

HAVACHAT

Issue November/December 2021

Please contact Andrew on 5461 7387 or email

andrew.earl@havilah.org.au if you would like your Havachat sent via email

HAVILAH WEBSITE: www.havilah.org.au



Wishing you and your family a very Merry Christmas.

**May this joyful season greet you with health and
happiness**

FUNCTIONS FOR YOUR DECEMBER CALENDAR;

CHRISTMAS BARBEQUE LUNCH — WEDNESDAY 8th DECEMBER

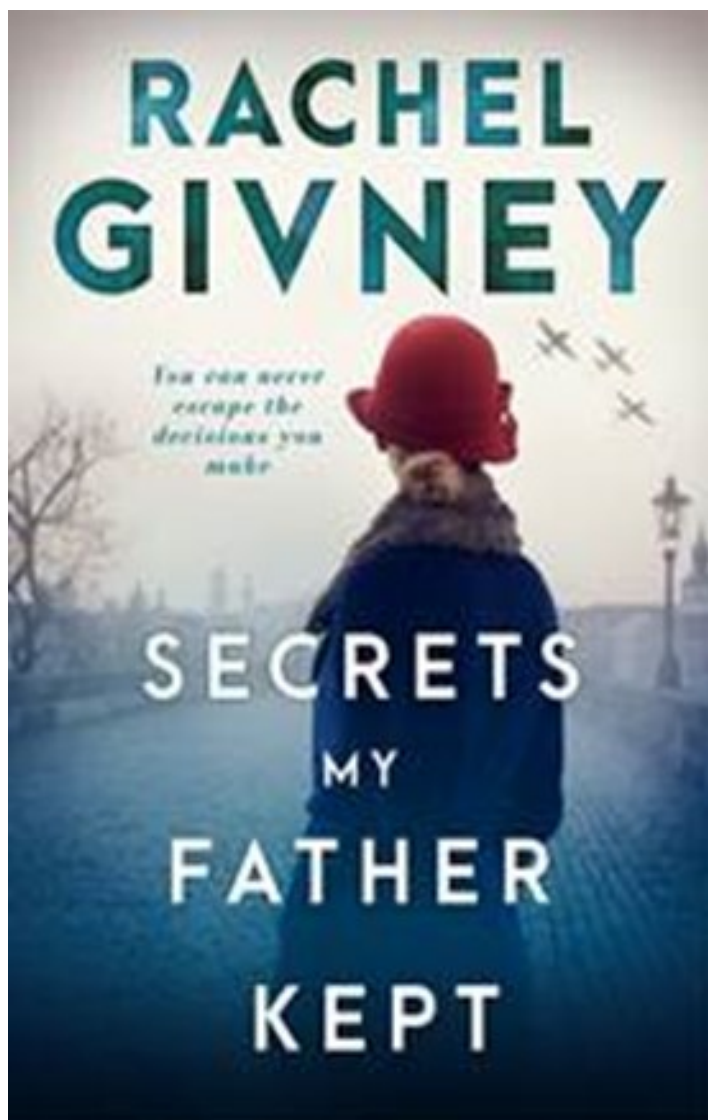
CHRISTMAS LIGHTS TOUR — Date to be advised

CHRISTMAS DAY AT HAVILAH

2 Course Lunch with drinks and chocolates \$25.00 per head

**Each resident can have up to 5 visitors for both the Barbeque Lunch and Christmas Day—
bookings are essential for both functions..**

Please RSVP for the luncheon by Friday 3rd December and Friday 10th December for Christmas Day to Reception on 5461 7387 or email mail@havilah.org.au



Secrets My Father Kept is a captivating novel about love, sacrifice, secrets and resilience, as the clock inexorably ticks down to a devastating world war.

It's February 1939. As the Führer edges towards an invasion of Poland, total war looms in Europe.

However, in Krakow, seventeen-year-old Marie Karska's primary concern is the unexplained disappearance of her mother fifteen years ago, and her father Dominik's unbreakable silence on the matter. Even his wife's name is a secret he guards closely.

