

ISSUED APRIL 30th 2015

# RAGLAN TATTLER



## **INVITATION**

Havilah would like to invite all Residents, their  
Family and Friends to a  
**SPECIAL FAMILY DAY LUNCH**  
**Saturday 9th May**

2 Courses—\$15 per head—drinks included  
And also to:

## **MOTHERS DAY LUNCH** **Sunday 10th May**

2 Courses with Choccies and drinks  
—\$15 per head

at 12.00 noon

Bookings are essential for the luncheons.

Please contact Resident Liaison Keith on  
0408 774 715 or 5459 0169 (Internal 169)

Email [keithf@havilah.org.au](mailto:keithf@havilah.org.au) to book.



## **REFURBISHMENT PROJECT AT HAVILAH HARKNESS STREET**

We are almost there with the current renovations . Thanks to all the residents of the Havilah community for your patience with relocation, noise and dust. The outcomes for staff and residents will be well worth the disruption. Upgrade of air-conditioning to Callistemon and Acacia Rooms which do not have their own separate units has commenced . When completed all resident rooms will have their own separately controlled units. Install of an integrated WIFI system is completed. This as well as better access for residents paves the way for electronic medication management which we are planning to introduce from early June. Increased security camera coverage has been installed to now cover the whole of facility.

## **ACCREDITATION AUDIT 19TH & 20TH MAY**

An assessment team from the Australian Aged Care Quality Agency (Quality Agency) will visit Havilah Harkness Street site to conduct a re-accreditation audit on 19 May 2015 to 20 May 2015 commencing at 9:00 AM.

The team will assess the quality of care we provide to you and other care recipients.

If you wish, you or someone who represents you may meet with a member of the team about the care you receive.

The team will also talk to management, staff and visitors. They will examine our records and observe the physical surroundings and what happens during a normal day. All of this, along with any information you give is considered by the team in assessing our quality of care and services.

If you wish to talk to an assessor, let a member of staff know so an appointment can be made, or tell one of the assessors on the day. Assessors must keep confidential any conversation they have with you.

The Quality Agency will not be able to provide personal feedback to you but your comments will be taken into account in the way the re-accreditation audit is carried out and in the preparation of the report.

After the visit, the assessment team will prepare a report and the Quality Agency will make a decision about our accreditation, including the period of accreditation and future visits.

We will consider information provided in the audit report to plan for improvements in the home. A copy of the report will be published on the Quality Agency's website ([www.aacqa.gov.au](http://www.aacqa.gov.au)).



## AFL 2015 SEASON FOOTY TIPPING COMPETITION



The 2015 AFL footy season is well underway with 5 rounds completed.

Leading the way and making the early running this year is Dorrie Duffin leading with (33) with last years Champion Doug Rowe snapping at her heels on (32) in 2nd position.

*There were 7 people in Round 3 who correctly Tipped all 9 winners, well done to Betty Higgins, Dorrie Duffin, Lesley Boxall, Margaret Smith, Doug Rowe, Anne Stuart & Wilma Doble congratulations folks you win \$10.00 each.*

***Good Luck to all and remember to get your tips in before the 1st game each week. For those residents who forget to pick on any given week, they will receive the Away Teams.***

## BUS TRIP TO AIR MUSEUM

The residents of Raglan house recently visited the Maryborough Air Museum located at the Maryborough Airport. The residents really enjoyed the day out with lots of interesting things to see and do.



(Pictured left) Wally Svensen got into the cockpit of one of the Jet Fighters. Wally was last seen somewhere over Ballarat doing Mach 5 with his hair on fire. “Seriously though” Wally is no stranger to operating interesting machinery. Wally in his working life was a Train Driver for the Victorian Railways. Wally was a very veteran Train Driver and operated both Steam & Diesel Locomotives and Passenger Trains in his 44 year and 8 month career.

## HEATH HOUSE - DINNER DANCE

Families and friends of Heath House are invited to join us for a dinner dance.

**Date:** Saturday 6th June 2015

**Time:** 11.30 am

**Place:** Heath House

**R.S.V.P. to** 54617482

Look forward to having you join us.

Patricia—Team Leader



### **RESIDENTS BE AWARE**

At times residents receive phone calls from persons claiming that they are a representative of a telephone and electricity companies, asking for bank account details to clear outstanding balances. This type of phone call should at all times be ignored.

