who know they will not be attending Happy Hour on Friday Evenings are requested to write this information on the Whiteboard in the Kitchen or contact Activity Co-Ordinator Keith on 169.



Please state if you require a meal and if so what you would like to eat from the Happy Hour Menu.

You can choose from - Nibbles Cheese, Crackers, Cabana, Dips, etc. Sandwiches, Cold Roast Chicken, Mini Pies, Sausage Rolls, Quiches, Mini Cocktail Franks, Mini Dim Sim, Prawn Twisters, Spring Rolls, Calamari Rings. Choc Wedge or Ice-Cream Cone.

Changes to Raglan House Church Services



There has been changes to the monthly Church services calendar at Raglan House.

The Uniting Church service will remain the same being held on the 1st Wednesday of each month at 2.30pm with Minister Lorene Day.

The Anglican Service will now be held on the 2nd Thursday of each month at 2.30pm with Rev. Sandra Field.

Havilah are pleased to announce that the Salvation Army will hold service at Raglan House every 4th Wednesday of the month at 2.30pm with Captain Andrew Walker.

Due to other commitments throughout 2015 the AOG Genesis Church will no longer have a monthly service at Raglan House. Pastor Judy Loiterton said the Genesis Church may hold special services every 3 to 4 months at Raglan House with special topics as a forum.

Like the ones hosted in 2014, What Comes Next and Christmas Carols.

Havilah wish to thank the Genesis Church for giving their time so freely to support the spiritual needs of the Residents of the Havilah on Palmerston community. We look forward to seeing Judy and Kevin over the course of 2015 and wish them all the best in their future endeavours.

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	Annie Constable	dhs@havilah.org.au
Director of Services Raglan House	dave.burridge@havilah.org.au	
Clinical Liaison Nurse	Kelsey Hooper	kelsey.hooper@havilah.org.au
Food Services Manger	Di Jackson	di.jackson@havilah.org.au

GREAT THINGS TO DO

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

UPCOMING EVENTS



Happy Hour Every Friday evening

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



Raglan House Resident Meeting Monday 9th March at 1.15pm 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-Ord Keith know and he will do his best to arrange the outing for you.



500 Cards Games - Every 4th Wednesday Evening of the Month at 7.00pm, come along and join the fun and meet the members of the Independent community. Tea, Coffee and supper 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

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



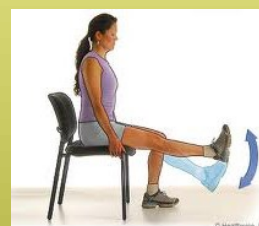
CARPET BOWLS - Friday Morning 10.30am

MARBOWLS - Tuesday Morning 10.30am



CHAIROBICS - Tuesday & Friday 2.30pm

STRENGTH EXERCISES Monday's 2.30pm



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

SING A LONG - 3rd Wednesday's of the month 2.45pm

CHURCH SERVICES

UNITING CHURCH - 1st Wednesday each Month 2.30pm

ANGLICAN CHURCH - 2nd Thursday each Month 10.30am

SALVATION ARMY CHURCH - 4th Wednesday each Month 2.30pm

AOG GENESIS CHURCH - Special days throughout the year



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 IN THE FOYERS OF BOTH BUILDINGS

Residents and families are encouraged to communicate any issues they may have. There is a **Director of Services (RN1) David Burridge** 5459 0154 email dave.burridge@havilah.org.au & **(Clinical Liaison Nurse) Kelsey Hooper** 5459 0154 or internal dial 154. Email kelsey.hooper@havilah.org.au

You can also contact: **CEO Barb Duffin** 5461 7381 Internal Dial 381 Mobile 0429 617380

email: barbceo@havilah.org.au or **Director of Human Services Annie Constable**

54 617383 Internal Dial 383 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.

GENERAL ENQUIRIES

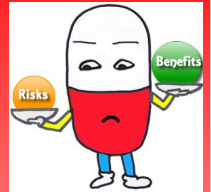
For any general enquiries: Families or residents can contact Havilah 24 hours a day, 7 days a week on Email: rhonda@havilah.org.au or Telephone: 54617387. Leave a message if it is out of office hours and staff will get back to you as soon as possible.

COMMUNITY CENTRE ADMINISTRATION OFFICE HOURS

MON-FRI 9.00 am—12.00 pm for account payments and enquiries

MEDICATIONS

People often think complementary medicines are safe and will not cause any problems. However, complementary medicines may cause side effects or interact with prescription medicines, alcohol and other drugs, and other complementary medicines to cause side effects. It is important to tell all your health care professionals about all the medicines you are taking, including prescribed medicines, over the counter medicines and complementary medicines.