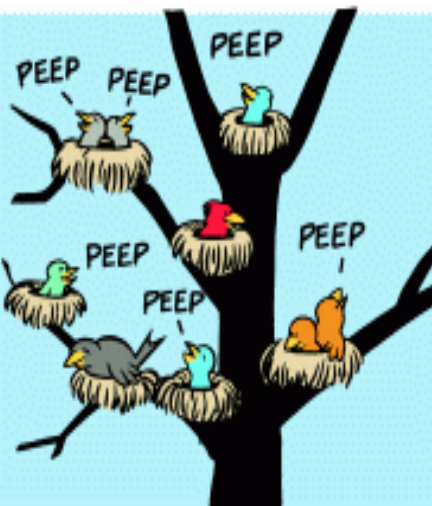
Dominik, a well-respected and innovative doctor at the local hospital, has devoted his life to caring for his only daughter. Yet a black fear haunts him – over the questionable act he committed to keep Marie safe. And with German troops now marching to the border, he needs to find her a husband. One who will protect her when he no longer can...

But Marie has already met the man she wants to marry: her childhood friend Ben. She's determined that his Jewish faith won't stand in the way of their future together. And nor will her father's refusal to explain the past stop her from unpicking his darkest secret.



WEIRD and WONDERFUL WORDS

BAWBEE - Scottish, a coin of low value.





We have Ipads available for resident use to contact family on face book, Skype, Zoom and other forms of social media. The Ipads are also available to read newspapers and periodicals and play scrabble, other word games, solitaire and other card games, do art

work , watch movies according to their various interests. Residents can use the Ipads in small groups or within their own room. It has been amazing how many residents are now tech savvy. You can use them to send and receive emails from family including photos.

If you would like to try the IPads please talk to Lifestyle

staff who will assist you to become familiar with using these.

Desk top computers in common areas are also available.



1. How can you throw a ball as hard as you can and have it come back to you, even if it doesn't hit anything, there is nothing attached to it, and no one else catches or throws it?
2. Two students are sitting on opposite sides of the same desk. There is nothing in between them but the desk. Why can't they see each other?
3. There are only two Ts in Timothy Tuttle. True or false?

1. Throw the ball straight up in the air.
2. The two students have their backs to each other.
3. True. There are only two T's (upper case). There are also three t's (lower case).

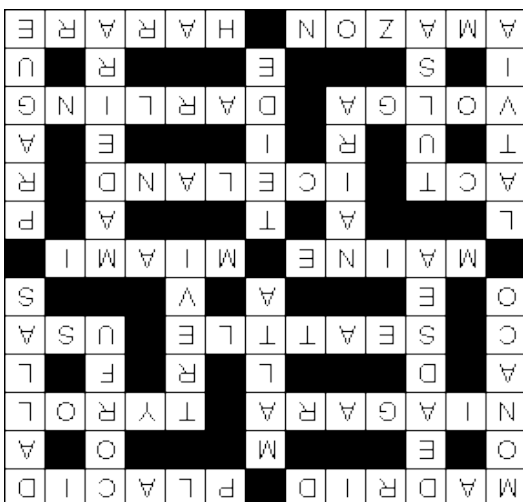
As the weather conditions are changing, a reminder to ensure that all external doors are kept closed and not propped open.

The Spring/Summer weather brings out snakes so maintain awareness around our grounds. If you sight a snake in the grounds please remain calm stay away from it but keep watching it, use your dect phone to call maintenance or another staff member so they can call maintenance.

It is important if you are able to keep an eye on the

snake so as you can tell maintenance staff where it is. Obviously at times this won't be possible particularly if the snake is moving quickly. At all times your own safety is paramount, do not approach or attempt to catch the snake. Our Maintenance Team have completed snake handler training and are competent to assist you.

Again ensure all doors are closed securely and not propped open.



