

HAVACHAT

Issue January 2020

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



HAPPY NEW YEAR

***May every day of the New Year glow with good cheer
and happiness for you and your family***

Happy New Year!

**Resident Meeting - Monday 13th January 2020 at 1.15pm in Callistemon Activities Room.
Resident Meeting Heath House - 20 January 2020 at 2pm in Heath House.**

THESE MEETINGS ARE FORUMS FOR YOUR IDEAS AND NEW INITIATIVES—WE WELCOME YOUR INPUT

PHOTO GALLERY



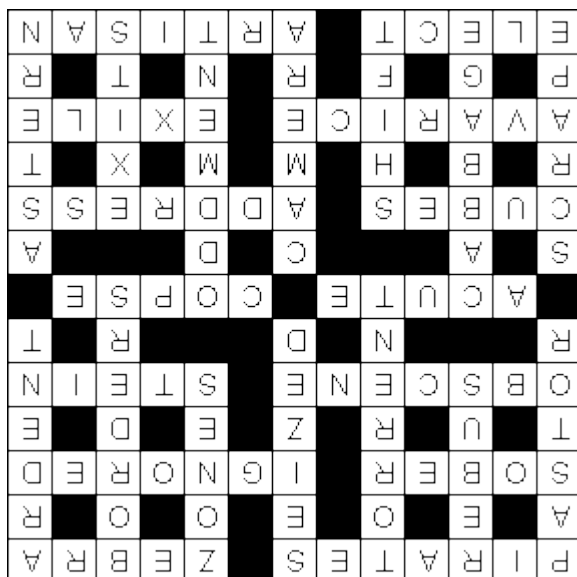
Christmas was a very festive occasion at Harkness Street. The Family and friends BBQ was once again a great success, entertainment by Rita Mullins and her band and also an impromptu performance by a group of musicians from the Maryborough Highland Pipe band.

Christmas Day also saw an influx of families gather to celebrate with their loves ones, enjoying a traditional meal of roast meats and vegetables and plum pudding with all the trimmings.

Many compliments were received for the service by both kitchen and leisure and lifestyle staff and for the volunteers on the day, making everyone so welcome.



PHOTO GALLERY





Reacher is on a Greyhound bus, minding his own business, with no particular place to go, and all the time in the world to get there. Then he steps off the bus to help an old man who is obviously just a victim waiting to happen. But you know what they say about good deeds. Now Reacher wants to make it right.

An elderly couple have made a few well-meaning mistakes, and now they owe big money to some very bad people. One brazen move leads to another, and suddenly Reacher finds himself a wanted man in the middle of a brutal turf war between rival Ukrainian and Albanian gangs.

Reacher has to stay one step ahead of the loan sharks, the thugs, and the assassins. He teams up with a fed-up waitress who knows a little more than she's letting on, and sets out to take down the powerful and make the greedy pay. It's a long shot. The odds are against him. But Reacher believes in a certain kind of justice . . . the kind that comes along once in a blue moon.



WEIRD and WONDERFUL WORDS

PANTAGRUELIAN - enormous



HAPPY NEW YEAR

Auto Lock Down:

Due to the change of seasons and day light savings coming into effect and bringing longer days, auto lock down has moved to **7pm**.

Signing In and Out We ask that all residents and their families please complete the details in the Sign Out Book when leaving Havilah and when returning. **The information required includes: Residents Name, Where they are going, Who with, Time out, Approximate time due back, Returned time, Signature**

Father Bob Maguire on healthy ageing and the Australian 'Cobberwealth'

I am the classic lapsed Catholic. Weekly trips to mass and Catholic schooling as a kid have given way to indifference, and now the only time I set foot in a church is for weddings and funerals. But perhaps if Father Bob Maguire (simply Father Bob to most Aussies) was my priest growing up, I may have thought twice about leaving the flock, or at least I would have had more of a laugh at mass.