RAGLAN RATTLER EMAIL LIST

If you would like a Raglan Rattler Newsletter sent out to you via email please contact Keith on 5459 0169 or 0408 774 715

EMAIL: keithf@havilah.org.au

HAVILAH WEBSITE: www.havilah.org.au



SIGN OUT BOOK

A reminder to residents and families to sign the sign out book when residents are leaving the facility.

This book needs to be signed when leaving and returning so that we are aware of all residents currently present at Havilah in the case of an emergency.

Please also inform the kitchen if you will not be requiring a meal.



Food Hygiene

It is imperative that residents refrain from touching or serving themselves while the meal services are in progress.

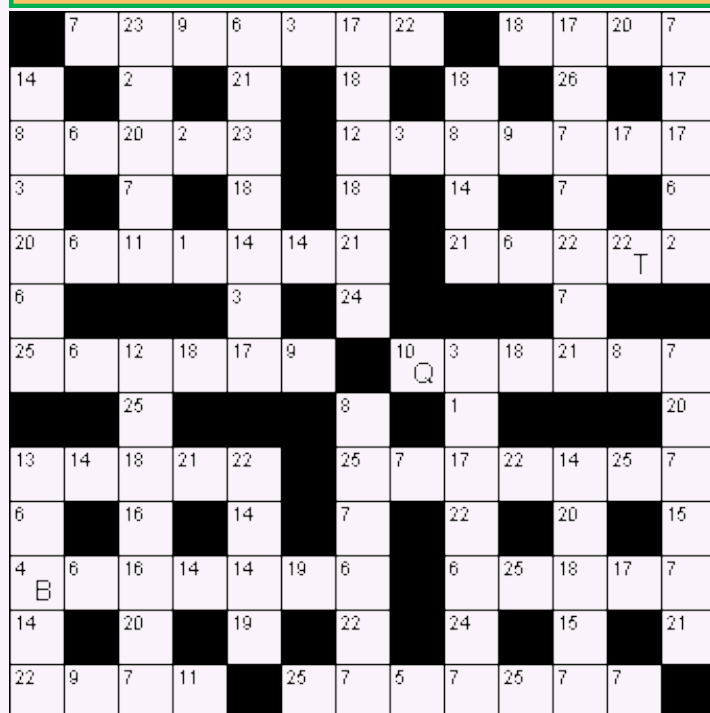
Our staff are trained food handlers, they have the skills and knowledge that are needed to handle food safely as they carry out their work.

Havilah takes great care to ensure the food you are served is safe, please help us by remaining seated and patiently wait until our friendly staff serve you. **Thank You**



DON'T TOUCH

Codeword No.7



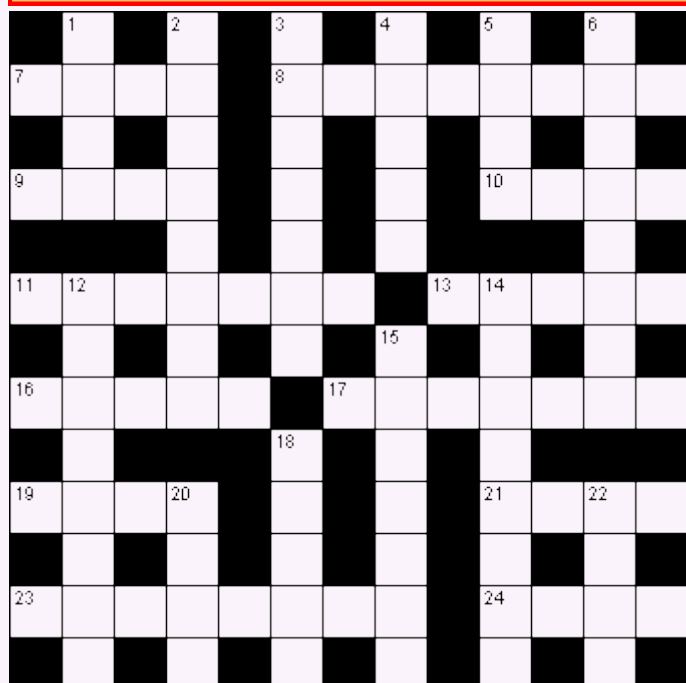
Each letter in this puzzle is represented by a number 1-26.

Can you crack the code and solve the crossword?

Every letter of the alphabet is used at least once. Three letters are already in place to get you started.