**Quiz and
Crossword
Solutions
from page 4**

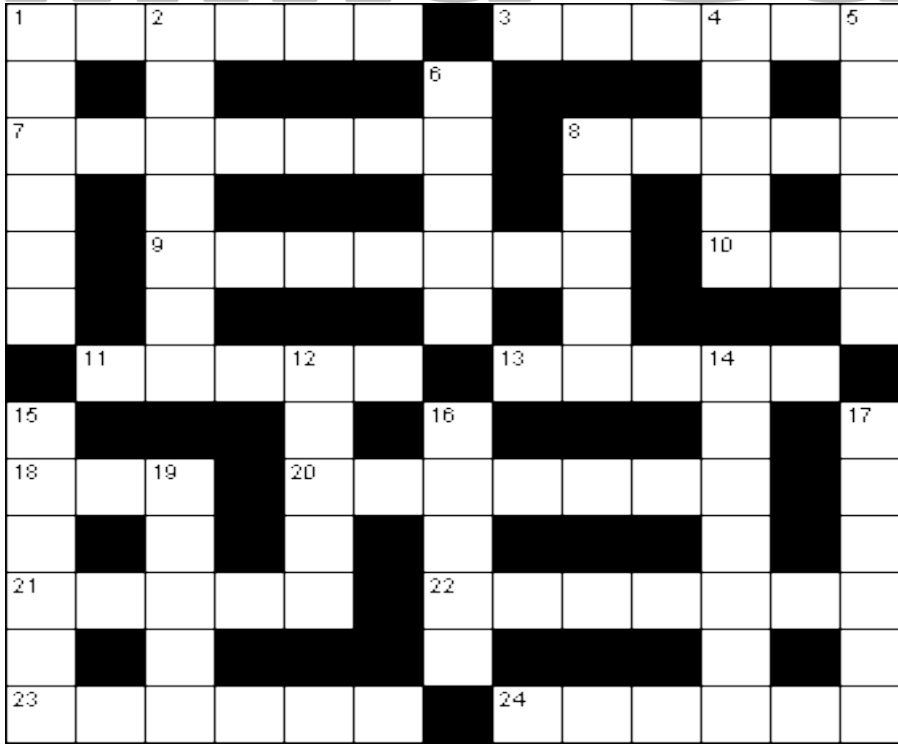


Answers to Quiz

1. 16
2. Kangaroo
3. Sydney
4. Sir Edmund Barton

Mind Games⁴

Themed 11



ACROSS:

1. Capital of Spain (6)
3. New York Lake, sounds tranquil (6)
7. Falls and Honeymoon resort (7)
8. Austrian Province (5)
9. Washington's largest city (7)
10. Country, initially (3)
11. Augusta is the state capital (5)
13. Florida resort (5)
18. Australian capital, initially (3)
20. Reykjavik is the capital (7)
21. Europe's longest river (5)
22. Australian river (7)
23. South American river (6)
24. Capital of Zimbabwe (6)

DOWN:

1. Monarchy on the French Riviera (6)
2. Saltwater lake on the border between Israel and Jordan (4,3)
4. Italian isle (5)
5. Texas city (6)
6. Island country south of Sicily (5)
8. Famous fountain in Rome (5)
12. Currency of Nigeria (5)
14. Funchal is the capital of this Atlantic island (7)
15. Riga is the capital of this Baltic country (6)
16. Tenerife's volcanic peak (5)
17. Capital of the Czech Republic (6)
19. City in north eastern Oklahoma (5)

WORD SEARCH - Feelings

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

Find the hidden words? They may be horizontal, vertical, diagonal, forwards or backwards:

AGGRAVATED, ANGRY, ANGST, ANNOYED, ANXIOUS, CHEERFUL, CONCERNED, CONTENTED, DELIGHTED, DESIRE, DESPAIR, DESPERATE, DISAPPOINTED, DISQUIET, ELATED, EXASPERATED, EXCITED, EXHILARATED, FEARFUL, FRIGHTENED, FULFILLED, FURIOUS, FURY, GLAD, HAPPY, HATE, INFURIATED, IRATE, IRRITATED, JOYFUL, LOVE, OUTRAGED, PANIC, PASSIONATE, PLEASURE, PROUD, RAGE, REGRET, SADNESS, SATISFIED, SORROW, UNEASY, WORRY, WRATH.

