

HAVACHAT Retirement Living Edition



Issue February 2022

Please contact Andrew on 5461 7387 or email andrew.earl@havilah.org.au if you would like your Havachat sent via email



MESSAGE FROM RETIRING CEO— BARB DUFFIN

It has been a pleasure and a privilege to have held the position of Chief Executive of this wonderful organization. Who would have thought in 1995 when I commenced at the new 30 bed Havilah Hostel

that within 25 years we would have 166 places and 53 retirement units, with approval for a further 24 at Harkness Street. I have met and worked with some incredible people, residents, families, staff, volunteers and board members past and present. Each have contributed to the success and growth of Havilah now employing some 200 staff and a large contributor to the social and economic success of our community.

When I commenced at Havilah my office had one office chair and a pink filing cabinet. That was it. I went cap in hand to Central Goldfields Shire where I knew there were surplus desks and computers from the previous Council amalgamations in storage and very generously I was given permission to select what we needed. So we were computerized what luxury. I enlisted the help of Raeleen Brooker who generously volunteered her time and together we set up the computer records. The beginning of an important and successful working relationship of over 25 years.

Old habits die hard and those who know my office now will know it is furnished with furniture that no one else wants (and some trestles). A project never completed in over 25 years to fit it out with matching furniture.

I can remember planning our first major raffle in 1996, we were raffling a car, tickets 20,000 x \$2 tickets. We were in my office working out a roster to sell tickets at IGA. Can you imagine selling 20,000 tickets. I said we will never do it!! and so the decision for the major raffle to be 400 x \$100 tickets was born and continues to this day. Board Member, the late Bill Rootes, sold 80 tickets. He would

go out each day visiting previous customers on the land. Wife Grace said it was just as though he was going off to work each day. We always knew where he had been that day by the addresses on the tickets. His 80 ticket record stood until 2020 when equaled by Lenette McKnight.

In more than 25 years at Havilah there are many stories to tell, perhaps I will write a novel in retirement.

I am sad to be leaving but I look forward to having time to spend with family and friends, and to put my feet up and read which I love to do. I will be around to oversee the completion of the new development at Havilah on Palmerston even after stepping down from the CEO role. I hope to catch up with everyone before I leave at the end of the month. A broken femur just prior to Christmas has slowed me down and I have not been able to dash about as normal. It is good to be finally throwing the crutches away and getting back on two feet.

There are other important projects in planning still to be commenced, the multi storey retirement living complex at Havilah on Palmerston and the Burns Street RACF at Harkness Street to name two. This will always be the case with projects always on the go at Havilah.

I know I leave Havilah in good hands. Craig has the qualifications and experience and importantly the commitment to community to lead Havilah into the future.

I feel so fortunate to have worked with such a progressive Board and committed team of staff. The amount of volunteer hours that has gone into making this organization great would not be generally known within the community but it has been an incredible effort from a lot of people, many of those Havilah staff and I thank you all. I am extremely proud of what we have achieved together for our community.

I wish everyone at Havilah all good things for the future.

Thank you all for your wonderful support over the years.



NEW CEO: A face to the name:

The Havilah community welcomed **Craig Young** (CEO Designate) on 14 February to begin the period of transition to the CEO role.

Current CEO Barb Duffin will hand over the reins at the end of March.

