

HAVACHAT

Issue January 2022

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



HAVILAH PRESIDENT ANNOUNCES NEW CEO

Havilah President Danny Tatchell announced that after an extensive executive search Craig Young has been selected from a strong field of applicants to replace retiring CEO Barb Duffin. Craig is well experienced in the aged care environment with strong knowledge and qualifications in governance and aged care legislation. As a Certified Practising Accountant Craig is also right across financial management. Very importantly Craig is a man who has been involved in his community and wants to continue with this. **A very good fit for Havilah as a not for profit community organization.** Craig will be moving to Maryborough from Mt Martha to take up the position. He will arrive in mid February and have a period of transition with Barb prior to taking over the reins in earnest. He will be around to meet you all once he arrives.

President Danny said Craig was an outstanding candidate and the Board was confident under Craig's leadership Havilah will continue to achieve great things for the local community.



Resident meetings are held each month, they are held on the 1st Monday of the month in the Callistemon activities area (bingo room), and the Grevillea atrium. At 1.15pm. At Heath House Meetings are on the 3rd Wednesday of the month at 1.30. Please come along and join in this forum. Your ideas and input are greatly appreciated.



Australian Government
Aged Care Quality and Safety Commission

Havilah Hostel 3181

Quality assessors from the Aged Care Quality and Safety Commission (Commission) will be visiting to check the quality of care and services at Havilah Hostel.

This assessment is called a site audit. The audit will be unannounced, so the service will not be aware of which day or week the audit will be conducted.

When quality assessors visit the home, you (or someone who represents you) will be given the opportunity to talk to an assessor about the quality of your care and services.

You (or someone who represents you) can also provide information *prior* to the audit. You can do this by calling the Commission on **1800 951 822** (press option 2) or completing an online survey with the Commission.

The survey asks about your experience of quality and safety at your aged care service. You can access this survey at the following address: <https://www.agedcarequality.gov.au/consumer-feedback>. To open the survey, use the code **3181**.

The Commission respects the privacy of your information and will not provide us with the details that you have discussed with them, unless you agree to this, or where they are very concerned about your care.

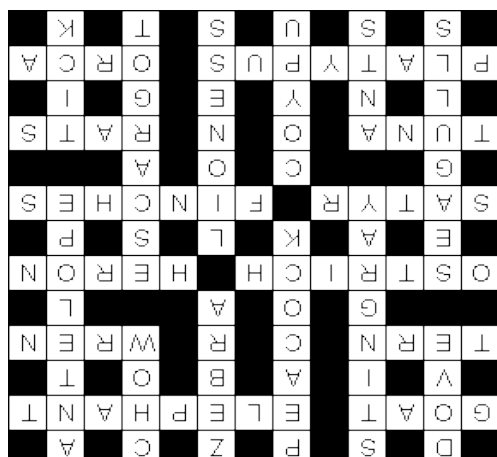
Your personal information and comments will be used by quality assessors when conducting the site audit, and also when they prepare their report about the quality of care and services provided here.

For information on the Commission's privacy policy and practices, please refer to the Commission's website [agedcarequality.gov.au](https://www.agedcarequality.gov.au) or contact the Commission on **1800 951 822**.

If you need interpreter assistance, please call Translating and Interpreting Service (TIS) on **131 450** and ask for Aged Care Quality and Safety Commission.

Site audit notice

FRM-ACC-0453 v1.2



Quiz and Crossword Solutions from page 4



Answers to Quiz

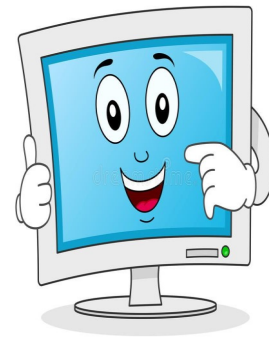
1. Fraser Island
2. English Channel
3. Gills
4. The Saint
5. Ned Kelly