I meet the octogenarian Catholic priest – retired since 2011 – to talk about his insatiable appetite for life as he ages. He is short but looks solid despite his 85 years and he instantly takes to you as if you were an old friend. The only hint to his past as a parish priest are occasional refrains of “oh, God love him” when you mention someone in conversation, or how he describes society as “the secular” society.

Otherwise, the only proselytising Father Bob does, in his effervescent and irrepressible style, is for a message of an ‘everyone-love-everyone’ type philosophy.

The man does still love to give sermon though. His mind is sharp and full of ideas and trying to keep him to the question at hand is difficult, but in the tradition of the best sermons he has a knack of bringing his story back to a fine point.

I want to know what he thinks of recent calls by Treasurer Josh Frydenberg for us to work longer, considering he himself was forced to retire.

“Yes, God love him,” he says of Frydenberg. “It’s confusing. The secular society has not yet worked out itself and now it’s got a group within secular society, the elders.” He says that we would do well to look to the example Indigenous Australians set in regard to their elders.

“They pay their respects to their elders, past, present and *emerging*,”

he says before then diverting to some Martin Luther King Jr quotes. But I’m hooked and I sense a point building.

“Now I’m saying to myself, poor old Bob ... you’ve been to the top of the mountain, because you’re old, and you’ve seen the promised bloody land, you see? Which is when the Australian Commonwealth becomes ... you ready? The Australian ‘Cobberwealth’. You see?”

The Cobberwealth – a term he has coined – is about leaving no person behind. He got the idea from a statue in Melbourne depicting a soldier carrying a wounded comrade across his shoulder, and he feels we’re leaving our elders behind.

“Don’t forget me, cobber!” he booms.

He does that every so often: puts a fine point on an idea with a loud exclamation. Or at times he’ll break into song, shiny eyed and full of devilment. He’s enjoying himself. Since retirement, Father Bob hasn’t stopped. He runs the Father Bob Foundation whose mission is “to provide material, emotional and social support to whomever, whenever and wherever necessary”. He is out giving food four nights a week, gives mass at aged care homes, talks at countless events and has a camel sanctuary which is a place of education and nature for the underprivileged.

I’m tired just thinking about his schedule, I tell him, and I wonder aloud how he keeps his energy and drive to live well as he gets older. “I’ve got another line to write in the poem, you see? It’s a poem. I get out of bed in the morning with the intention of writing another line,” he says.

He has a lifetimes-worth of these small nuggets of wisdom. They often punctuate long stanzas of his story, thoughts and jokes. Like the

way he refers to the Catholic religion as the “firm” and Jesus as the “founder”, he certainly lives up to his ‘Larrikin priest’ sobriquet.

“You’ve got to be creative and innovative, otherwise you’ll end up just comatose,” he says. And with that we divert to Rome circa 500 BC for some history and then on to the view of some that he is a communist, which eventually leads to more singing.

“Solidarity forever,” he bellows. It turns out he had a sing-song with the trade unions last week, the reason for which I forgot to ask among all the commotion.

Father Bob is an enthralling character and he is a fine example of the point he is trying to make. Our elders have wisdom and knowledge that we ignore. As I listen to his stories I hang on his every word, waiting for the eventual lesson to come, but in no hurry for it.

Sitting with Father Bob for half an hour has given me a sense of ease about ageing. We finish our conversation as he must get ready: tonight, he is heading off to the ARIA music awards and as I’m packing up my things Father Bob is still going (I don’t think his sermons ever really finish).

He is a poster child for healthy ageing and a healthy outlook on life, I tell him. But he’s having none of it and diverts to telling me about the work of the local homeless shelters he spotted around his hotel here in Sydney.

“If there’s one thing we need today in the Cobberwealth it’s to use logic and reason,” he says.

“Community is based on... are you ready?” He pauses often for dramatic effect. “Care, communication, concern, common sense and compassion.”

The Cobberwealth sounds like a good place to me.

GREAT THINGS TO DO



Happy Hour Every Friday evening

Commencing at 4.30pm, Music, Finger Food, Hot & Cold Beverage, Ice-creams and Ice-cream in Cones.



