

ISSUED 18TH SEPTEMBER

# RAGLAN TATTLER

## AFL FOOTY TIPPING COMPETITION

The AFL Football tipping competition has to come to an end with the conclusion of the AFL home and away season. The winner of the Havilah On Palmerston AFL Footy tipping competition was Doug Rowe with Betty Higgins & Dorothy Kane finishing as equal Runners Up with Margaret Penna receiving the Wooden Spoon.

15 tipsters correctly tipped 9 winners for the season and received their \$10.00 prizes. They were Cass Reason, June Drake, Roma & Sheriff Smart, Rene Hussey x 2, Tom Hussey, Les Prime, Shirley Huggett, Merv Huggett x 2, Elma Taylor & Anne Stuart.

Thanks to all residents who participated and made the completion a success.

We look forward to seeing everyone back next season. Good luck to those residents who's Footy team is still alive in the finals.



Pictured Above: Tipping Champion 2014 Doug Rowe with Runners Up Left Betty Higgins & Right Dorothy Kane

## OPERATION CHRISTMAS CHILD

The residents of Raglan House participated in Operation Christmas Child with local representative Cheryl Howlett & Cheryl Walker earlier this month. Cheryl Howlett came into Raglan House to conduct a presentation for the residents.

Every year, people of all ages, families, churches, schools and businesses pack shoeboxes with gifts for children in need. Globally, more than 100 million shoeboxes have been given to kids in need in more than 130 countries since 1993. An Operation Christmas Child shoebox is more than a gift ...it opens up a world of life-changing opportunities for the child, their family and their community. No matter how old or young you are, pack a shoebox this year for a child who has nothing. The residents pooled their donations and purchased a bulk lot of items and a week after the presentation had an enjoyable day packing the shoeboxes with OCC Rep, Cheryl Howlett and Havilah Activities staff.



Pictured Left: Some of the Residents who participated in OCC.

Below Left & Right: Residents pack The Shoeboxes with Cheryl Howlett and the Residents.



## NOTICE FROM THE DIRECTOR OF CARE - Dave Burridge

Hi from the desk of a dejected Pie, well 2015 is coming around and we will be strong, looking forward to some magnificent games in the coming month. My congratulations to the winner of the footy tipping comp Doug Rowe.

We have come through winter and spring is in the air but I would still like to remind visitors who may have cold or flu symptoms to take precautions as your relative or friend may not have as robust an immune system. As we age we become more frail and susceptible to viruses, also our residents live in a more controlled environment which again can decrease our immune system.

I will remind all residents and family; if family of residents have any queries regarding your loved ones' stay at Havilah or a suggestion for activities they may like to pursue, or issues that you may wish to discuss please feel free to phone me or drop in for a chat. For our service to keep improving it requires input from all areas.

Dave Burridge



### **WARNING!!!**

***It has come to our attention that the family of a former resident has received a letter advising them that their father was a beneficiary of a substantial estate and they needed to contact a lawyer via email and he would complete the transaction for them. His fee would be 50% of the estate.***

***The family passed this letter on to us with the hope that we could warn our residents and their families of this type of potential scam.***

***Please be suspicious of any overseas correspondence offering or asking for money. It is recommended that you ignore all such correspondence and for residents to report anything suspicious to reception.***

### **RESIDENT SURVEY - July 2014**

Of the 58 residents that were surveyed (Harkness = 42 and Raglan = 16)

93% Believe the equipment in their room is in good order

100% Felt the access to Doctors at our onsite clinics is beneficial to them

74% Said there are sufficient onsite church services provided, 5% would like a different religious service provided and 21% said N/A as they do not want to attend any services

86% Said they observe Havilah staff using hand hygiene basins, 14% said they had not noticed due to their physical situation (poor eye sight or not being near basins).

## **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>

## 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 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. 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

