



ISSUED MARCH 25th 2015

RAGLAN TATTTLER



EASTER SUNDAY AT RAGLAN HOUSE

Residents their Family and Friends are invited to Easter Sunday Lunch at Raglan House.
Easter is a great time for Family and friends to come together and enjoy each others company

On this most Special Holiday.

Havilah takes great pride in assisting family & friends to come in and spend time with their loved one living with us in care.

The Meal will consist of: Medley of Roast Meats, Accompanied by Roast Potato & Pumpkin, Broccoli & Cauliflower Bake and Minted Peas Or Prawn & Avocado Platter with Lemon Chive Dressing & Lemon.

Dessert will be Murray Mousse Chocolate Cake with Berries or Fresh Fruit Salad & Ice-Cream.

The cost of the meal will be \$8.00 and booking is essential.

Please contact the Raglan House Kitchen on 5459 0180 or
Activities Co-Ordinator Keith on 5459 0169 or 0409 021 259 to Book.



May all the choicest blessings of
the world be showered upon you
and fill your life with
delight.

HAPPY EASTER



NOTICE FROM THE CEO — Barb Duffin

We received a spot audit from the Department on Tuesday at our Harkness Street site. The assessors spoke with staff, residents and family members, reviewed documentation and viewed staff practice. The results were very positive with Havilah receiving praise across the standards audited including: the management of the current refurbishment and the efforts to minimise impact on residents, for the extensive activities program we provide, and for the fostering of independence and dignity of our residents. They were very impressed with interaction of staff with residents and choices offered during their observation of lunchtime activities at Heath House.

I wish to thank all the residents and families for their positive contributions towards this outcome.

NOTICE FROM THE DIRECTOR OF CARE — Dave Burrige

Hi from the desk of the Director of Care,

The month of February has come and gone, summer is finished and the building works continue, (we can see the progress happening) and I hope we have not caused anyone too much inconvenience with the noise. I'm really happy that the workers have kept the dust to a minimum, but if you find that there has been excess dust in your room please let the staff know.

The flu season is coming up fast and your Dr will be ordering vaccinations for all residents that require the vaccination. If you do not require the vaccination please advise the nursing staff. It is expected that the vaccinations will be available early April.

As always if residents / family or friends have any suggestions, commitments or complaints please fill in the form that is available at all major exits to Havilah.

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.

STORIES FROM THE INTERNET

Golfers at a course in Florida on Wednesday were careful to putt around a large alligator, days after the beast was photographed lounging on the edge of the green the image went viral on Facebook.

A women's tournament went on as planned at the Myakka Pines Golf Club in Englewood, on Florida's west coast, as the gator, estimated at 12 to 13 feet (3.6 to 4 meters) long, reposed in full view of about 100 participants, said Mickie Zada, the club's general manager.

"If we stopped playing because of alligators, we'd never play any golf.

Zada said she had spent much of Wednesday morning fielding calls from reporters asking whether the photo, taken by a golfer on Friday, was doctored to make the alligator appear larger.

"This gentleman is well into his 80s. He wouldn't even know Photoshop is," Zada said.

While more than 200,000 people had viewed the Facebook photo as of Tuesday, according to the club, the alligator is far from the first - or even the biggest - to show up on the course.

A 15-footer (4.5-metre long one), nicknamed "Big George," hung around for years until his death,

Zada said. Despite nearly daily alligator sightings at the course, none have attacked a person in the club's 37 years, Zada said, owing in part to a strict policy against feeding the animals.

Dangerous confrontations between humans and alligators usually stem from people feeding them, Florida wildlife officials have said.

The new alligator has yet to be given a moniker, but that may soon change, Zada said.

"We might name him Viral," she said.



FEELING HUNGRY

Do you have a competitive eating dream team? If so, you might want to assemble the troops to take on the largest burger in the world. This masterpiece of food architecture weighs 105 pounds, measures 28 inches across and stands 11.5 inches tall. This challenge allows you to build a team of up to ten people, but even then, that leaves each person only one hour to scarf 10.5 pounds of food each. So far, no one has conquered this challenge.



For those with a slightly smaller posse, the restaurant also offers a 50 pound Mt. Olympus Burger that can be conquered by no more than five participants and allows eaters three hours to finish.