Bus Trip Out - Monday and Friday afternoon, Wednesday afternoon for Heath residents, departing at 1.30pm for lots of fun points of interest throughout Central Victoria.

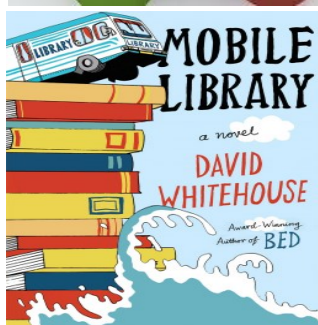
If you have an idea or suggestion for an outing, just let Lifestyle Staff know and we will do our best to arrange the outing for you.



Resident/Advocate Meetings

Next meeting Monday 13th January 2020 at 1.15 pm

Heath House Monday 20th January 2020 at 2pm



Mobile Library - December and January Dates:

January 24th and February 7th and 21st, 2020

Commencing: **10.15 am**

Grevillea Atrium

Books Movies, Music CD's and Talking books are available

If you are not currently a member you can join on the day.

HAVILAH KIOSK



Church Services

- UNITING CHURCH** - 1st Tuesday each Month 10.30am
- SALVATION ARMY** - 2nd Wednesday each Month 10.30am
- WATTLE CITY CHURCH** - 3rd Wednesday each month 10.30pm
- CATHOLIC CHURCH** - 4th Wednesday each Month 10.30am
- ANGLICAN CHURCH** - 4th Tuesday each Month 10.30am

All church services are held in the Activities area behind the bird stained glass window.



Kiosk Hours: 10am—12noon every Thursday

The kiosk is situated in Acacia House next to the Hairdressing salon. Our volunteer staff will be happy to help you.

Don't forget to check your Activities Calendar located on the back of your door for other daily activities

WEEKLY ACTIVITIES - MAIN BUILDING

MONDAY Nail Manicure Pamper 9.30am
Foot Spa 9.30am
Bus Trip 1.30pm
Bingo 1.45pm

TUESDAY Special Morning Tea 10am
Chairrobics 11.15am
Marbowls 1.30pm
Street Walk 1.30pm
Bingo 1.45pm
Afternoon Cards 3.15pm

WEDNESDAY
Strength Training 11.15am
Indoor Bowls 1.30pm
Movie Afternoon 1.30pm
Bus Trip (Heath House) 1.30pm
Cooking classes 3.15pm

THURSDAY Foot Spa 9.30am
Bingo 1.45pm
Craft Group 3.15pm
Music DVD 3.15pm

FRIDAY
Chairrobics 11.15am
Bus Trip 1.30pm
Bingo 1.45pm
Video in Lounge 3.15pm
HAPPY HOUR
4.30 pm– 5.30pm

SATURDAY Morning Activities 9.30am
Special Bingo 1.30pm

SUNDAY Devonshire Afternoon Tea in
Main Lounge 3.00pm



WEEKLY ACTIVITIES - HEATH HOUSE

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

TUESDAY Special Morning Tea 10.00am
Activity Time 10.30am
One on One 2.15pm
Daily Living Activity 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

WEDNESDAY
Organ Music 10.00am
Bus Trip or Movie 1.30pm
Guitar Music 2.00pm
Activity Time 3.00pm & 6.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