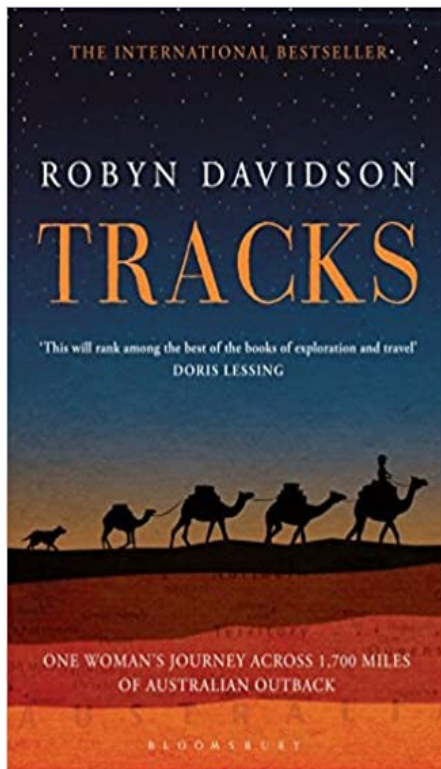
We have I pads available for resident use to contact family on face book, Skype, Zoom and other forms of social media. The I pads are also available to read newspapers and periodicals and play scrabble, other word games, solitaire and other card games, do art work , watch movies. Residents can

use the I pads 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 I Pads please talk to Lifestyle staff who will assist you to become familiar with using these.



Desk top computers in common areas are also available.



Robyn Davidson's opens the memoir of her perilous journey across 1,700 miles of hostile Australian desert to the sea with only four camels and a dog for company with the following words: "I experienced that sinking feeling you get when you know you have conned yourself into doing something difficult and there's no going back."

heroine driven by a love of Australia's landscape, an empathy for its indigenous people, and a willingness to cast away the trappings of her former identity. *Tracks* is the compelling, candid story of her odyssey of discovery and transformation.

Enduring sweltering heat, fending off poisonous snakes and lecherous men, chasing her camels when they get skittish and nursing them when they are injured, Davidson emerges as an extraordinarily courageous



The Central Highland Library mobile service will not be attending Havilah during the month of January. They will resume this wonderful service early February. During their absence residents can select books to read from the various bookshelves through out the facility.



WEIRD and WONDERFUL WORDS

CALLITHUMPIA - like a discordant band or noisy parade



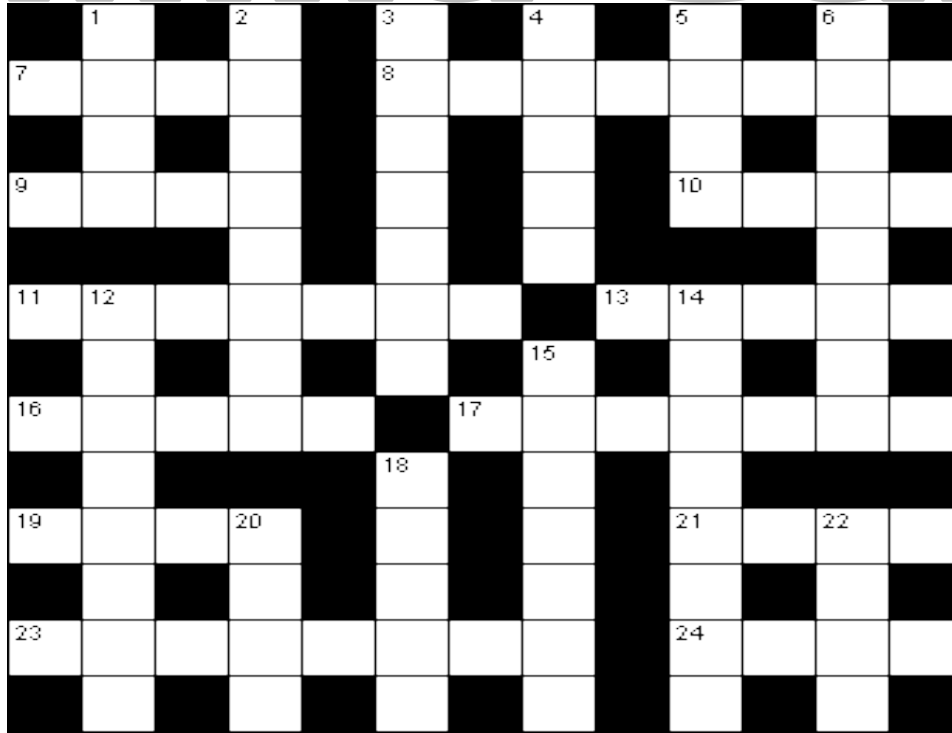
During the summer period, a reminder to ensure that all external doors are kept closed and not propped open.