The prize: The 8th Wonder challenge carries a whopping \$5,000 purse – that's \$500 a person. No word on whether the price of the \$260 burger comes out of your winnings or not. As for the Mt Olympus, winning teams can get the \$130 burger for free, although the challenge used to come with a \$1000 prize.

CHIVALRY NOT DEAD

An employee from College HUNKS Moving and Hauling service in Florida proved that the company's motivation "to make the world a better place" is more than just a slogan.

A student from the Art Institute of Florida was performing a move for College HUNKS Moving and Hauling service at an assisted living facility inside a 10-story building when the elevator got stuck.

"We were riding with a very nice elderly women," said Cesar Larios. "As soon as it got stuck the lady said she could not stand for extended periods." So, what did Cesar do? He created a human bench for her.

"I offered to serve as a chair," the 23-year-old told his boss, who contacted the Good News Network. "She was so thankful."

For a full 30 minutes he sacrificed himself for her comfort, as shown in the photo taken by one Larios's workers.

"I thought this was a great example of old-fashioned service and helping your fellow neighbour," said Co-Founder & President of College HUNKS Moving and Hauling service Nick Friedman in an email to us. "Our company mission is to Move the World both literally and emotionally, and this is an example of our brand coming to life."

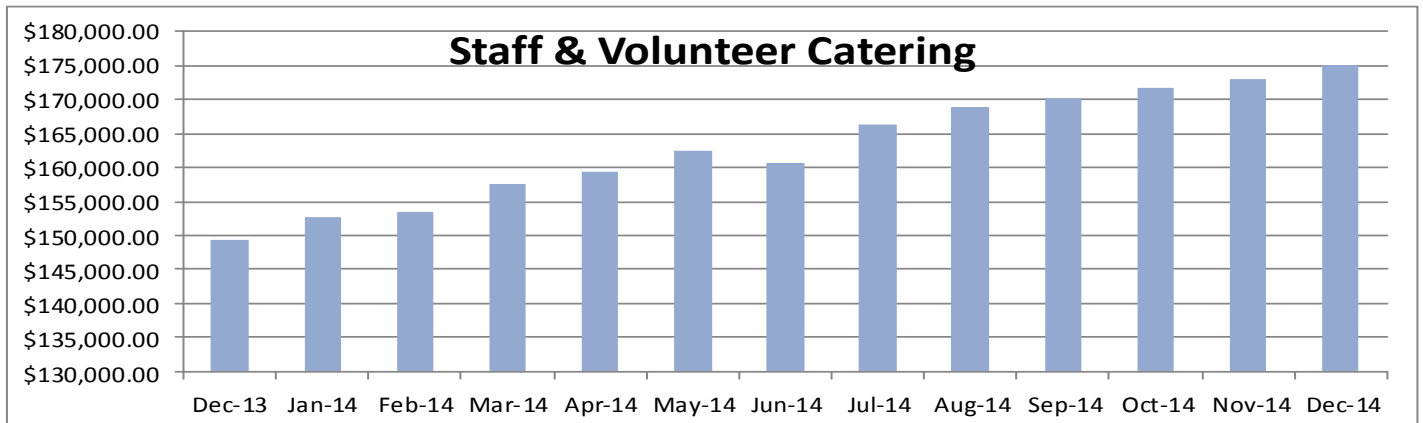
"He is my son, and I am SO PROUD of HIM," said Olga Lourdes Ruiz Velasco, who read hundreds of comments on the Good News Network Facebook page praising her son's thoughtfulness.

"The age of chivalry is not confined to the history books!" wrote Sarah Anne Abbas. "What a gent!"

HUNKS, which stands for Honest, Uniformed, Nice, Knowledgeable Students, has 52 franchise locations and is based in Tampa, Florida.



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 White-board 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.

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 Care	Dave Burridge	dave.burridge@havilah.org.au
Director of Services	Kelsey Hooper	raglanmanager@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**

UPCOMING EVENTS



Easter Sunday Family Day Roast Lunch

Sunday 5th April 2015

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 13th April 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.
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

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



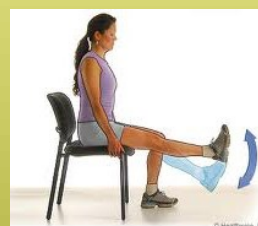
CARPET BOWLS - Friday Morning 10.30am

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 2.45pm

ANGLICAN CHURCH - 2nd Thursday each Month 10.30am

SALVATION ARMY CHURCH - 4th Wednesday each Month 2.45pm

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 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 or internal 489

Director of Services (RN1) Kelsey Hooper 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 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.

