

ISSUED 28TH AUGUST

RAGLAN TATTLER

RAGLAN HOUSE MANAGEMENT RE-STRUCTURE

Havilah has had a re-structure of the Raglan House management team. Director of Care Sandy Platt is currently on leave and when Sandy returns she will return to her previous role with Havilah prior to becoming DOS at Raglan House. Sandy addressed all the residents at the August 2014 Residents Meeting to advise residents of the changes. Sandy then introduced Havilah's Director of Care Dave Burridge.

David introduced himself to the residents and explained he usually operates out of the Harkness St Site as the Director of Care for the whole of the Havilah Organisation. David informed the residents that he will be working out of both sites until a new appointment has been made for the position of Director of Services Raglan House.

A Message from our Director of Care

Hi I would like to introduce myself to all residents and family members of Raglan House. My name is David Burridge and I am the Director of Care for Havilah Hostel Inc and work out of the Harkness St site. As Sandy is on leave and will be returning to work at Harkness St, I will be working from both sites till a new appointment is made. I will be available at Raglan House Monday to Friday from 10.00am to 1.00pm. If anyone has any inquiries my door is always open. If you have any queries outside of these hours I am available at Harkness St. Phone 5461 7489 for residents and families that like to communicate via email a generic Raglan House email has been setup.

raglan@havilah.org.au

I hope to meet as many residents families' as possible.

Dave Burridge



AFL FOOTY TIPPING

Well folks the 2014 AFL footy season is nearly over we have completed 22 rounds with 1 round remaining. Doug Rowe lead the way on (134) Betty Higgins & Dot Kane snapping at his heels on (133) and Elaine Humphrey is still in reach of the title on (132) and Dorrie Duffin still with an outside chance on (131) of pinching the title.

There was an amazing 9 people in Round 22 who correctly Tipped all 9 winners congratulations to Roma & Sheriff Smart, Betty Higgins, Tom Hussey, Les Prime, Elma Taylor, Merv Huggett, & Elaine Humphrey congratulations folks you win \$10.00 each.

Good Luck to all those Tipsters still in the hunt for the title.

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.



LAUNDRY

The laundry is a shared community resource of Raglan House for all residents to use for your convenience. To ensure the laundry is used in an efficient manner certain protocols need to be followed;

1. Remove your washing in a timely manner from the washing machines.
2. Arrange with staff for assistance to remove washing if required.
3. Don't remove another residents clothing from the a washing machine ask a staff member to remove the washing for you.
4. Don't remove another residents clothing from the Clothes Dryer ask a staff member to remove the clothing for you.

This will ensure an equitable and respectful arrangement for all residents.

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.

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



RAGLAN RATTLER EMAIL LIST

If you would like a Raglan Rattler Newsletter sent out you via email

Please contact Keith on 5459 0169 or 0408 774 715

EMAIL: keithf@havilah.org.au



ELEVATOR PROTOCOL

When residents are getting on and off the elevator, Havilah requests the person closest to the Elevator enters first.

This will ensure the Elevators are used as efficiently as possible and decrease the waiting time for the people wait for the Elevator on the opposite level.

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

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	Sandra Platt	sandra.platt@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



Friday evening in the Dining room

Commencing at 5.00pm Finger Food & Live entertainment.

Raglan House Resident Meeting Wed 10th Sept 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 Officer 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. Please Note Rhonda will be
away from 8th September returning 13th October 2014



BE SAFER ON YOUR FEET



WEEKLY ACTIVITIES

BUS TRIP OUT - Thursday 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

NOTE: Physio Rhonda will be away from 8th Sept and return on 13th October.



HIGH TEA - 2nd Wednesday's of the month 2.30pm

SING A LONG - 3rd Wednesday's of the month 3.00pm



CHURCH SERVICES

UNITING CHURCH - 1st Wednesday each Month
2.30pm

ANGLICAN CHURCH - 1st Thursday each Month
10.30am

WATTLE-CITY CHURCH - 3rd Thursday each Month
10.30am

AOG GENESIS CHURCH - 4th Thursday each Month
10.30am



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

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

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				27						

1. Beverage made from beans (6)
2. Edible fish (5)
3. Main course (6)
5. Fortified wine (7)
6. Obtained from the capsicum plant (6)
10. Mild powdered seasoning (7)
12. Flapjack (7)
15. Baked layers of pasta (7)
17. Type of cake (6)
18. Fruit punch (6)
19. Meat from sheep (6)
22. Used to raise dough (5)

9	8	16	12	9	11		16	19	9	16	12	
E	N	A	M	E	L		A	B	E	A	M	
8		17		15		22		9		12		6
N		D		X		J		E		M		S
22	21	22	2	10	6	21		5	21	16	7	26
J	U	J	I	T	S	U		Q	U	A	C	K
23			9	23		12		21		18		10
O		U		O		M		U		Z		E
1	23	17	9	11		25	20	9	10	9	15	10
Y	O	D	E	L		P	R	E	T	E	X	T
		24				1	Y		6			7
		G						S				C
16	24	9	8	7	1	Y		6	S	T	2	10
A	G	E	N	C	Y					I	T	C
11	L			2	I		6				4	W
							S					
7	16	21	6	10	2	7		11	23	23	8	1
C	A	U	S	T	I	C			L	O		N
23		25		16		23		16	A	13		23
O		P		A		O				F		O
14	16	25	2	17			4	16	20	11	23	7
V	A	P	I	D			W	A	R	L	O	C
9		9		E		11	L	14	V		11	K
E												E
	13	20	2	11	11		14	16	8	17	16	11
	F	R	I	L	L		V	A	N	D	A	L
14	X	Y	D	S	B	30	31	33	33	34	32	38
A	I	H	M	O	S	C	8	8	10	L	G	W



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

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) Sandra Platt** 5459 0154 or internal dial 154. Email sandra.platt@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

WORD SEARCH SILVER SCREEN

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 POWEL

JUST FOR LAUGHS

A pharmaceutical truck full of Viagra was stolen today.



Police have asked the public to be on the lookout for a group of hardened criminals.

There were these two guys out hiking when they came upon an old, abandoned mine shaft. Curious about its depth they threw in a pebble and waited for the sound of it striking the bottom, but they heard nothing. They went and got a bigger rock, threw it in and waited. Still nothing. They searched the area for something larger and came upon a railroad tie. With great difficulty, the two men carried it to the opening and threw it in. While waiting for it to hit bottom, a goat suddenly darted between them and leapt into the hole!

The guys were still standing there with astonished looks upon their faces from the actions of the goat when a man walked up to them. He asked them if they had seen a goat anywhere in the area and they said that one had just jumped into the mine shaft in front of them! The man replied, "Oh no. That couldn't be my goat, mine was tied to a railroad tie."

A man goes to a bar with his dog. He goes up to the bar and asks for a drink. The bartender says "You can't bring that dog in here!" The guy, without missing a beat, says "This is my seeing-eye dog." "Oh man," the bartender says, "I'm sorry, here, the first one's on me." The man takes his drink and goes to a table near the door.

Another guy walks in the bar with a Chihuahua. The first guy sees him, stops him and says "You can't bring that dog in here unless you tell him it's a seeing-eye dog." The second man graciously thanks the first man and continues to the bar. He asks for a drink. The bartender says "Hey, you can't bring that dog in here!"

The second man replies "This is my seeing-eye dog." The bartender says, "No, I don't think so. They do not have Chihuahua's as seeing-eye dogs." The man pauses for a half-second and replies "What?!?! They gave me a Chihuahua?!?"

