

MARCH 2014

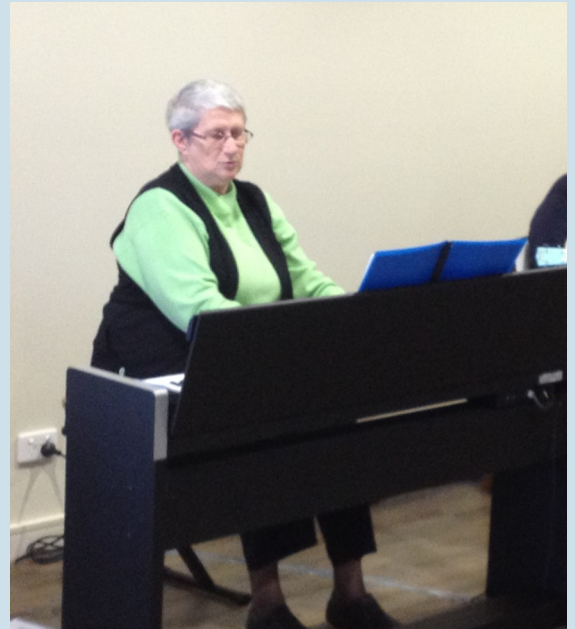
# RAGLAN TATTLER

## GOOD TIMES AT HAPPY HOUR

The residents of Raglan House and the Independent community have been enjoying the entertainers at happy hour each Friday evening. Seriously 60's the Maryborough Theatre Group and Cynthia Jarratt have been playing up a storm and making Happy Hour a fun festive evening . Havilah are still currently looking for people and groups interested in donating their talents. If you are interested and know of anyone who would enjoy playing for the residents, please contact Resident Liaison Officer Keith on 0408 774 715.



Above : The Maryborough Theatre Group entertain for the crowd



Above : Cynthia Jarratt Plays the piano and conducts sing a long at Happy Hour

Below: An appreciative audience listening to the Theatre Group

Below: The smiles on the residents faces say's it all.



## **MENU FOR EASTER & ANZAC DAY**

Residents to can look forward to a change of menu for the upcoming holidays:

**Happy Hour Good Friday 18th April:** Meat free menu at happy hour

**Easter Sunday Lunch 20th April:** Celebrate Easter with your Family & Friends. All guests are very welcome.

Booking essential for Family & Guests of residents, please call the Kitchen on 5459 0180 if there is no answer please leave a message.

**Anzac Day 25th April:** Cooked breakfast

## **PARKING SIGNS ERECTED**

Residents may have noticed workers from the Central Goldfields shire installing the 15 minute parking signs recently.

This was in response to requests by residents via the resident meetings.

The 15 minute parking will assist Residents and their families to safely and efficiently enter and exit Raglan House.

Havilah request all families and visitors obey the signs at all times to ensure smooth operation.



CGSC Merrin Douglass  
Poses with the newly  
installed Parking sign.



## **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 Services	Sandra Platt	<a href="mailto:sandra.platt@havilah.org.au">sandra.platt@havilah.org.au</a>
Food Services Manger	Di Jackson	<a href="mailto:di.jackson@havilah.org.au">di.jackson@havilah.org.au</a>



## 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.



## RESIDENT MAIL

Resident can post their mail in the mail box provided in Raglan House located near the Lift on the ground floor.

The mail is cleared daily at 12.00pm



## ELECTRICAL EQUIPMENT

Residents and families please be advised that when purchasing electrical equipment for resident's rooms eg: TV, Radio, Shaver etc., they need to have a test carried out by our maintenance staff. They will then have a tag attached with a current date which will be reviewed annually.

Please contact the maintenance department via the main office to arrange testing.

## 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.

## MISSING

A Raglan House residents donated some books to Havilah that were in the library.

Mixed in with the books by mistake there was a Calendar of Navy Ships.