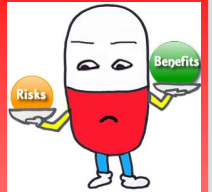
Complaints can be made openly, anonymously or your name can be kept confidential.

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.

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.

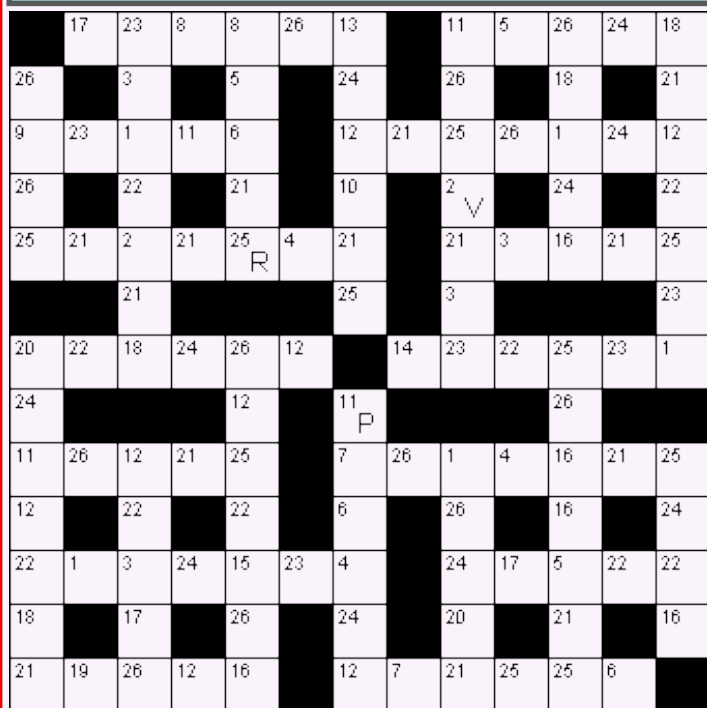
Our staff are trained food handlers, they have the skills and knowledge that are needed to handle food safely as they carry out their work.

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. 8



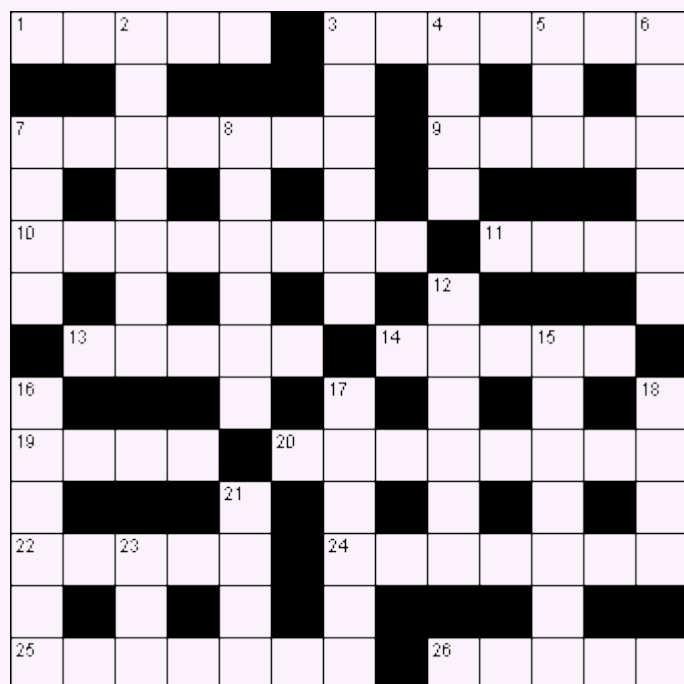
Each letter in this puzzle is represented by a number 1-26.