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 and notify a staff member. 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.

Mind Games⁴

Themed 13



ACROSS:

1. Caprine animal (4)
8. Five-toed pachyderm (8)
10. Slender gull with forked tail (4)
11. African flightless bird (7)
13. Wading bird (5)
16. Supernatural woodland creature (5)
17. Small songbirds (7)
19. Large edible fish (4)
21. Rodents (4)
23. Egg-laying mammal (8)
24. Type of whale (4)

DOWN:

1. Emblem of peace (4)
2. Venomous aquatic creature (8)
3. Showy fowl (7)
4. African equine (5)
5. Breed of dog with bushy tail (4)
6. Graceful ruminant (8)
12. Aquatic birds (8)
14. Edible snail (8)
15. Female wild feline (7)
18. Large aquatic rodent (5)
20. Colony insects (4)
22. Small parasite (4)

WORD SEARCH - Keep in Touch

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

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

ACKNOWLEDGE, ADDRESS, ANSWER, CALL, CHAT, COMMUNE, COMMUNICATE, CONTACT, CONVERSE, CONVEY, DELIVER, DISCOURSE, DISPLAY, ENQUIRE, EXCHANGE, GESTURE, GOSSIP, GREET, HEAR, IMPART, INFORM, INTERACT, LETTER, LISTEN, MESSAGE, ORATE, PHONE, PONTIFICATE, QUESTION, RENDER, REQUEST, SHOW, SIGN, SPEAK, TALK, TOUCH, TRANSFER, TRANSMIT, UTTER, WRITE.

QUIZ

1. Which island off the Queensland coast is Australia's fifth largest but the world's largest sand island?
2. The Channel Islands are in which Channel?
3. Most fish exchange gases using what?
4. In which TV series did Roger Moore star from 1962 to 1970?
5. Which Australian outlaw wore home-made armour?

WEEKLY ACTIVITIES - MAIN BUILDING

5

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

TUESDAY Special Morning Tea 10am
Chairrobics 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 Chairrobics 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.

If you would like access to an IPAD for games and activities please talk to lifestyle staff and this will be organized for you.



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.

Visitor Restrictions at Havilah

From 11.59pm, 12 January, in line with the new Victorian Government Care Facilities Directions, Havilah will be permitting two visitors per resident per day unless a site is in lockdown.

All visitors will be required to return a negative RAT. This will be arranged for you at the time of entry, before you commence your visit.

The limiting of the visitors to two per day for each resident is due to the limited availability of Rapid Antigen Tests. Once this situation eases increased visits will be enabled

All visitors to Havilah need to be fully vaccinated and able to show proof of such.

These guidelines are subject to change based on a daily risk assessment that seeks to balance the health, safety and wellbeing of both residents and staff and the level of community transmission.

In the event that the facility needs to go into outbreak lockdown, essential visitors will be permitted for compassionate and end-of-life circumstances in consultation with the Director of Care

We understand that visitor restrictions are onerous and impact on the lives of residents, their families and friends. As always we seek to balance the risk presented by COVID-19, with the health, safety and wellbeing needs of every resident and our staff.

Thank you so much for your ongoing cooperation and support to ensure safe visiting can take place for the benefit of all.

Excluded Visitors

- have symptoms of COVID-19;
- have had a COVID-19 test because they have symptoms or

have attended an exposure site and are waiting for the result;

- are required to isolate or quarantine;
- have had contact with a COVID positive person in the past 14 days

- ♦ Have not had and provided evidence of a current influenza or COVID vaccinations unless you have a specific exemption.

Resident Outings

Residents are able to leave the facility. Masks are required indoors and on public transport and taxis, it is recommended wearing masks outside if you can't physically distance. There are capacity limits on venues. Density limits of one person per two square meters apply to indoor spaces in food and drink venues.