Could the person who burrowed the calendar please return it to Resident Liaison Officer Keith Fankhauser as the previous owner would like it returned.

## 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 9th 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



**Church Services Commenced** Church Services for the Anglican, Uniting, Wattle City and Genesis Church's Check your Activities Calendar for session times.

1st Wednesday of the Month : Uniting Church - 2.30pm

1st Thursday of the Month : Anglican Church - 10.30am

3rd Thursday of the Month: Wattlecity Church - 10.30am

4th Thursday of the Month: Genesis Church - 10.30am



### BUS TRIP OUT

Every Thursday departing at 1.30pm to lots of Interesting destinations.

Interactive, Interesting and entertaining come along for a fun afternoon out



### 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 1.30pm



**NAIL-CARE** - 10.00am Wednesday mornings each week

**FOOT SPA** - 9.30am Thursday mornings each week



**REMINISCENT CHAT**— Monday 10.30am

**BINGO** - Monday to Friday 1.30pm

Downstairs Inkerman St End



**CARPET BOWLS** - Friday Morning 10.30am

**MARBOWLS** - Tuesday morning 10.30am



**CHAIROBICS** - Tuesday & Friday 2.30pm

**STRENGTH EXERCISES** Monday's each week at 11.15am with Physio Rhonda



**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

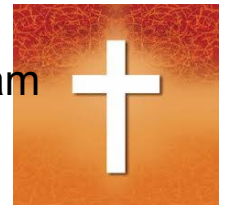
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**ANGLICAN CHURCH** - 1st Thursday each Month 10.30am

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

**SALVATION ARMY CHURCH** - TBA



**AOG GENESIS CHURCH** - 4th Thursday each Month 10.30am



## 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](mailto: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](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.

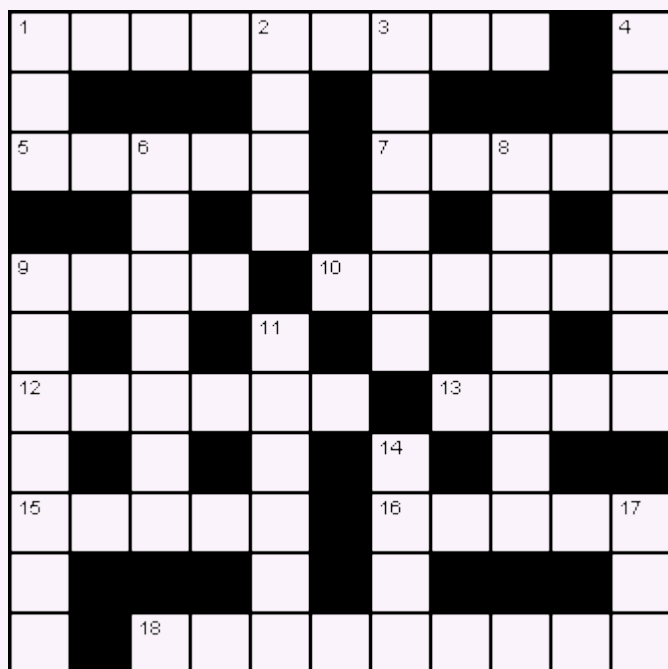
## **GENERAL ENQUIRIES**

For any general enquiries: Families or residents can contact Havilah 24 hours a day, 7 days a week on Email: [rhonda@havilah.org.au](mailto: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