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.14



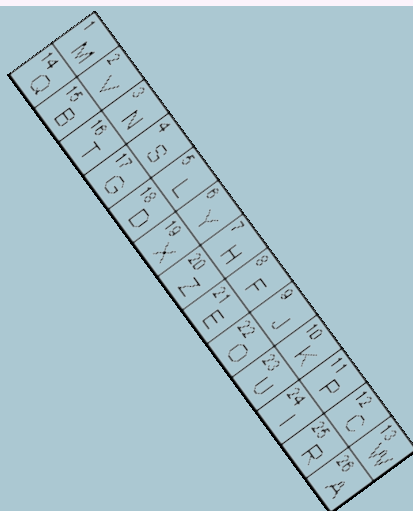
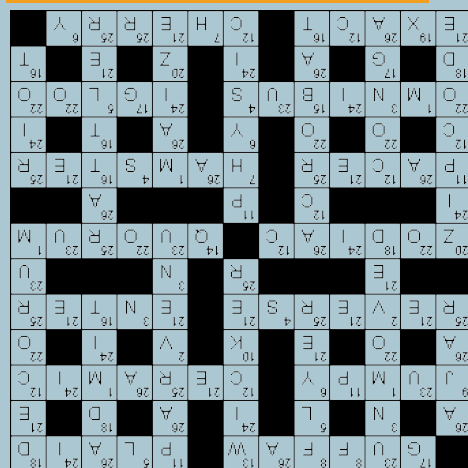
Across

1. Beverage made from apple juice (5)
3. Chewy candy (7)
7. Rice dish (7)
9. Sweetener (5)
10. Drink before a meal (8)
11. Made from flour, sugar and eggs (4)
13. The home of pizza (5)
14. Broth (5)
19. Green acidic fruit (4)
20. Slender pasta tubes (8)
22. Joint of meat (5)
24. Water container (7)
25. Flask for keeping drinks hot or cold (7)
26. Dough made from flour and water (5)

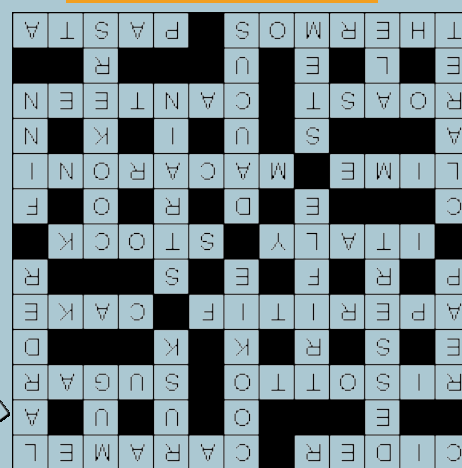
Down

2. Sweet (7)
3. Biscuit (6)
4. Slice of sweet raised bread (4)
5. Drinking vessel (3)
6. Food store (6)
7. Gather in the crops (4)
8. Sponge cake soaked in wine (6)
12. Filtrate (6)
15. Essential kitchen devices (7)
16. Dry red wine (6)
17. Carrot genus (6)
18. Knockout drink, Mickey — (4)