QUIZ

1. How many senators are there in Australian Parliament?
2. What is the national animal of Australia?
3. Which city is the largest in Australia by area?
4. Who was the first Prime minister of Australia?

WEEKLY ACTIVITIES - MAIN BUILDING

5

MONDAY Nail Manicure Pamper 9.30am
Foot Spa 9.30am
Bingo 1.45pm

TUESDAY Special Morning Tea 10am
Chairobics 11.15am
Bingo 1.45pm
Marbowls 3.30pm

WEDNESDAY
Strength Training 11.15am
Movie Afternoon 1.30pm
Bingo 1.45pm

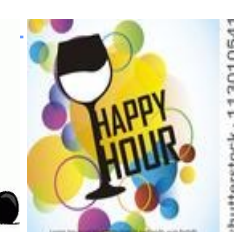
THURSDAY Foot Spa 9.30am
Bingo 1.45pm
Marbowls 3.30pm

FRIDAY Chairobics 11.15am
Bingo 1.45pm
Happy Hour 4.30pm

SATURDAY Bingo 10.45am (Bac)
Bingo 1.30pm (Grev)

SUNDAY Devonshire Afternoon Tea
3.00pm

Activities programs are being conducted in smaller groups in both BAC and Correa areas.



WEEKLY ACTIVITIES - HEATH HOUSE

MONDAY Activity Time/Craft 10.30am
Hand Care/Facials 1.30pm
Activity Hour 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

TUESDAY Special Morning Tea 10.00am
One on One 2.15pm
Daily Living Activity 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

WEDNESDAY
Activity Time 10.00am
Activity Time 1.00pm & 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

THURSDAY
Activity Time 10.30am,
Activity 1.30—3.00pm
Activity Hour 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

FRIDAY Activity Time 10.30am,
Games 1.00pm
Activity Hour 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

SATURDAY Activity Time 10.30am,
1.30pm & 6.00pm

Sonas 4.00pm
Activity Time 6-7.30pm

SUNDAY Activity Time 10.30am,
1.30pm & 6.00pm
Devonshire Afternoon Tea
3.00pm
Sonas 4.00pm

Leisure and Lifestyle staff will spend 1:1 time with residents on a regular basis.

VICTORIAN RESTRICTIONS

Visitor Restrictions at Havilah

Residents at Havilah can have up to five visitors per day including dependents for any reason. All visitors to Havilah need to be fully vaccinated and able to show proof of such.

The key things you need to know in relation to the general community are

Private gatherings in the home.

- There are no limits on the number of people you can gather with in your home or in public places (eg park or beach).
- It is recommended that everyone who you are gathering with at your home or in a public place be fully vaccinated.
- Face masks are required indoors only in limited settings including retail, health care, aged care and justice facilities, at primary schools and on public transport and taxis.

- All workplaces must have a COVIDSafe Plan and keep records of everyone attending used the Services Victoria app

Mental Health Support

During stressful times it is important that you look after yourself. Stress and anxiety can affect you on a physical level as well.. Support is always available even if it's just to vent.

Sporting Activities

If you are fully vaccinated you can attend sporting and recreation facilities sports grounds, swimming pools and sporting

events.

If you don't meet the vaccination requirements, you cannot enter.

Vaccination requirements don't apply to people involved in community sport or people using swimming pools for essential medical care.

Getting goods and services

Venues you can only attend if you are fully vaccinated include:

- Non-essential retail stores (eg book shops, clothes and jewelry shops)
- Personal services (eg hairdresser)
- Community premises (eg library) and creative arts premises
- Real estate services (inspection and auction)

If vaccination status isn't being checked

Real estate inspections can go ahead by private appointment for a single household.

Community facilities can host essential public support groups, support services and health services in limited numbers.