**PLEASE DO NOT ADVISE YOUR BANK DETAILS TO ANYONE OVER THE 'PHONE AND REPORT ALL SUCH CALLS TO RECEPTION.**

### **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, Cal-*



### **RESIDENT MASSEUR**

Havilah have their own Resident masseur who is available for massages at a cost of \$30.00 per session. If you would like to enquire about booking a session please contact Keith on 5459 0169 or Internal 169



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





## **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	<a href="mailto:barbceo@havilah.org.au">barbceo@havilah.org.au</a>
Director of Human Services	Annie Constable	<a href="mailto:dhs@havilah.org.au">dhs@havilah.org.au</a>
Director of Care	Dave Burridge	<a href="mailto:dave.burridge@havilah.org.au">dave.burridge@havilah.org.au</a>
Director of Services	Kelsey Hooper	<a href="mailto:raglanmanager@havilah.org.au">raglanmanager@havilah.org.au</a>
Food Services Manger	Di Jackson	<a href="mailto:di.jackson@havilah.org.au">di.jackson@havilah.org.au</a>

## GREAT THINGS TO DO

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

### UPCOMING EVENTS



#### **Family Day & Mothers Day Lunch**

Saturday 9th May 2015 Sunday 10th May 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 11th May 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](mailto:raglanmanager@havilah.org.au)

You can also contact: **CEO Barb Duffin** 5461 7381 Internal Dial 381 Mobile 0429 617380 email: [barbceo@havilah.org.au](mailto:barbceo@havilah.org.au) or

**Director of Human Services Annie Constable** 54 617383 Internal Dial 383 email: [dhs@havilah.org.au](mailto: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.

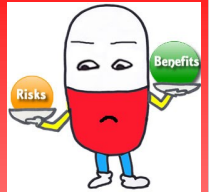
Havilah respects the right of residents and families to raise complaints anonymously, however it is more difficult to obtain the best outcome from anonymous complaints or feed back to the complainant the actions taken as a result of the complaint.

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](mailto:keithf@havilah.org.au)

HAVILAH WEBSITE: [www.havilah.org.au](http://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.

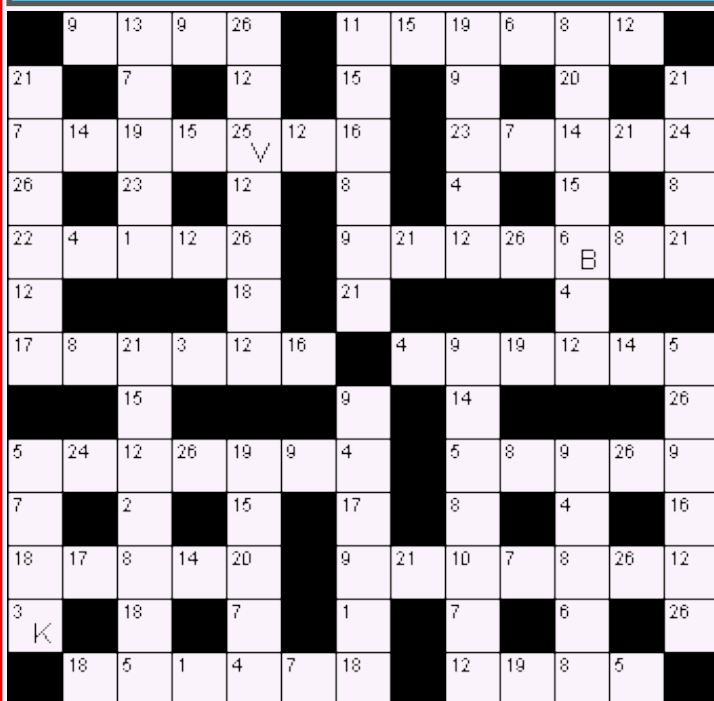
Our staff are trained food handlers, they have the skills and knowledge that are needed to handle food safely as they carry out their work.

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. 9



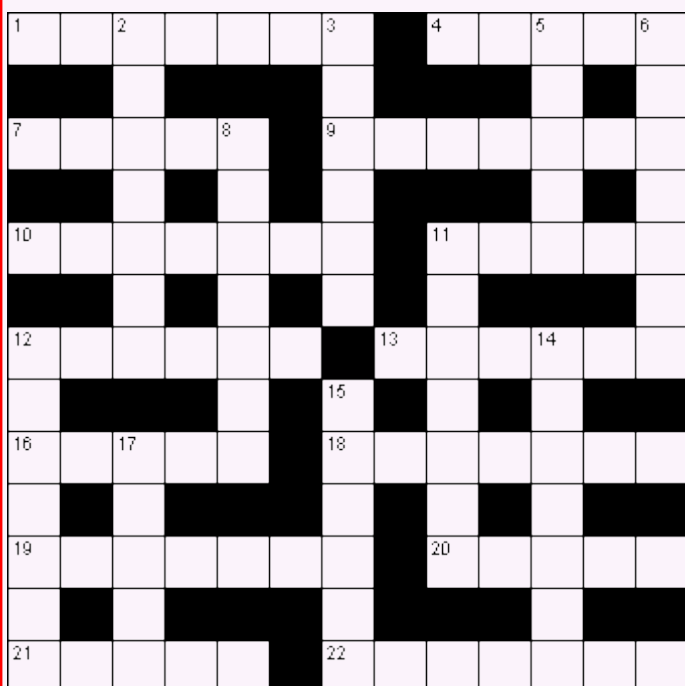
Each letter in this puzzle is represented by a number 1-26.