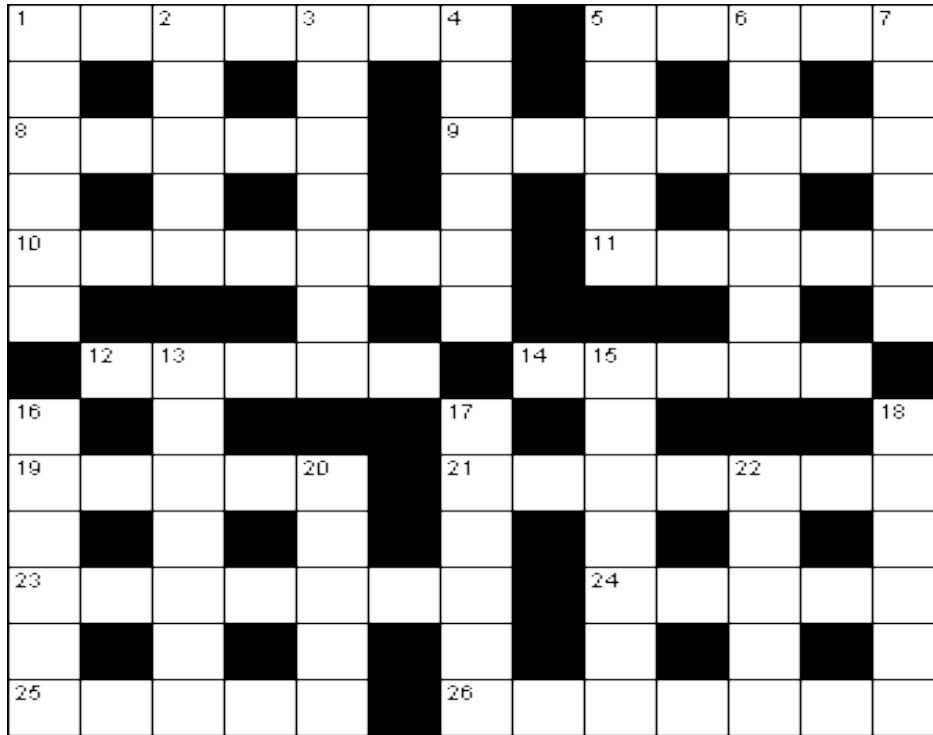
THURSDAY Activity Time 10.30am,
Cooking 1.30pm
Activity Hour 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

FRIDAY Activity Time 10.30am,
Group Games 1.45pm
Activity Hour 3.00pm
Sonas 4.00pm
Happy Hour 4.30pm
Activity Time 6-7.30pm

SATURDAY Activity Time 10.30am,
1.30pm & 6.00pm
Delta Dogs (2nd & 3rd Sat)
1.30pm
Café 3.00pm
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

The Hav-a-Latte Café is open between 1.30pm and 3.00pm for residents, family and friends. Just ask for Lifestyle Staff and they will come and attend you.



ACROSS:

1. Buccaneers (7)
5. African equine
8. Serious (5)
9. Disregarded (7)
10. Abhorrent (7)
11. Beer Mug (5)
12. Intense (5)
14. Thicket (5)
19. Regular hexahedrons (5)
21. Residence (7)
23. Greed (7)
24. Deportation (5)
25. Choose (50)
26. Journeyman (7)

DOWN:

1. Rector (6)
2. Kind of puzzle (5)
3. Deluge (7)
4. Grabbed (6)
5. Regions (5)
6. Edges (7)
7. Fervent (6)
13. Vegetable (7)
15. Remnant (7)
16. Abrasion (6)
17. Photographic equipment (6)
18. Aft (6)
20. Change position (5)
22. Ways Out (5)

WORD SEARCH - Wild Things

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

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

AARDVARK, ALBATROSS, ALLIGATOR, ANACONDA, ANTELOPE, BABOON, BADGER, BANDICOOT, BEAR, BUFFALO, BUZZARD, CENTIPEDE, CHEETAH, COUGAR, CROCODILE, DINGO, EAGLE, ELEPHANT, FALCON, GIRAFFE, GORILLA, HAWK, HIPPOPOTAMUS, HYENA, IGUANA, JAGUAR, KANGAROO, LEOPARD, MONKEY, RATTLESNAKE, RHINOCEROS, SEALION, TAPIR, TARANTULA, VULUTURE, WALRUS, WOLF, ZEBRA

QUIZ

1. A cardiologist specialises in treating which organ of the human body?
2. In Australia the official birthday for all racehorses is the 1st of what month?
3. Which Australian bank note is sometimes referred to a "pineapple"?
4. Sir Donald Bradman played Sheffield Shield cricket for which two state?

Keith 'Jackie' Mason

Length of time at Havilah:

I have been a resident at Havilah for just over 31/2 years.