SOLUTION TO CODEWORD 8



SOLUTION No.14



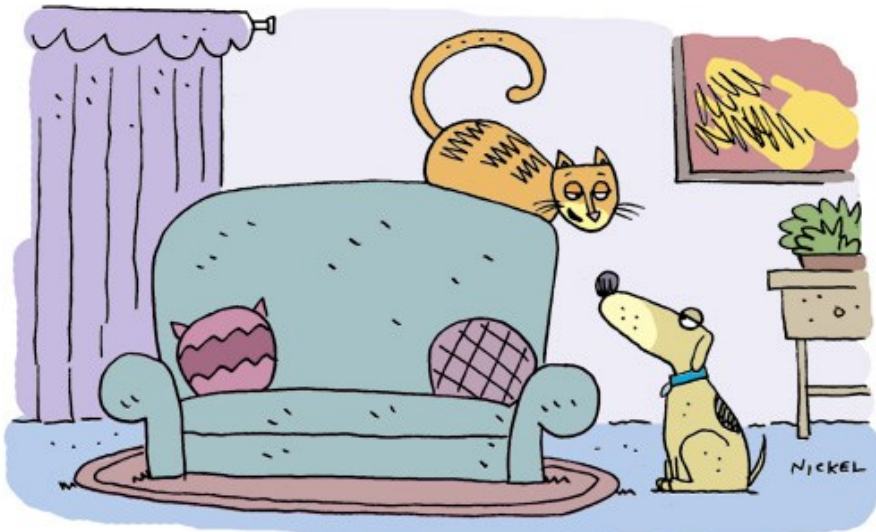
WORD SEARCH OCCUPATIONS

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

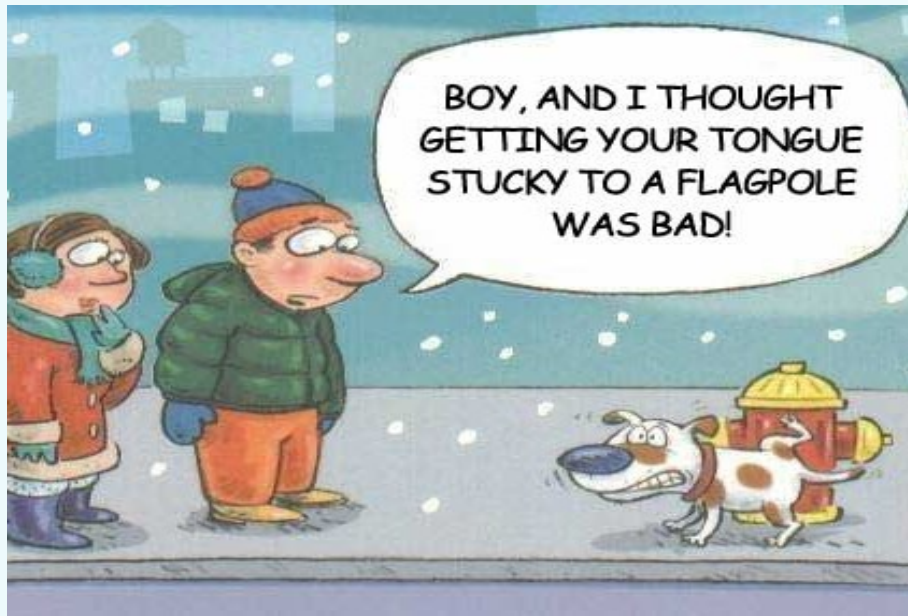
X	M	R	P	L	U	M	B	E	R	R	O	L	I	A	S	D	D	D
N	A	A	A	A	Y	R	E	Y	A	L	K	C	I	R	B	C	T	T
C	D	R	D	S	U	Z	P	E	R	E	M	R	A	F	A	C	N	E
H	F	T	C	O	T	T	L	D	L	E	H	V	J	R	F	A	N	A
E	T	I	E	H	C	R	H	Y	Q	E	O	A	P	T	T	E	E	E
M	C	S	R	V	I	T	O	O	C	B	C	E	N	N	O	S	P	T
I	S	T	I	E	F	T	O	N	R	R	N	T	U	D	R	L	R	V
S	D	Z	P	T	F	S	E	R	A	T	E	O	R	U	Y	E	I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

ACCOUNTANT, ARCHITECT, ARTIST, ASTRONAUT,
 AUTHOR, BAKER, BRICKLAYER, BUILDER, BUTCHER,
 CARPENTER, CHEMIST, DENTIST, DOCTOR, DRIVER,
 ELECTRICIAN, FARMER, FIREFIGHTER, GLAZIER,
 HANDYMAN, JOURNALIST, LAWYER, MUSICIAN, NURSE,
 PHOTOGRAPHER, PILOT, PLUMBER,

HAV A LAUGH



"They let me lie on the couch and let you drink from the toilet. Sounds fair to me."



"Hold these, I have to go back for my Wife"

"Brian, what's wrong with you? You've been sitting at your desk looking depressed for the last five minutes!"

"Oh Dan," responded Brian "I don't know what to do! I got in a big fight last night with my Suzie, she claims I never buy her gifts, so I must not care about her!"

"Brian, that's horrible!" said Dan putting his arm around Brian. "What type of a gift does she want already?"

"Well, right before she closed the door on my face she said to me: 'Why don't you show me how much you care about me? Why can't you get me something that goes from 0 to 175 in seconds!'"

"Dan what should I do? I don't have that kind of money? I can't go out and buy her a car!"

"A car? Exclaimed Dan. 'Who needs a car? Just stop by Target and buy her a scale!'"