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.15



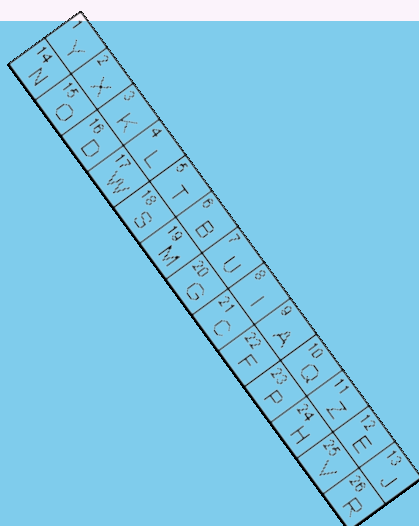
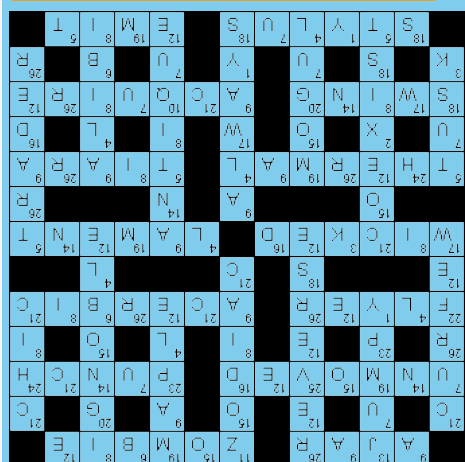
Across

1. Bucharest is the capital (7)
4. Resort in the Canadian Rockies (5)
7. Jordan's capital (5)
9. Largest city in Texas (7)
10. Island in the Persian Gulf (7)
11. Mediterranean island (5)
12. Capital of the Bahamas (6)
13. This lake sounds serene (6)
16. Asian country (5)
18. Capital of Cyprus (7)
19. Home of Disney World (7)
20. Australian town, \_\_\_\_ Springs (5)
21. Sea between Ireland and England (5)

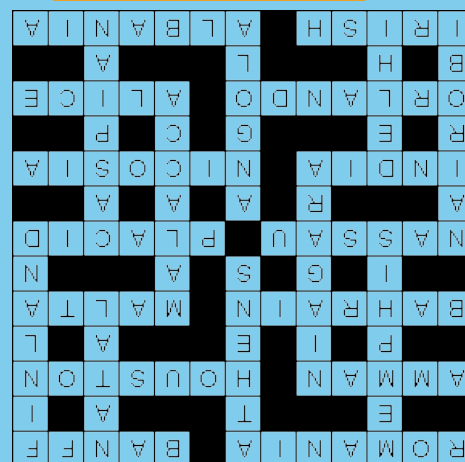
Down

2. Largest city of Tennessee (7)
3. Piraeus is this city's major port (6)
5. Region of South Africa and Brazilian port (5)
6. Helsinki is the capital (7)
8. Tourist attraction \_\_\_\_ Falls (7)
11. Strait between Indonesia and Malaysia (7)
12. Capital of Kenya (7)
14. World's largest inland sea (7)
15. Bordered on the east by Zambia and on the west by the Atlantic Ocean (6)
17. City in 16 across (5)

## SOLUTION TO CODEWORD 9



## SOLUTION No.15



## **WORD SEARCH - OLYMPICS**

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

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

ARCHERY, ATHLETICS, BADMINTON, BASKETBALL, BEACH VOLLEYBALL, BOXING, CANOEING, CYCLING, DIVING, EQUESTRIAN, FENCING, FOOTBALL, GYMNASTICS, HANDBALL, HOCKEY, JUDO, MODERN PENTATHLON, ROWING, SAILING, SHOOTING, SWIMMING, SYNCHRONIZED SWIMMING, TABLE TENNIS, TAEKWONDO, TENNIS, TRAMPOLINE, TRIATHLON, VOLLEYBALL, WATER POLO, WEIGHTLIFTING, WRESTLING.

## HAV A LAUGH



"My doctor told me to avoid any unnecessary stress, so I didn't open his bill."

My wife and I were sitting at my high school reunion, and I kept staring at a drunken lady downing her drink as she sat alone at a nearby table. My wife asked, "Do you know her?" "Yes," I sighed, "She's my old girlfriend. I understand she took to drinking right after we split up 10 years ago, and I hear she hasn't been sober since." "My God!" says my wife, "Who would think a person could go on celebrating that long?"

When I got home last night, my wife demanded that I take her someplace expensive....So, I took her to a gas station....to fill our tanks.

Daniel and Jessica, young couple, got married and went happily on their honeymoon. When they got back, Jessica immediately 'phoned her mother and her mother obviously asked, 'How was the honeymoon, dearest?'

'Oh, Ma,' she replied, 'the honeymoon was wonderful. So romantic...'

Then Jessica burst out crying. 'But, Ma, as soon as we returned home Daniel started using the most ghastly language... saying things I've never heard before! I mean, all these awful 4-letter words!

You've got to come get me and take me home.... Please Ma.'

'Calm down, Jessica!,' said her mother, 'Tell me, what could be so awful? What 4-letter words?' Still sobbing, Jessica whispered, 'Oh, Ma...words like dust, wash, cook and iron.'