My Story:

I was born at the Maryborough Hospital on 4 October 1948, my parents names were Tim and Doris Mason, and had one sister Marilyn. I attended the Carisbrook Primary school and went onto the Maryborough High School. I finished school at the age of 15 completing year 10 and obtained work around the Carisbrook area as a farm hand. Later on I worked for the State Rivers Authority for 30 years. I have been married and have one daughter.

Things you used to do for fun:

Over the years as a youngster and growing up, I have always had an interest in sport, playing football, tennis and cricket for Carisbrook, I am a Life Member at the football club. Had many outings ferreting and fishing and every Friday night in Carisbrook there was a boxing club for many years.

About where you have lived:

I have mainly lived in the Carisbrook and Maryborough areas, when working for the Rivers authority spent time in Elmore, Rochester and Albury.

Travel, sport, passions:

Over the years have played a lot of sport, enjoy cricket, football and tennis and listening to the horse racing. Fishing has been a big part of my life, plenty of fishing trips to the Murray, camping at Cohuna and Robinvale, can tell you plenty of fishing stories. I have my prize catch hanging on my wall to prove this story wasn't one of those tales.

Things you enjoy to do now:

I enjoy watching the sport on the TV, playing bingo and attending Happy Hour with co-residents, and generally socialising with everyone here at Havilah.



Your favourite topics:

As a fisherman, my favourite topic of discussion is fishing and sport, and look forward to the football season each year.

Favourite Food and Music:

I would have to rate Country music and Elvis as my favourite music to listen to, food—over the years I would eat anything, particularly a good old fashioned Aussie meal, but over the years things change.

January 2020

Mo	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



Falls Prevention

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.



HAVILAH HAIRDRESS- ER

\$10.00



Clipper Haircuts
\$10.00
Mens Haircuts
\$20.00
Wash & Dry

Ladies Trims \$25.00
Ladies Sets \$25.00
Blow Wave \$25.00
Your Colour & Blow Wave \$60.00
Hair Colour & Blow Wave \$80.00

LIFESTYLE

Havilah have their own Resident masseur who is available for massages at a cost of \$30 per session. If you would like to enquire about booking a session please contact Sue or Jo on 5461 7390.



RESIDENT SURVEY - No- vember 2019 Of the 39 residents surveyed at Harkness:

85% of residents surveyed commented that their mobility aids are clearly labelled most of the time or

always.

92% of surveyed residents indicated that they enjoy reading the Havachat each month most of the time or always.

100% of residents agreed or strongly agreed that they know that they can get their hair styled onsite at the hairdressers.

87% of residents agreed or strongly agreed that they enjoyed the Halloween festivities.

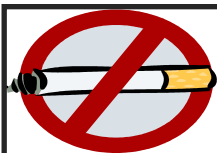
Invitation to read your Care Plan and take part in your Care Plan Review

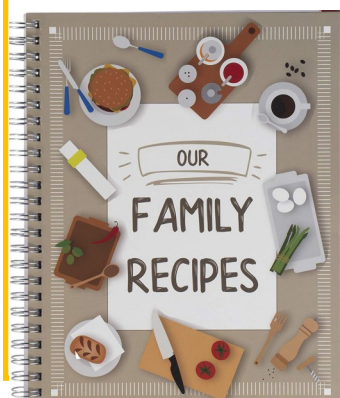
Every resident has a comprehensive care plan developed to ensure all care needs are documented for staff's information. This way staff can provide consistent care and services in accordance with your assessed need and the choices you make.. Our staff speak to you and/or your representative in developing 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. You are invited to talk to staff at any time should your needs or wishes change.



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





Many years ago Havilah published a recipe book with residents and their family favourites, ranging from soups to casseroles, desserts, cakes and slices etc. This publication proved to be a worth while fund raiser for Havilah.

We are looking to re do another one using some recipes from the original publication and requesting current families who would like to submit their own favourite.

Recipes and pictures can be sent vial email to andrew.earl@havilah.org.au or by leaving at main reception desk at Harkness Street during office hours.