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.13



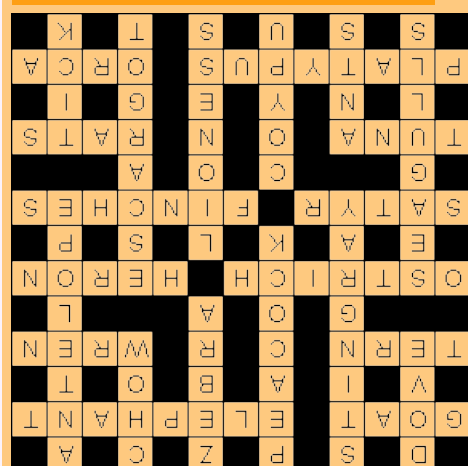
Across

7. Caprine animal (4)
8. Five-toed pachyderm (8)
9. Slender gull with forked tail (4)
10. Small brown bird (4)
11. African flightless bird (7)
13. Wading bird (5)
16. Supernatural woodland creature (5)
17. Small songbirds (7)
19. Large edible fish (4)
21. Rodents (4)
23. Egg-laying mammal (8)
24. Type of whale (4)

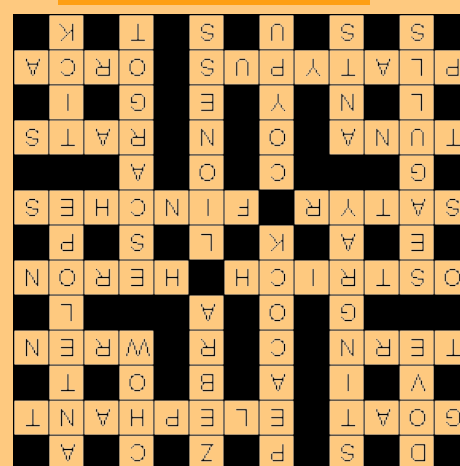
Down

1. Emblem of peace (4)
2. Venomous aquatic creature (8)
3. Showy fowl (7)
4. African equine (5)
5. Breed of dog with bushy tail (4)
6. Graceful ruminant (8)
12. Aquatic birds (8)
14. Edible snail (8)
15. Female wild feline (7)
18. Large aquatic rodent (5)
20. Colony insects (4)
22. Small parasite (4)

SOLUTION TO CODEWORD 7



SOLUTION No.13



WORD SEARCH **What's Cooking**

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



BAKE, BARBECUE, BASIN, BOIL, BRAISE, BROIL, CAN OPENER, CHEF, CODDLE, CONDIMENT, COOK, CUPS, FORK, FRIED, FRYING PAN, GRILL, HEAT, KNIFE, MARINATE, MICROWAVE, MIXER, OVEN, PEPPER, PLATE, POACH, RECIPE, RELISH, ROAST, ROLLING PIN, SALAD, SALT, SAUCE, SAUCEPAN, SIEVE, SKILLET, SPATULA, SPOON, STEAMED, STEEPED, STIR FRY, TIMER, TOASTED.

HAVE' A 'LAUGH



"Sorry, lad, but I lost all me gold during the recession. All I can give ya is a buck thirty in change!"

An Irishman was flustered not being able to find a parking space in a large mall's parking lot.

"Lord, "he prayed, "I can't stand this, If you open a space up for me, I swear I'll give up drinking me whiskey, and I promise to go to church every Sunday."

Suddenly, the clouds parted and the sun shone on an empty parking spot. Without hesitation, the man said, "Never mind, I found one."

Two paddies were working for the city public works department. One would dig a hole and the other would follow behind him and fill the hole in. They worked up one side of the street, then down the other, then moved on to the next street, working furiously all day without rest, one man digging a hole, the other filling it in again.

An onlooker was amazed at their hard work, but couldn't understand what they were doing. So he asked the hole digger, "I'm impressed by the effort you two are putting in to your work, but I don't get it - why do you dig a hole, only to have your partner follow behind and fill it up again?"

The hole digger wiped his brow and sighed, "Well, I suppose it probably looks odd because we're normally a three-person team. But today the lad who plants the trees called in sick."



"Am I Irish? Are you kidding? I was born green!"

One night, Mrs McMillen answers the door to see her husbands best friend, Paddy, standing on the door-step.

"Hello Paddy, but where is my husband? He went with you to the beer factory"

Paddy shook his head. "Ah Mrs McMillen, there was a terrible accident at the beer factory, your husband fell into a vat of Guinness stout and drowned"

Mrs McMillen starts crying. "Oh don't tell me that, did he at least go quickly?"

Paddy shakes his head. "Not really - he got out 3 times to pee!"

Paddy and Mick are walking down the road and Paddy's got a bag of doughnuts in his hand.

Paddy says to Mick, "If you can guess how many doughnuts are in my bag, you can have them both"