Vaccination requirements don't apply to essential retail stores (eg supermarkets, post office)

Going out

Venues you can attend if you

are fully vaccinated include:

- Food and drink venues
- Nightlife venues
- Cinemas , zoos
- Events (eg festivals)
- Casinos/gaming venues

If you don't meet the vaccination requirement you cannot enter these venues. Vaccination requirements don't apply to food and drink venues operating for takeaway only.

There are no capacity limits or density limits on venues where all patrons and workers are fully vaccinated.

You cannot enter any of Havilah facilities, or in fact any aged care facility if:

- * You are unwell or have even the mildest symptoms of COVID-19:
⇒ fever or temperature over 37.5 degrees
⇒ loss or change in sense of smell or taste, chills or sweats, cough, sore throat, shortness of breath, and/or runny nose

Note: this does not include those symptoms where caused by an underlying health condition or medication

- * are required to quarantine or isolate ****This includes if they have attended an exposure site**

****** <<https://www.dhhs.vic.gov.au/case-locations-and-outbreaks-covid-19>>

CONTACT
HARILDThis card can trace and
contain outbreaks in your
workplace.

CONTACT HARILD

All residents, staff, regular contractors, visitors and professional people have their own cards.

The information the "Contact Harild" system generates can assist to trace any contacts with a reported positive case of coronavirus. The cards are activated 24 hours a day. Regular visitors are issued with their own cards and for irregular visitors, cards are issued for that visit and then information is uploaded and kept ready for the next visitor.

AUTO SIGN IN WITH ZIPLINE

Visitors are managing very well with the auto temperature checking and sign in through Havilah's electronic system.

Added to this all visitors must now also sign in using the QR code. There are QR code posters in



various positions in the main reception areas at both sites. A code also appears as the last entry on the Zip Line auto sign in so there are multiple opportunities for you to scan in. If you add Havilah to

your favourites the next time you check in this will save you having to scan the code each time.

Staff are always there to assist you when you need this so don't hesitate to ask for help.

CORONAVIRUS (COVID-19) INFORMATION FOR PERMA- NENT AGED CARE RESIDENTS

Emergency Leave

We provide this information to you so that you are aware of the system of Emergency Leave the Government has put in place in relation to COVID 19. This is really about providing assistance where residents may wish to leave the facility in the case of an outbreak and we want to make sure that residents and families are aware of what is available and the

steps to take should you wish to take advantage of this at any time. Should you wish to obtain further advice in relation to this please email mail@havilah.org.au and we will contact you.

Havilah has gone above and beyond the guidelines for personal protective equipment, contact tracing, cohorting of staff and residents, screening of residents, staff and visitors all to keep our residents and staff safe.

So we have everything in place and hope we never have a need to use it. The Emergency Leave is similar, it is there if you want or need it hopefully you

Vegemite and Pizza - together at last

It's been in Smith's chips, Four 'n Twenty pies, Kraft Singles, and even Cadbury chocolate, to... varying degrees of success – but Vegemite may be on to a winner with its newest combination: Domino's pizza.

Evoking the classic Vegemite and cheese sandwich, the new \$7.95 limited edition Domino's Cheesy Vegemite pizza is available for three weeks, after social media users clamoured to give it a try.

Vegemite appeared on the menu at Rosa's Pizza in Brooklyn, New York, earlier this month, and Domino's ANZ Chief Marketing Officer Adam Ballesty said it was only right Aussies should be able to try it as well.

"There's something so quintessentially Aussie about a Vegemite and cheese pizza, and we're excited to be able to offer this unique

combination to customers right here at home.

"To this day, we still receive messages from customers asking us to make this combination a reality, and at Domino's... we always deliver," he said.

Meanwhile, unopened blocks of that Vegemite chocolate from 2015 have been selling for hundreds of dollars on eBay years later... though you probably shouldn't expect the pizza to be quite as solid an investment.





PHOTO GALLERY



SUBWAY

Subway picnic lunch was well received by all resident, they enjoyed feasting on a variety of filled rolls and wraps,



What do older Australians think about young people?

The majority of older people deeply care about the future and wellbeing of younger generations, according to a recent report.

