

ISSUED
30th APRIL
2015

HOP **HAVILAH** TOPICS

Residential Care & Retirement Living



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
Email keithf@havilah.org.au to book.

Bookings close Thursday 7th May 2015

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. The works of increasing the Activities area in Callistemon and construction of a covered outdoor area at Heath House will commence early June.

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).



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, will receive the Away Teams.

ILU RESIDENTS MEET AND GREET

The Independent Residents Lifestyle Committee hosted a meet and greet for all of the residents of the Havilah on Palmerston community recently.

The Lifestyle committee was hosting the day to encourage all the residents of the HOP community to come together and get to know one another.

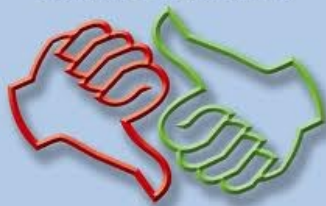
The barriers are coming down and it was great to see all the residents forming new friendships.

The day was successful with around 25 residents attending and they enjoyed a sumptuous catered afternoon tea. The committee also canvassed the residents for ideas for future activities and outings.

The committee invites all HOP residents to attend the next Lifestyle Committee Meeting on the 21st May 2015 commencing at 2.45pm . The committee would love to see those residents who have not yet being able to find the time to attend any of our functions. We would love to get to know you invite you to put forth any ideas or suggestion you may have.

WE LOOK FORWARD TO SEEING YOU THERE!

COMPLAINTS COMMENTS COMPLIMENTS



Suggestions

Complaints
Comments
Compliments



COMMENTS, COMPLIMENTS, SUGGESTIONS AND COMPLAINTS FORMS ARE AVAILABLE IN THE FOYERS OF THE COMMUNITY CENTRE AND RAGLAN HOUSE

Residents are encouraged to communicate any issues they may have. There is **CEO Barb Duffin** 54 617381 Mobile 0429 617380 email: barbceo@havilah.org.au

Director of Human Services Annie Constable 54 617383 email: dhs@havilah.org.au

Resident Liaison Officer Keith Fankhauser 5459 0169 or 0408 774 715 email: keithf@havilah.org.au

Havilah respects the right of residents 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: 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.

PALMERSTON ST ADMINISTRATION OFFICE HOURS

MON-FRI 9.00 am—12.00 pm for account payments and enquiries

HARKNESS ST ADMINISTRATION OFFICE HOURS

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

Home Maintenance Reporting

Residents are requested to report all maintenance issues to the HOP Office located in the Community Centre which is open from Monday to Friday between 9.00am & 12 noon for residents to phone on 54590140 or call in.

If residents need to make contact during business hours after 12.00pm you can now call Rhonda on 5461 7387 and she can assist residents with all enquiries. Please leave a message on her phone if unavailable.

Alternatively residents can email any issues to palmerston@havilah.org.au

Residents are still welcome to call Stuart outside business hours with any urgent maintenance issues 0417 679 803

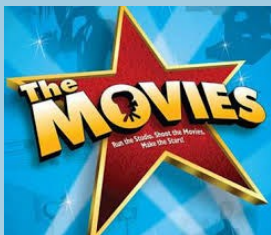
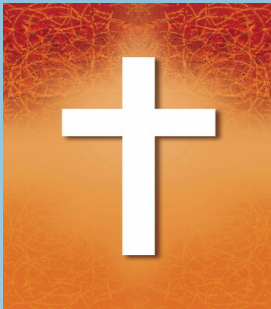
Contact Numbers For Palmerston St