Refrigerators in Residents Rooms: Please date any food and drinks placed in resident personal fridges where these items do not include a use by date. Where items are more than 2 days old these should be removed to decrease any form of bacteria that can form. Please also be reminded that it is the resident/family responsibility to defrost and clean personal fridges.

es. For residents bringing in fridges (or other electrical items) please let reception know so that test and tagging of the items can be arranged.



NEWSPAPERS:

Newspapers and periodicals are supplied in communal areas for the enjoyment of all residents. Residents are asked not to take these back to their rooms.

If you would like to have your own personal paper this can be ordered through the local Newsagency and will be delivered to you at your own cost. Please ask at Reception if you need assistance to order your own papers and periodicals.

Thank you for your assistance with this.

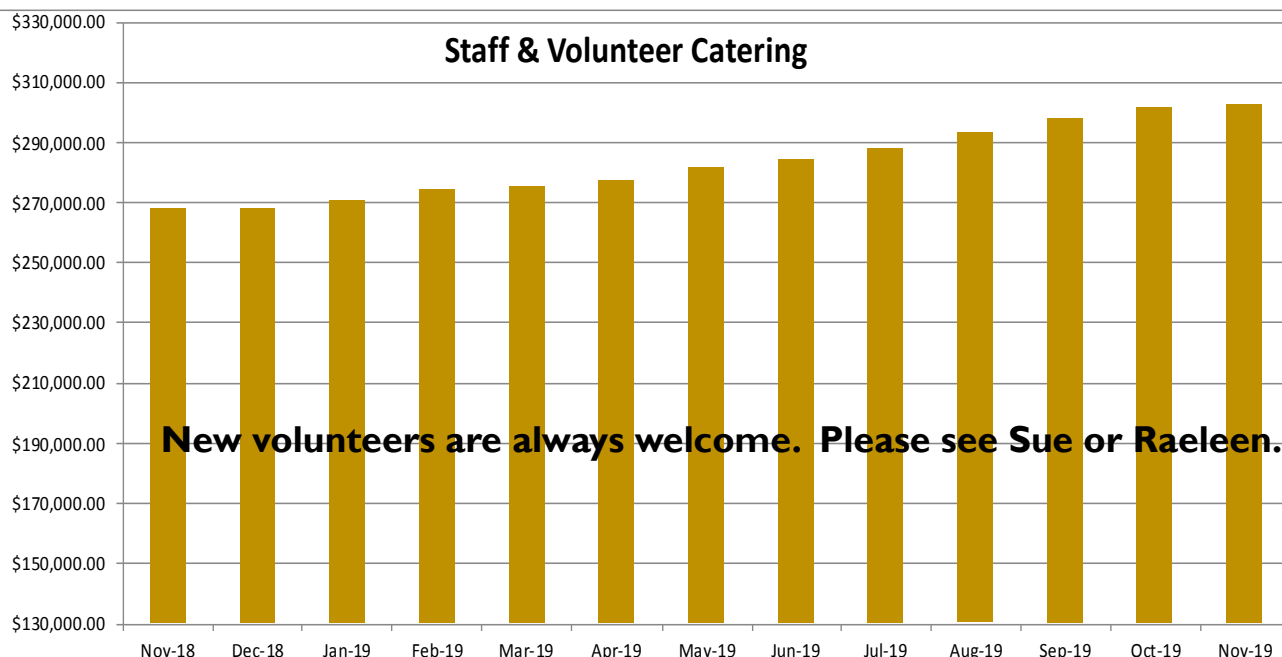
NON PRESCRIBED TREATMENTS

You may not consider over the counter medications, creams or alternate herbal remedies as medications but as it is a requirement of the Department of Health and Ageing that these are included on resident medications charts.

PLEASE ADVISE STAFF OF ANY MEDICATIONS OR

TREATMENTS YOU KEEP IN YOUR ROOM AND SELF ADMINISTER. We will then be able to arrange for the required documentation to be put in place to accommodate you. **YOU WILL BE ABLE TO SELF ADMINISTER THESE AS BEFORE.** We would very much appreciate your co-operation with this.