Over 3,000 older Australians shared their thoughts on the anonymous survey published by National Seniors Australia. When asked to identify which issues facing young adults were of the most concern, unemployment, housing affordability, education and mental health topped the list.

According to the authors, the responses defy assumptions that older and younger generations are in conflict with each other.

“There’s too much commentary from economists and opinion writers that pits older people against younger generations,” said National Seniors CEO Professor John McCallum.

“In fact, far from frowning about younger people, many seniors have empathy and expressed admiration and respect for them.”

The survey data found that many respondents wanted more educational opportunities for younger people, with some pointing to low wages and the casualisation of the workforce as the main drivers of youth unemployment.

“Forcing older Australians to stay in the workforce longer is depriving young people of work,” one respondent wrote.

“Housing is astronomically expensive – almost impossible for most. I really am concerned about what they are going to do in the future,” said another.

According to *Guinness World Records*, the first person to be charged with speeding was Walter Arnold of the English village of Paddock Wood, Kent. On Jan. 28, 1896, Arnold was spotted going four times the speed limit in his 19th-century Benz—but since the speed limit at the time was just two miles per hour, that meant he was not going too fast by today’s standards. The constable had to chase him down on his bicycle, issuing a ticket for £4 7s and earning Arnold the speedy distinction.



Almost a third of older respondents brought up rising property prices and living costs as an issue requiring urgent attention.

“[It] seems that young people are the only ones with enough brains to demand action on climate change – we should support them,” one person wrote.

Opinions on substance abuse were varied, with 20 per cent of respondents suggesting disapproval towards youth drug use.

Frustration over young people’s smartphone use was a common theme in the survey. Social media was linked to a lack of communication skills and bad manners, with increased screen time associated with poor mental health.

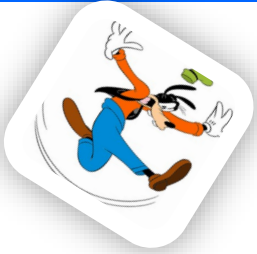
According to National Seniors Australia, the findings indicate that older people are mindful of the issues facing younger generations and concerned about the many difficulties for their future.

“What’s been missing in the conversation is what each generation thinks about the other.

“This report goes some way to filling that gap,” said McCallum.



Falls Things to consider



***Is there enough light in my room to see at night?**

***Can I see my way to get to the toilet?**

ACCOUNT PAYMENT: Residents who have accounts to be paid in the community, eg chemist, the accounts can arrange for these to be paid by Havilah and on billed on your monthly fee account. Please speak to reception if you would like to do this.



RESIDENT SURVEYS - Harkness

Of 45 residents surveyed:

100% of surveyed residents indicated that most of the time or always they feel safe and secure at Havilah.

100% of residents surveyed mentioned most of the

time or always staff have the skill to do their job.

100% of residents agreed or strongly agreed they like the way the meals are presented and the hot foods are the right temperature.

100% of surveyed residents agree or strongly agreed they choose if their door is left opened or closed.

Invitation to read your Care Plan and take part in your Care Plan Review

Every resident has a comprehensive care plan developed to ensure all care needs are documented for staff's information. This way staff can provide consistent care and services in accordance with your assessed need and the choices you make. Our staff speak to you and/or your representative in developing your care plan initially and in the ongoing periodic review of your plan. We ask you for your direction

in relation to involvement in the care plan review on entry.

Your involvement can either be in person or by telephone. We wish all residents and/or representatives to feel they are consulted about changes made to care in response to assessed needs. We also make changes as per your individual choices and requests. You are invited to talk to staff at any time should your needs or wishes

WHEN THE FIRE ALARM SOUNDS Please remain where you 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. Should evacuation be required only residents in the affected compartment would be affected In the first instance. The fire alarm automatically alarms to the brigade who are here within minutes.

YOU WILL BE KEPT INFORMED BY STAFF AND THROUGH THE PUBLIC ADDRESS SYSTEM.