As a further precaution, a risk assessment will determine if a Rapid Antigen Test (RAT) should be carried out following resident outing. This would be dependent on for instance the location of the outing, the number of people the resident was in contact with, ppe worn etc.

This should not be seen as a disincentive to going out. If it is your normal practice to go on outings with family for instance you should continue to do this. RAT's are not intrusive and do provide an added layer of safety for residents.

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

Private gatherings in the home.

There are no limits to the number of people you can gather with in your home or in public places (e.g. a park). It is recommended that social gatherings should be held outdoors to reduce risks.

It is strongly recommended that everyone who you are gathering with at your home or in a public place is fully vaccinated.

Going out

Venues you can attend if you are fully vaccinated include:

- hospitality venues (e.g. bars, nightclubs, restaurants and cafés)
 - entertainment venues (e.g. cinemas, zoos, museums, live music venues)
 - tourism venues (e.g. walking tours, buses)
 - casinos/gaming venues and adult entertainment venues.
- You can also attend public events where vaccination is required.

If you don't meet the vaccination requirements for a venue or public event, you can't enter the venue or go to the public event.

Vaccination requirements don't apply to food and drink venues operating for takeaway only.

There is a density limit of one person per two sqm in all indoor areas in hospitality venues (e.g. restaurant, bars, and nightclubs) gaming, bingo and the casino). Other entertainment venues do not have a density limit (such as theatres, cinemas, galleries, concerts).

At major events, face masks are also required indoors and outdoors when at an event with 30,000 or more patrons - but you aren't required to wear a mask while seated outdoors.

To be as COVIDSafe as possible, you are strongly recommended to stick to indoor seated service.

RECEPTION IS STAFFED 7 DAYS EACH WEEK, 10 A.M. TO 4 P.M. RECEPTION STAFF CAN ANSWER ANY QUERIES YOU MAY HAVE IN RELATION TO VISITING OR OUTINGS.

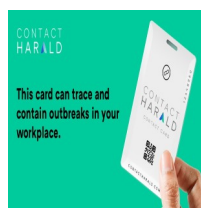
HARKNESS OUTBREAK It has been extremely challenging with the increase of cases throughout Victoria including in Maryborough and surrounding areas. Fortunately Maryborough at this stage is not having a large number of daily cases but compared to pre Christmas when there was only the occasional case now there are infections reported each day. It appears no local government area has escaped this last wave with Bendigo, Ballarat and Geelong with a large number of cases each. The infections in regional areas appears to have happened as people are returning home from their holidays. At Havilah we have since before Christmas been testing visitors and staff who have been away from or who live outside of the local area. Post Christmas we had two staff within 72 hours who tested positive. Under the rules this constitutes an out-

break which was declared on the weekend of 9th January. This was quickly brought under control with by the end of that same week with no further cases reported. Our planning came to the fore as we had enough Rapid Antigen Tests in stock to do all the required testing of residents and staff over the outbreak period. As we were in an outbreak situation we were able to order Rapid Antigen Tests through the Government Stockpile which we did on the weekend of the 9th January, we were told 2-5 days for delivery to regional areas. Today 21st January, 700 arrived. So don't believe all the spin you hear from our Prime Minister and Health Minister about the Commonwealth being responsible for Aged Care and everything they are doing. Whatever it is they are doing it is not done in a timely manner and to the extent that they should be. Our outbreak

was well and truly over before our order arrived and then only 700 which will last no time at all. We have needed to source others while waiting at a very high price and just as well we did this or we would have had no tests available. Thank you to MDHS for providing some tests for us during this period as well.

From this weekend our staff will test every day pre shift, all visitors will continue to be tested pre each visit and residents will be tested as needed.

We will use 1000 Rapid Antigen Tests a week for this level of testing. At \$12 a test this is around \$50,000 each month. To keep everyone as safe we think it is worth it. At this stage this is funded by Havilah with no additional funding offered by either the Commonwealth or the State Governments at the time of writing.



CONTACT HARALD

All residents, staff, regular contractors, visitors and professional people

have their own cards.