Staff & Volunteer Catering



New volunteers are always welcome. Please see Sue or Raeleen.

HAV'A'LAUGH



On New Year's Eve, Daniel was in no shape to drive, so he sensibly left his van in the car park and walked home. As he was wobbling along, he was stopped by a policeman. 'What are you doing out here at four o'clock in the morning?' asked the police officer.

'I'm on my way to a lecture,' answered Roger.

'And who on earth, in their right mind, is going to give a lecture at this time on New Year's Eve?' enquired the constable sarcastically.

'My wife,' slurred Daniel grimly.

"Sir you have got to help!" said the tearful man at the door. "There is a family that I know very well that is in desperate need of money. The Father has been out of a job for over a year, they have five kids at home with barely a bit of food to eat. The worst part is, that they are about to be kicked out of the house and they will be left on the streets without a roof over their heads!" The man concluded with one last heart wrenching sob. "Well," said the man at the door, "that really is a sad story. Why don't you come inside

and we'll talk about it a little more." "So how much money is needed exactly?" asked the man when they were both seated. "Oh it's really terrible", said the man starting up again, "why just for the rent \$3000 is needed by tomorrow otherwise they'll be kicked out onto the streets." "How do you know so much about this situation?" asked the man as he reached for his check book. "Well," said the man breaking down once more "they are my tenants."



Three engineers and three accountants are traveling by train to a conference. At the station, the three accountants each buy tickets and watch as the three engineers buy only a single ticket. "How are three people going to travel on only one ticket?" asks an accountant. "Watch and you'll see," answers an engineer. All of them board the train. The accountants take their respective seats but all three engineers cram into a restroom and close the door behind them. Shortly after the train has departed, the conductor comes around collecting

tickets. He knocks on the restroom door and says, "Ticket, please." The door opens just a crack and a single arm emerges with a ticket in hand. The conductor takes it and moves on. The accountants saw this and agreed it was a clever idea. So after the conference, the accountants decide to copy the engineers on the return trip and save some money. When they get to the station they buy a single ticket for the return trip. To their astonishment, the engineers don't buy a ticket at all. "How are you going to travel

without a ticket?" says one perplexed accountant. "Watch and you'll see," answers an engineer. When they board the train the three accountants cram into a restroom and the three engineers cram into another one nearby. The train departs. Shortly afterward, one of the engineers leaves his restroom and walks over to the restroom where the accountants are hiding. He knocks on the door and says, "Ticket, please."



The conversations of life

No snooze and you lose: study shows too little sleep can affect women's bone density

By Lauren Broomham on November 22, 2019

We all know sleep is good for our brains, but did you know it's also essential for our bones, ladies? A new study out of the University of Buffalo in the US has shown that getting five or fewer hours of sleep a night is linked to low bone mineral density and higher chances of osteoporosis. The researchers looked at over 11,000 post-menopausal American women and how much they slept.

The result? Those who notched up less hours under the covers had significantly lower bone mineral density at four sites – the whole body, hip, neck and spine – compared to women who sleep seven hours a night – the equivalent of one year of ageing. Sleeping over seven hours didn't make any difference however.

So why would this be the case? The study authors say the body undergoes a range of healthy processes during sleep – including bone remodeling, whether the old tissue is removed and new bone tissues forms.

When you don't get enough sleep, that remodeling can't take place.

Poor sleep is also associated with other health conditions, including obesity, diabetes, hypertension, and cardiovascular disease.

The positive news is that we can take steps to fix our poor sleep habits and add in other healthy behaviours.

"It's really important to eat healthy, and physical activity is important for bone health," lead author Heather Ochs-Balcom, an associate professor of epidemiology and environmental health, says. "That's the exciting part of this story—most of us have control over when we turn off the lights, when we put the phone down."



RESIDENTS BE AWARE

At times residents receive phone calls from persons claiming that they are a representative of a telephone and electricity companies or alike asking for bank account details to clear outstanding balances. This type of phone call should at all times be ignored. We advise residents to simply hang up and inform staff.