Community Centre
MON-FRI
9AM-12 NOON
Reception: 5459 0140

Contact Numbers
For Harkness St
MON-FRI
9AM-4PM
Reception: 5461 7387

MON-FRI
5PM-11PM 54 617394
54 617370
11PM-9AM 54 617367

SAT-SUN
9AM-11PM 54 617370
11PM-9AM 54 617367



What's On & Events

- ♦ **Lifestyle Committee Meeting**
Thursday 21st May 2015 @ 2.45pm at the Community Centre , Meeting Room **Coffee & Chat immediately after the meeting**
 - ♦ **Coffee & Chat** - Community Centre, Meeting Room
Every 3rd Thursday of the month at 3.30pm next session will be the 21st May 2015.
 - ♦ **Movie Night - Next Movie Monday 4th May 2015**
Every 1st Monday Evening of the Month in the Community Centre Function Room. Movie commences 7.30pm Sharp. Tea & Coffee and light snacks provided.
 - ♦ **500 Card Night** - Raglan House
Every 4th Wednesday of the month at 7.00pm
Next Game 27th May 2015 Tea & Coffee provided.
 - ♦ **Havilah on Palmerston Independent Residents Meeting. (Held Bi-Monthly) Next Meeting**
Thursday 18th June 2015 at 2.45pm Room 7 of the Community Centre. **Coffee & Chat immediately after the meeting**
 - ♦ **HAPPY HOUR**
Every Friday night in the Community Centre Function Room commencing at 5.00pm entertainment, finger food & drinks.
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- ♦ **Church Services at Havilah**
Uniting Church - 1st Wednesday of the month at 2.30pm.
Room 7 of the Community Centre
 - ♦ **Anglican Church** - 2nd Thursday of the month at 10.30am
Room 7 of the Community Centre
 - ♦ **SALVATION ARMY CHURCH** - 4th Wednesday each Month 2.45pm
 - ♦ **AOG Genesis Church** - Selected Dates Throughout the Year



Justice's of the Peace

There are 2 Justice's of the peace living in the Havilah On Palmerston Community.

If residents require their assistance your are welcome to contact them during business hours to arrange their services.



Contact Details: **Bob Osborne** Phone: 5461 2709 Mobile: 0409 189 681
Email: bobosborne8@iprimus.com

Terry Simpson Mobile. 0419 737 837
Email: terryhsimpson@gmail.com

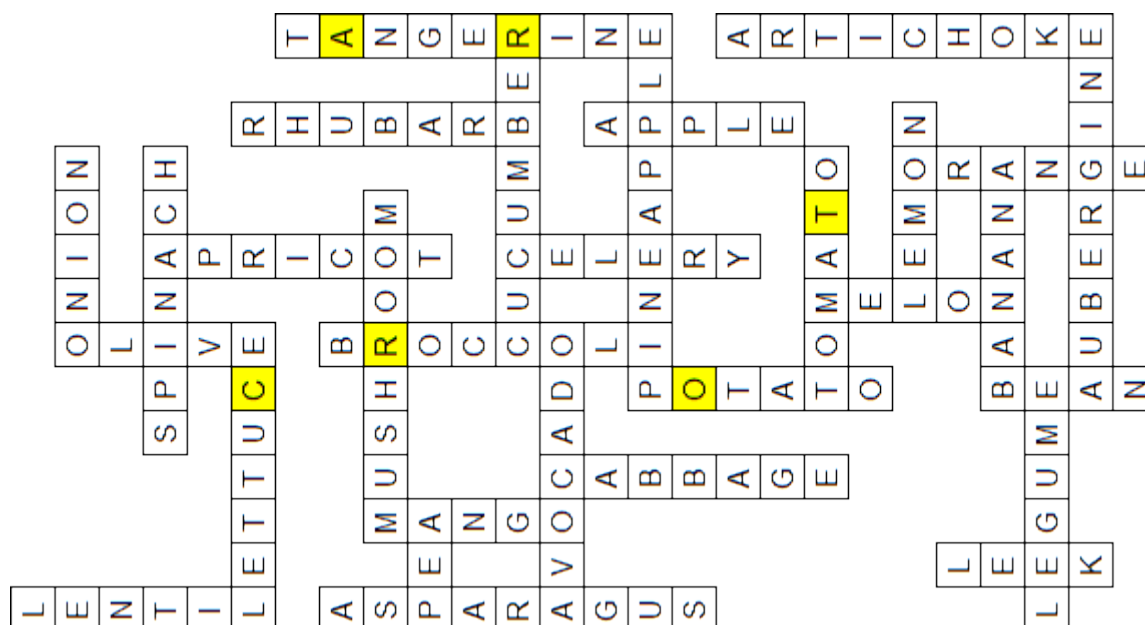
EMAIL

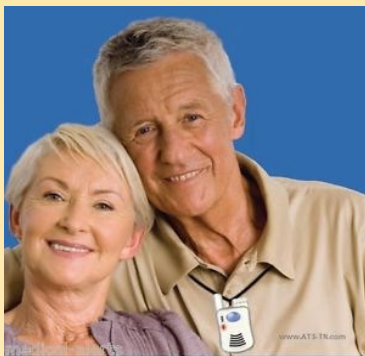
Havilah request that any resident who has an email address to please contact Residents Liaison Officer Keith preferably by email sending to keithf@havilah.org.au or contact him on 0408 774 715 or 5459 0169

Email is a fantastic way for Havilah to communicate with residents.
Email is instant, fast and efficient.



CRISS CROSS SOLUTION





Residents are reminded that Wireless Internet and Personal Health Care security monitoring are services now available to all members of the independent community.

If you would like to signup for these services or require more information please contact Reception at the Community Centre on 5459 0140.