The information the "Contact Harald" 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. Please let staff know

if your card is flashing red as it needs replacing when this happens.

AUTO SIGN IN WITH ZIPLINE

Zipline stations are in place for visitor auto check in.



Additionally visitors must 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 available to assist.

An additional Zipline station has been ordered for installation at Heath House. Once installed this will enable visitors to enter directly into Heath House without needing to check in through the main Reception area. We hope that this will make visiting easier for Heath House families.

Thank you to all our residents, families and visitors, we appreciate your understanding re signing in and out, booking outings and wearing your Harald cards.

(COVID-19) Emergency Leave FOR AGED CARE RESIDENTS

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, 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 never will.



PHOTO GALLERY





The Christmas festivities started at Havilah with the Residents family and friends BBQ held on Wed 8th Dec. With covid restrictions in place residents were still able to have 5 guests for lunch for the event and also for Christmas day lunch. Everyone had a great time at both functions, with many positive comments about the meal and the ambience throughout the facility. Residents enjoyed the traditional Christmas Lights Tour of Maryborough and District. .



Santa paid a visit in the days leading to Christmas, handing out lollies and chocolates and festive cheer to everyone. A big thank you to resident Santa Cal, who almost melted in his Santa costume. The Havilah Santa also did a drive by to the Childcare Centre and visited the CBD to the delight of local children.

Falls Things to consider



Ensure that you have your eyes tested each year and have your glasses adjusted and fitting correctly. Consider using single vision lenses if falls are becoming an issue.

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 41 residents surveyed:

100% of surveyed residents stated that most of the time or always they are encouraged to make decisions about their personal care routine.

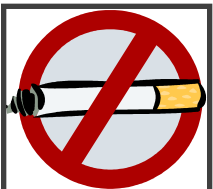
100% of residents surveyed indicated it is peaceful enough for them to sleep at night most of the time or always.

100% of surveyed residents agree or strongly agree that they would recommend Havilah to a family member or friend.

98% of residents agree or strongly agree they enjoyed the Melbourne Cup festivities.

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. **Please talk to staff at any time should your needs or wishes change.** When reviewing your care plan staff will ask you if you want a copy and this can be provided to you.



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



FROM THE KITCHEN:

Our menus have recently been reviewed to provide further increased choice for lunch and the evening meal. Lunch is the main meal of the day.

On the lunch time menu there are two main meal choices that change each day. There are also other main meal choices that remain constant each day. These include the favourites of our residents and provides further choice each day. The lunch menu also includes lighter alternatives of for instance pies, pasties, lasagne, quiche etc so we hope that there is something to suit everyone on any particular day. There are also choices listed for soft and pureed diets including sweets. At tea time there is a selection of two soups, two sweets and multiple mains for you to select on the menu

Where things that you like to eat are not included on the menu please talk to the staff in your area and they will get this arranged for you.

If you require a special diet that you feel is not catered for on the menu please discuss this with staff. Havilah has a consultant dietitian who reviews our menus for nutritional value. She also attends on site to speak with residents about their dietary requirements. Please ask staff if you would like to meet with her.

For breakfast residents may choose whatever cereals, breads and spreads they wish. Residents can also select their choice of juices and yohurts and also to have poached eggs on toast or bacon and eggs. If the cereal or bread you prefer is not listed on the menu 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.

As always residents are able choose to have room service rather than attending the dining room.

All residents are supplied with a daily menu to select their choice for the day, and breakfast for the following day.

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.

For the older folk, enjoy the memories

EATING IN THE FIFTIES and SIXTIES.