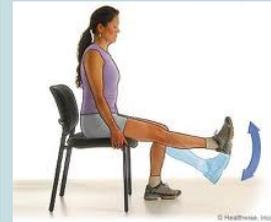


**MARBOWLS** - Tuesday morning 10.30am

**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

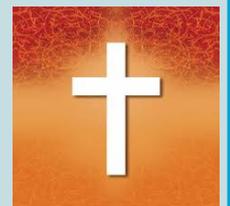


## CHURCH SERVICES

**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



## 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



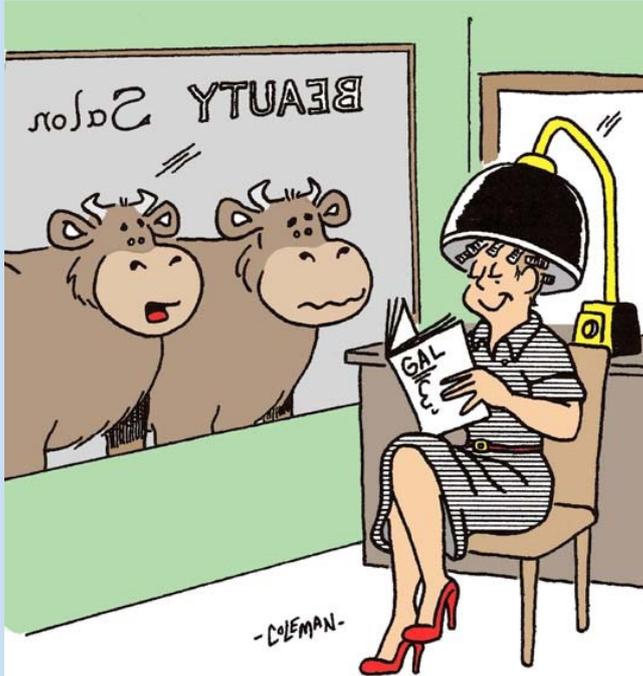
## WORD SEARCH LETS DANCE

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

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

BALLET, BALLROOM, BARN DANCE, BELLY DANCING, BOLERO, BREAK DANCING, CHA CHA CHA, CHARLESTON, CLOG DANCING, CONGA, DISCO, FANDANGO, FLAMENCO, FOXTROT, GAVOTTE, HIGHLAND FLING, IRISH JIG, JIVE, LINE DANCING, MINUET, PAS DE DEUX, PASO DOBLE, POLKA, QUICKSTEP, RAIN DANCE, REEL, RUMBA, SAMBA, SQUARE DANCE, SWORD DANCE, TANGO, TAP DANCING, TARANTELLA, TWIST, TWO STEP, WALTZ.

## JUST FOR LAUGHS



" I DUNNO...LOOKS LIKE SOME KIND OF MILKING MACHINE - BUT SHE'S WEARING IT ALL WRONG..."

Recently a routine police patrol parked outside a bar in Fort Worth, Texas. After last call the officer noticed a man leaving the bar so intoxicated that he could barely walk. The man stumbled around the parking lot for a few minutes, with the officer quietly observing. After what seemed an eternity in which he tried his keys on five different vehicles, the man managed to find his truck and trailer and fall into it. He sat there for a few minutes as a number of other patrons left the bar and drove off. Finally, he got into the car and started the engine, switched the wipers on and off....it was a fine, dry summer night, flicked the blinkers on and off a couple of times, honked the horn and then switched on the lights. He moved the vehicle forward a few inches, reversed a little and then remained still for a few more minutes as some more of the other patrons' vehicles left. Finally, when his was the only car left in the parking lot, he pulled out and drove slowly down the road. The police officer, having waited patiently all this time, now started up his patrol car, put on the flashing lights, promptly pulled the man over and administered a Breathalyzer test. To his amazement, the Breathalyzer indicated no evidence that the man had consumed any alcohol at all! Dumbfounded, the officer said, 'I'll have to ask you to accompany me to the police station. This Breathalyzer equipment must be broken.' 'I seriously doubt it', said the truly proud Hillbilly. 'Tonight I'm the designated decoy.'

**Drunk Driving** It seems a gentleman had too much alcohol at a party, was heading home, and was pulled over by a state trooper. Upon being tested, the fellow couldn't walk a straight line any more than he could drive one, so the trooper wrote out a ticket and had just given it to the driver before an accident in the opposite lane took his attention to more important matters. The inebriated driver, figuring that the trooper wasn't coming back to him, drove home and went to bed. He was awakened in the morning by a knock at the door, created by two more state troopers. "Are you Mr. Johnson?" the asked? He admitted that he was. "Were you pulled over at Main Street last night for driving under the influence?" Again, the man admitted that was he. "And what did you do then," the troopers asked." The man replied that he drove his car home and went to bed. "Where is your car now?" the troopers enquired. The man answered that it was in the garage. "May we see the car?" asked the troopers. The man answered, "Sure," and opened the garage. Inside the garage was the state troopers car.

AFTER CONSULTING WITH THE BEST MINDS HERE AT THE HOSPITAL, THE ONLY THING WE CAN COME UP WITH IS THAT YOU SHOULD GO OUTSIDE AND EAT GRASS...