The fee for connection to Havilah's services are as below -

Havilah Alarm Service

Establishment Fee

\$200.00

\$120.00

Non Pensioners

Pensioners, Health Card Holders, Seniors Card or Carers Card

Monitoring

\$25 per month

Other Options

Daily Call Option

\$5.85 per month

Additional Pendant

\$200 (\$100 refunded on return in good condition)

Replacement Pendant

\$200 (Havilah replacement cost) if lost or damaged by the resident

Residents must agree to use this **emergency** service responsibly and may be levied a call out charge for inappropriate use. Havilah may discontinue this service for repeated inappropriate use of the system.

WIFI – Retirement Units

Establishment Fee

\$99

Monthly Charge

\$30/Month up to 250gb/month

Does not require a modem and this is a saving of \$80 -\$100 but may require a Wi-Fi adapter If not built in (older computers) cost of adaptor \$35.00

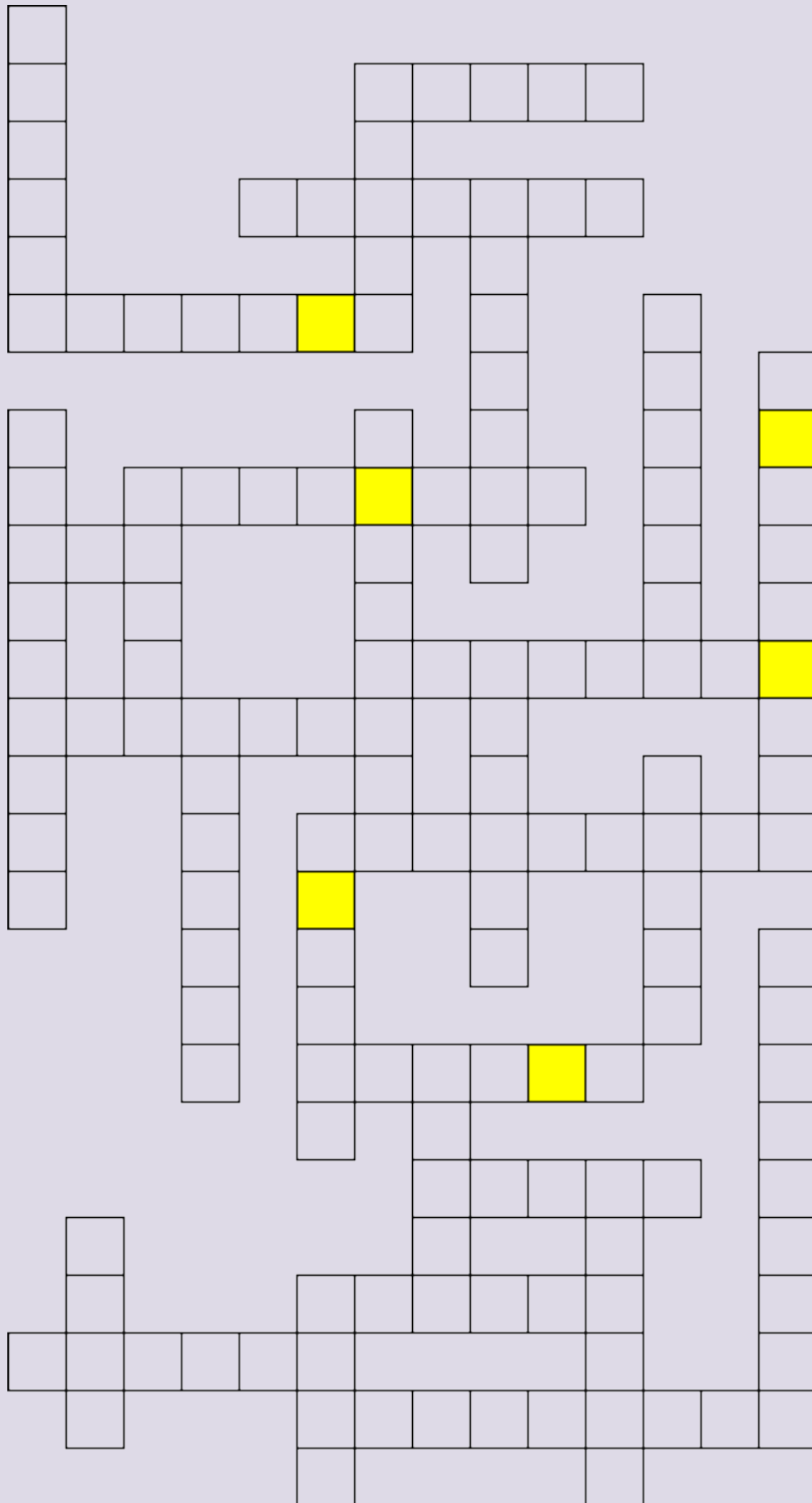
No mail server but there are plenty of free mail servers available

No requirement for ADSL or full service phone line

CRISS CROSS NO.5

Can you fit the words correctly into the grid?