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





Under the National Guidelines for visitors entering an aged care facility current flu vaccinations are required. All visitors are to supply a copy of proof that they have had the 2021 vaccination to reception to enable staff to update our records and will also accept copies of proof of covid vaccinations.

FROM THE KITCHEN : If residents do not wish to have the 'First Choice' for lunch please notify the catering staff that you would like the 'Second Choice' shown on the menu. The first and second choices change each day. There are also choices listed for soft and pureed diets including sweets. Just in case you do not like either choice offered there are additional alternatives available every day and these are also listed on the menu. At tea time there is a selection of two soups, two mains and two sweets on the menu and also additional alternatives are listed in case you do not like the main choices offered.

If there are not things on the menu that you fancy please ask staff for some other alternatives that we can arrange for you.

For breakfast residents may choose whatever cereals and breads they wish. Please notify the kitchen who will arrange to get this in if it is not held as normal stock.

FAMILY MEMBERS AND GUESTS. We apologise that we cannot welcome resident guests for meals each day and look forward to reintroducing this as soon as possible. Where it is a special occasion lunch or afternoon tea can be arranged for guests. Please book this at reception a few days in advance as a special area will need to be set up for you. Hopefully before long we will be back to unrestricted guest meals once again. We look forward to that time.

For our residents we still have in place Special Morning Tea on Tuesdays and Sunday Devonshire afternoon tea. Tea and coffee making facilities and biscuits are on hand in the kitchenettes for resident use.

REPORTING FOOD BROUGHT IN FOR RESIDENTS

As all food prepared by Havilah is closely monitored under the Food Safety Standards it is a requirement that **All food brought in to Havilah** by residents or their families/visitors

must be reported. There is a register available in each Foyer and in the Kitchen for you to record this. Food put in the fridges must have the resident's name and the date clearly marked. Your assistance with this is appreciated.

If there is food you enjoy that you would like to see on the menu or any theme days you would like to see introduced please discuss this with Food Services Manager Di Jackson, or any of the lifestyle staff. Alternatively you can fill out a form and place in the Suggestion Box. We welcome your suggestions.

Please let catering staff know your favourite soup if you would like it included on the list for Soup of the Day.

If you want to make a comment, suggestion, complaint or compliment but are unsure how to go about this, please ask a staff member to assist you.

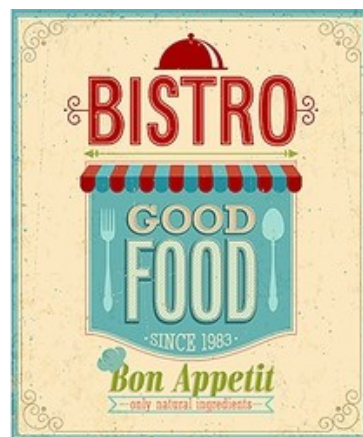
Residents are enjoying the added socialisation of returning to Dining Rooms for lunch and Evening Meals.

Emailing the Havachat If you provide us with your email address, we can email your Havachat to you. Please email your details to andrew.earl@havilah.org.au.

The new and exciting format of menu's has been put on hold for Havilah residents at Harkness Street and Raglan House. Residents will be advised with plenty of notice when this will start.

It will be in the lines of a café/bistro style format and menus' will run weekly from Monday to Sunday night then and on a weekly rotation over 6 weeks

There is a variety of food items to choose from and some days there will be a special board with different options that residents can select from.



Happy hour will be held weekly with a theme night once a month

It's a change the will be welcomed to residents that have been in Havilah for some time are accustomed too,. Summer months we can have BBQ's out in the various courtyards, with meat salads and sweets plus drinks.

A cold meat and salad buffet, a pastry night, Pizza night , movie night with ice-creams and popcorn plus lots of other things .

Maybe residents would like to suggest something different for happy hour, staff can asked the residents their thoughts when attending to their care.

Upcoming Functions:

The Christmas BBQ will be held on the 8/12/21 at lunch-time RSVP's are very important.