## Quick Crossword No.24



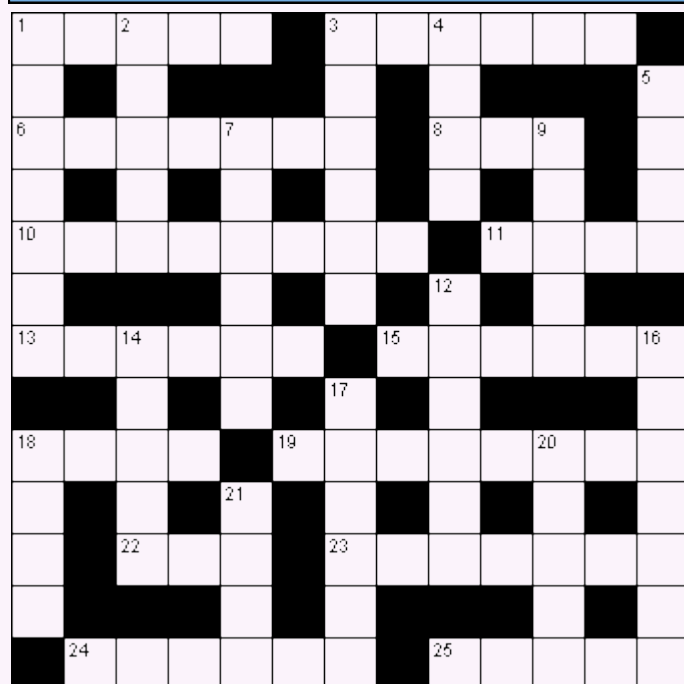
### Across

1. Oily or greasy (9)
5. Bet (5)
7. Young eel (5)
9. Land measure (4)
10. Sultry (6)
12. Dairy product (6)
13. Hex (4)
15. Crowd scene actor (5)
16. Hidden drawback (5)
18. Accumulated (9)

### Down

1. Cutting tool (3)
2. Remedy (4)
3. Wildcat (6)
4. Contradiction in terms (7)
6. Article of clothing (7)
8. Findings of a jury (7)
9. Of times long past (7)
11. Attack (6)
14. Dull pain (4)
17. Concealed (3)

## Themed Crossword No.1



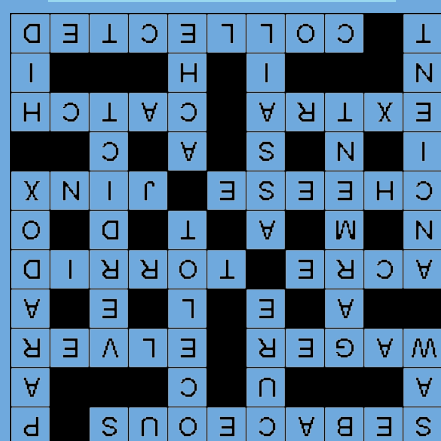
### Across

1. Fruit (5)
3. Retail food seller (6)
6. Italian rice (7)
8. Consume (5)
10. Type of lobster (8)
11. Used to season and preserve food (4)
13. Sampled (6)
15. Pestle and \_\_\_\_ (6)
18. Aromatic leaves (4)
19. Thick syrup (8)
22. Cereal grass (3)
23. Pear-shaped tropical fruit (7)
24. Type of cake (6)
25. Very thin pancake (5)

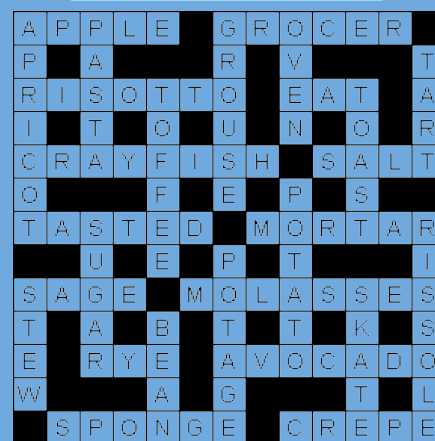
### Down

1. Downy fruit (7)
2. Shaped and dried dough (5)
3. Game bird (6)
4. Kitchen appliance (4)
5. Open pastry with fruit filling (4)
7. Sticky candy (6)
9. Heated bread (5)
12. Edible tuber (6)
14. Sweetener (5)
16. Cooked meat or fish coated in egg and breadcrumbs and fried (7)
17. Thick soup (6)
18. Cook slowly in liquid (4)
20. Large edible ray (5)
21. Vegetable (4)