The letters in the yellow boxes will spell out another



3 letter word

PEA

4 letter words

BEAN

LEEK

5 letter words

APPLE

LEMON

MANGO

MELON

OLIVE

ONION

6 letter words

BANANA

CELERY

LEGUME

LENTIL

ORANGE

POTATO

TOMATO

7 letter words

APRICOT

AVOCADO

CABBAGE

LETTUCE

RHUBARB

SPINACH

8 letter words

BROCCOLI

CUCUMBER

MUSHROOM

9 letter words

ARTICHOKE

ASPARAGUS

AUBERGINE

PINEAPPLE

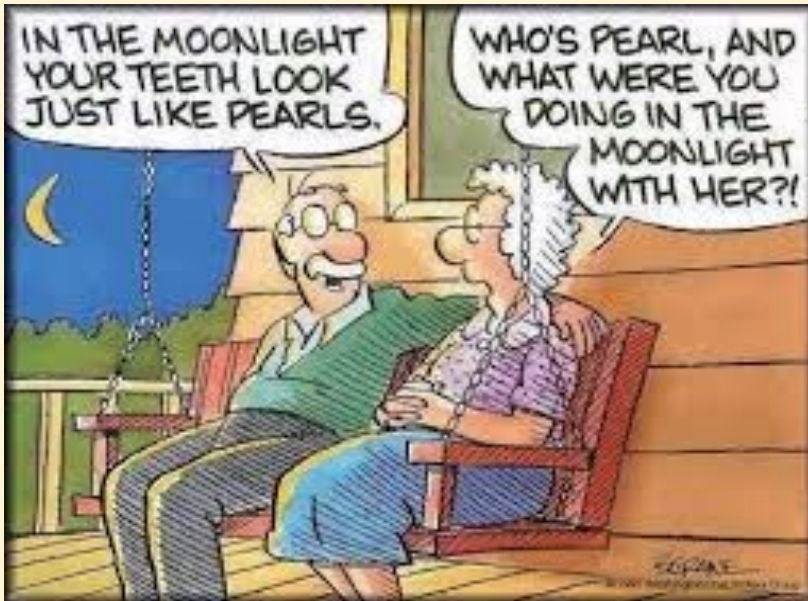
TANGERINE

WORD SEARCH - SOCCER WORLD CUP

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

ALGERIA, ARGENTINA, AUSTRALIA, BELGIUM, BOSNIA AND HERZEGOVINA, BRAZIL, CAMEROON, CHILE, COLOMBIA, COSTA RICA, CÔTE D'IVOIRE, CROATIA, ECUADOR, ENGLAND, FRANCE, GERMANY, GHANA, GREECE, HONDURAS, IRAN, ITALY, JAPAN, KOREA REPUBLIC, MEXICO, NETHERLANDS, NIGERIA, PORTUGAL, RUSSIA, SPAIN, SWITZERLAND, URUGUAY, USA.

Hav-A-Laugh



An Englishman, Irishman, Welshman, Scotsman were captured while fighting in a far-off foreign land, and the leader of the captors said, 'We're going to line you up in front of a firing squad and shoot you all in turn. But first, you each can make a final wish.'

The Englishman responds, 'I'd like to hear "God Save The Queen" just one more time to remind me of the auld country, played by the London All Boys Choir. With Morris Dancers Dancing to the tune.'

The Irishman replies, 'I'd like to hear "Danny Boy" just one more time to remind me of the auld country, sung in the style of Daniel O'Donnell, with Riverdance dancers skipping gaily to the tune.'

The Welshman answers, 'I'd like to hear "Men Of Harlech" just one more time to remind me of the country, sung as if by the Treorchy Male Voice Choir.'

The Scotsman says quickly, 'I'd like to be shot first.'



I recently asked a friend, 'Has your son decided what he wants to be when he grows up?' 'Yes, he wants to be a garbage collector', my friend replied. I had to think about that one for a moment. 'That's a rather strange ambition to have for a career,' I finally managed to reply. 'Well,' said the boy's father, 'he thinks that garbage collectors only work on Tuesdays'.

Quiet fishing?

Q. What is the difference between a hunter and a fisherman?

A. A hunter lies in wait and a fisherman waits and lies.