Christmas Day Luncheon 25/12 , each resident can have maximum 5 guests. The 2 course meal (including drinks) is \$25.00



Travel Plans 2021

Expectations

v's

Reality

Hav'a'laugh

LIFE IS
BETTER
WHEN
YOU'RE
LAUGHING.

A passenger in a taxi leaned over to ask the driver a question and tapped him on the shoulder. The driver screamed, lost control of the cab, nearly hit a bus, drove up over the curb, and stopped just inches from a large plate glass window.

For a few moments everything was silent in the cab, and then the still shaking driver said, "I'm sorry but you scared the daylight's out of me."

The frightened passenger apologized to the driver and said he didn't realize a mere tap on the shoulder could frighten him so much.

The driver replied, "No, no, I'm sorry, it's entirely my fault. Today is my first day driving a cab. I've been driving a hearse for the last 25 years."

How many times can you subtract 10 from 100?

Once. The next time you would be subtracting 10 from 90.

What's blue and smells like red paint?

Blue paint.

Why can't your hand be 12 inches long?

Because then it would be a foot.

What do Alexander the Great and Winnie the Pooh have in common?

The same middle name.

Did you hear about the mathematician who's afraid of negative numbers?

He will stop at nothing to avoid them.



Two inexperienced hunters went hunting in the bush. Before long they got lost.

"Don't worry" said the first hunter.

"I heard that when you're lost you should fire three shots in the air and someone should hear you."

They fired three shots in the air and waited a half-hour.

Nothing.

They tried again with another three shots and nothing happened.

Finally they decided they would try it once more.

"This better work," Said the second hunter nervously.

"These are our last arrows."

CONTACTING STAFF

You can contact staff by using your **room phone**

In the main building Ring 394 In Heath House Ring 626. In Melaleuca House Ring 627.

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 in the lounge areas at Heath House and at the nurses station in Grevillea

to provide greater accessibility to staff for families. Please make use of these 'phones as needed.

FOR FAMILIES ringing from outside Havilah to speak to staff in **Heath House** please call **54617481**, FOR FAMILIES ringing from outside Havilah to speak to staff in **Melaleuca House** please call the nurses station on **54617495**, if there is no answer the call will be diverted to staff on the floor.

For all other areas of Havilah dial 54617300 and follow the prompts.

For 24 hour EMERGENCY CONTACT telephone 54617394

FEEDBACK Residents and families are encouraged to communicate any issues they may have. We welcome feedback from residents, families and visitors and provide the 'Comment, Suggestion, Complaint and Compliment' forms at the main Havilah entrances. We strive to continuously improve our service and look forward to working with you to achieve the best possible outcomes for residents. You can also speak to the Unit Manager or Supervisor in your area or alternatively please contact

Director of Care Kelsey Hooper

54 617383 email:

kelsey.hooper@havilah.org.au

or CEO Barb Duffin 54617381 OR

0429617380 email:

barb.duffin@havilah.org.au

External Complaints through the Aged Care Quality and Safety Commission: 1800 951 822

Elders Rights Advocacy (ERA): 1800 700 600

Email: era@era.asn.au www.era.asn.au

ERA is a member of OPAN the Older Persons Advocacy Network, delivering the National Aged Care Advocacy Program, an Australian Government Initiative providing advocacy services to recipients of Australian Government Aged Care Services.

GENERAL ENQUIRIES

For any general enquiries: Families or residents can contact Havilah 24 hours a day, 7 days a week on Email: mail@havilah.org.au or Telephone: 5461 7387. Leave a message if it is out of office hours and staff will get back to you as soon as possible. Residents can contact reception by simply pressing the numbers 387 on room phones.

ADMINISTRATION OFFICE HOURS

MON-FRI 9.00 am—4.00 pm for account payments and enquiries



WHEN THE FIRE ALARM SOUNDS

Please remain where you 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. Should evacuation be required only residents in the affected compartment would be affected In the first instance. The fire alarm automatically alarms to the brigade who are here within minutes. **YOU WILL BE KEPT INFORMED BY STAFF AND THROUGH THE PUBLIC ADDRESS SYSTEM.**