### SOLUTION 24



### SOLUTION 1





## **WORD SEARCH    CARTOON CHARACTERS**

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

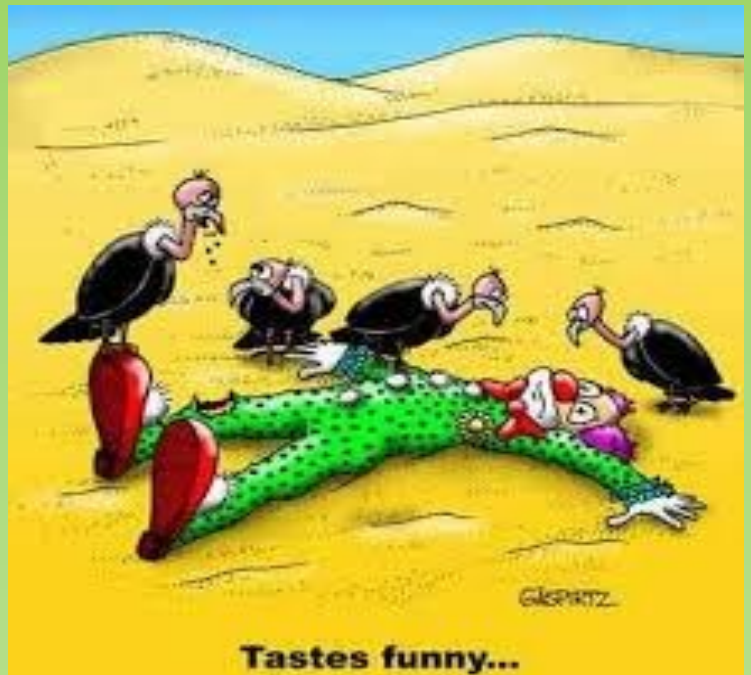
ARTHUR, BAMBI, BARNEY RUBBLE, BETTY BOOP, BUGS BUNNY, CHARLIE BROWN, DAFFY DUCK, DONALD DUCK, DUMBO, EEEYORE, ELMER FUDD, FELIX THE CAT, FRED FLINTSTONE, GARFIELD, GOOFY, MICKEY MOUSE, MIGHTY MOUSE, MR MAGOO, PLUTO, POPEYE, PORKY PIG, ROAD RUNNER, SCOOBY-DOO, SNOOPY, SYLVESTER, THE SIMPSONS, TIGGER, TOM AND JERRY, TOP CAT, TWEETY, WINNIE THE POOH

## JUST FOR LAUGHS



A lady went to a psychiatrist complaining of a terrible phobia. "Every time I lay down on my bed I get this terrible fear that there is something underneath." "Wow" responded the psychiatrist "I've never heard of such a phobia, but like all phobias it can be treated, but it will likely take around 20 sessions." "OK" responded the lady "how much is each session?" "Oh it's just \$80 a session, but trust me it's well worth it." When the lady didn't come back to the psychiatrist he gave the lady a call. "How come I didn't hear from you? He asked." "Well" responded the lady "when I came home and told my husband about the cost he thought he would save some money, *he just cut the legs off the bed!*"

Two guys were playing golf, one of them was about to swing the golf club when he noticed a funeral procession going by on the street. The man stopped in mid-swing and closed his eyes and said a short prayer. The other man truly inspired, remarked, clearing his throat, "wow that was one of the most beautiful things I have ever seen." "Well", the other man said "I was married to her for 35 years."



So, Jimmy", said Grandpa, as they stood on line at the local grocery store. "What did you learn in school today?" "To tell you the truth", answered young Jimmy, "I'm not exactly sure". "My teacher was going on and on about something called ethics, and I still don't know what she was talking about!" Jimmy replied.

"Ah, ethics" responded Grandpa, "very important indeed". "Well, let's say the cashier gives me back too much change, ethics would be whether I keep the change for myself, or if I give it back to Grandma!"