PLEASE DO NOT ADVISE YOUR BANK DETAILS TO ANYONE OVER THE PHONE AND REPORT ALL SUCH CALLS TO STAFF.

The Central Highlands Library service visits Harkness Street every second Friday in the month.

Come and talk to Kerry the Librarian who will help you find the book you are after.

There is a great range of books to select from and if there is something that you specifically want they can arrange this for you on the next visit.

The mobile Library is set up in Grevillea Atrium from 10.15am - 11.15am.



FROM THE KITCHEN :

The menu for each day is displayed on the dining tables. 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 choice change every 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 listed on the menu. Please advise kitchen staff at breakfast or up to 10.00am if you would like one of the Lunch alternates rather than what is being offered as first or second choice. For those who have breakfast in your room the daily menu is included on your breakfast tray. Please inform the care staff of your choices for the day.

At tea time there is a selection of two soups, two mains and two sweets on the menu.

Additional tea time alternatives each day are - Salads, raisin toast and sandwiches. Please advise the kitchen prior to 3pm if you would like one of these alternate choices.

So that staff can have your meal ready for you at mealtime please take special note of the times for ordering of alternate meals, therefore at breakfast or by 10 a.m. for lunch and by 3pm for tea.

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 welcome resident guests for meals at a cost of **\$8.00** per head for all meals, with exception for

special occasions, eg Christmas Day, Mothers Day when special prices are set. Guests can attend at Happy Hour, Special Morning Tea on Tuesdays and Sunday Devonshire afternoon tea without charge. Tea and coffee making facilities and biscuits are on hand in the kitchenettes for residents and visitors. Please advise the relevant kitchen prior to 10.00am by phoning the : Main Kitchen Harkness Street. 5461 7388 Heath House Kitchen. 5461 7482 When booking meals for more than 5 people, please notify the kitchen the day before.

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 that you enjoy that you would like to see on the menu you can discuss this with Food Services Manager Di Jackson or alternatively fill out a form and place in the Suggestion Box.

A SOUP OF THE DAY has been recently been introduced with each Chef making the choice on what soup to serve each day in accordance with the resident preferences in their unit. The **SOUP OF THE DAY** will be written on the blackboard in the Dining Room and included on menus to rooms for those residents having tray service. Tomato Soup will remain a choice each day. 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.

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.

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 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: 54617387. 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.**



RETIREMENT LIVING RESIDENTS ARE WELCOME TO ATTEND ACTIVITIES OVER BOTH SITES

Please contact **Kim Davidson** for Havilah on Palmerston and Raglan House Phone: 5459 0169

OR **Sue Edmondson** 54617390 for Harkness Street

HAVILAH AT HARKNESS

INDOOR BOWLS

Each WEDNESDAY 1.30 pm

MOVIES AT HARKNESS

Check out the NOW SHOWING in the Grevillea Theatre

CARDS (show Poker)

Each TUESDAY 3.15 PM in Callistemon

STRENGTH EXERCISES

Each WEDNESDAY 11.15 am in Callistemon

HAPPY HOUR

Each FRIDAY 4.30 pm in the Main Lounge

WEEKEND ACTIVITIES

BINGO

MARBOWLS

Each SATURDAY at 1.30 pm

Alternate SATURDAYS 10.30 a.m. Correa Lounge

HAVILAH ON PALMERSTON



Australia Day Celebration and Activities will be held on Sunday 26th January
Patriotic Lunch will be served and tables decorated for the occasion.



2nd WEDNESDAY of the month

10.00AM START

Great chance for the men to get together and chat about secrets men's business, first floor Raglan House.

TAI CHI AT PALMERSTON

Room 7 High School Centre

Each MONDAY and WEDNESDAY 10.30 - 11.30

STRENGTH EXERCISES

Each MONDAY at 2.30 pm at Raglan House

HAPPY HOUR

Rooms 1 & 2 High School Centre

Each FRIDAY 5.00 pm