- Pasta was not eaten in Australia.
- Curry was a surname.
- A takeaway was a mathematical problem.
- A pizza was something to do with a leaning tower.
- All potato chips were plain; the only choice we had was whether to put the salt on or not.
- Rice was only eaten as a milk pudding.
- Calamari was called squid and we used it as fish bait
- Brown bread was something only poor people ate.
- Oil was for lubricating; fat was for cooking.
- Tea was made in a teapot using tea leaves and never green.
- Sugar enjoyed good press in those days, and was being sold as white gold.
- Cubed sugar was regarded as posh.
- Fish didn't have fingers.
- Eating raw fish was called poverty, not sushi
- None of us had ever heard of yoghurt.
- Healthy food consisted of anything edible.
- People who didn't peel potatoes were regarded as lazy.
- Indian restaurants were only found in India.
- Cooking outside was called camping.
- Seaweed was not a recognised food.
- "Kebab" was not even a word, never mind a food.
- Prunes were medicinal.
- Surprisingly, muesli was readily available, it was called cattle feed.
- Water came out of the tap. If someone had suggested bottling it and charging more than petrol for it, they would have become a laughingstock!
- But the one thing that we never ever had on our table in the sixties ...Elbows or Phones.

Trevor's New Year's Eve party was an annual occurrence with numerous guests arriving. During the evening, a man knocked on the door, was greeted heartily although no one knew who he was, and was led to where the drinks were, in the kitchen. He sat there happily, chatting away, for a couple of hours before a strange light dawned on his face. 'You know,' he confided to Trevor, 'I wasn't even invited to this party. I just came over to tell you that some of your guests' cars are blocking my drive.' He continued, 'My wife's been sitting out in the car waiting for me to get them moved, so that we can go out.'



With the summer weather being so unpredictable, please ensure that when residents are going outdoors for a walk either by themselves or with staff that they are dressed appropriately, on the sunny days make sure

they are wearing a hat and that sunscreen is applied. Havilah have installed auto sunscreen dispensers at all entry/exit doors for the convenience of residents to use



Hav'a'laugh

LIFE IS
BETTER
WHEN
YOU'RE
LAUGHING.

A man goes into a pet shop to buy a parrot. The shop owner points to three identical-looking parrots on a perch and says, "The parrot on the left costs \$500 dollars."

"Why does the parrot cost so much?" asks the man. The owner says "Well the parrot knows how to use a computer."

The man then asks about the next parrot and learns that it costs \$1,000 dollars because it can do everything the first parrot can do plus it knows how to use the UNIX

operating system.

Naturally, the increasingly startled man asks about the third parrot, only to be told that it costs \$2,000 dollars.

Needless to say this begs the question, "What can it do?"

To which the owner replies,

"To be honest I have never seen it do anything but the other two call him boss!"



"What did you take away from the meeting?"



"Just this once, can't we take the scenic route?"

James is walking on a downtown street one day, and he happens to see his old high school friend, Harry, a little ways up ahead. "Harry, Harry, how are you?" he greets his old buddy after getting his attention.

"Not so good," says Harry.

"Why, what happened?" James queries.

"Well," Harry says, "I just went bankrupt and I've still got to feed my family. I don't know what I'm going to do."

"Could have been worse," James replies calmly. "Could have been worse."

A month or so later, James again encounters Harry, in a restaurant. "And how are things now?" he asks.

"Terrible!" says Harry. "Our house burned down last night."

"Could have been worse," says James, again with total aplomb, and goes about his business.

A month later, James runs into Harry a third time. "Well, how goes it?" he inquires.

"Oh!" says Harry. "Things just get worse and worse. It's one tragedy after another! Now my wife has left me!"

Harry nods his head and gives his usual optimistic-seeming little smile, accompanied by his usual words: "Could've been worse."

This time, Harry grabs James by the shoulders. "Wait a minute!" he says. "I'm not gonna let you off so easy this time. Three times in the past few months we've run into one another, and every time I've told you the latest disaster in my life. Every time you say the same thing: 'Could have been worse.' This time, for God's sake, Harry, I want you to tell me: how in Heaven's name could it have been any worse?"

James looks at Harry with the same little wisp of a smile. "Could have been worse," he says. "Could have happened to me."

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

Visitor and Resident Support

Older Persons Advocacy Network (OPAN) have trained advocates who can provide advice and support. 1800 700 600 or visit <https://opan.com.au>

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

Postal Address: Havilah Hostel 11 Harkness Street, Maryborough Vic 3465

TO CONTACT THE KITCHEN

Main Kitchen **54617388** Internal Dial **388**

Heath Kitchen **54617482** Internal Dial **482**

For 24 hour EMERGENCY CONTACT
telephone 54617394



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.**