In a message to all at Havilah Craig said

“I am looking forward to continuing to build on

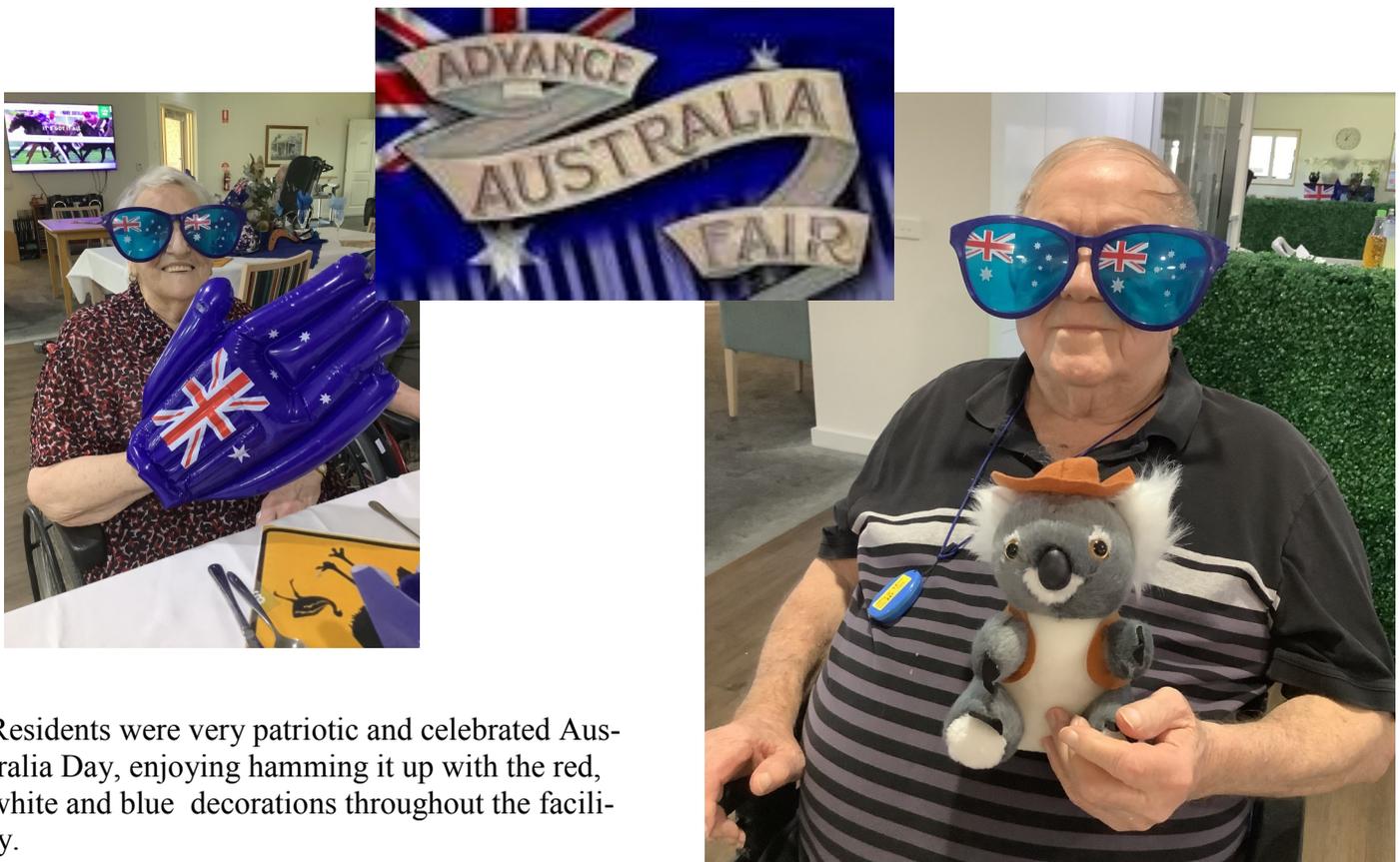
the legacy of Havilah’s reputation in the community as a leader in the provision of aged care and retirement living.

I am also looking forward to getting to know our residents, staff and volunteers and other members of the community.

The sector continues to go through change as a result of the recommendations from the Aged Care Royal Commission, including increased compliance obligations and part of my role will be to ensure staff feel supported as we navigate our way through the changes.

We will be farewelling Barb at the end of March and other long serving staff are also to retire in coming months.

Whilst it is sad to see staff leaving Havilah after many years of valued service, it provides other staff with the opportunity to continue to grow with the organisation as Havilah continues with its expansion plans in providing services to the Maryborough community.”



Residents were very patriotic and celebrated Australia Day, enjoying hamming it up with the red, white and blue decorations throughout the facility.



The Retirement Living Residents recently enjoyed an evening at the local Chinese restaurant, Peach Village. Everyone who attended the evening enjoyed themselves in a casual relax atmosphere. The next social outing is planned for 12th April at the Maryborough Highland Society.



HAVILAH HAIRDRESSER



Havilah have engaged the services of a new hairdresser, Cindy will be on site every Wednesday

- Ladies Hair Cuts..... \$30.00**
- Mens.....\$20.00**
- Perms.....\$90.00**
- Sets/Blow waves.....\$30.00**
- Colour.....\$80.00**

Perms to be booked a week in advance.



EFTPOS
For the convenience of residents, EFTPOS facilities are located at reception for payment of Accounts.

Retirement Living:

If you provide us with your email address, we can email your Newsletter to you. Please email your details to andrew.earl@havilah.org.au. Your assistance with this is appreciated.

Visitor Restrictions at Havilah

From 11.59pm, 12 January, in line with the new Victorian Government Care Facilities Directions, each resident is able to have two visitors per resident per day unless a site is in lockdown.

All visitors will be required to return a negative RAT prior to visiting. 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 and time taken to carry out Rapid Antigen Tests.

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, and we are directed by the Public Health Unit that no visitors are allowed, only 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.

Face masks

You must wear a mask indoors in the following settings, unless an exemption applies:

- on public transport, in taxis and rideshare, on planes, and indoors at an airport
- working or visiting hospitals, and indoor areas at care facilities
- working in hospitality, retail and the court system
- working at justice and correctional facilities
- for students in year 3 or above at primary school, and workers at early childhood centres and primary schools (masks can be removed in secondary school)
- working indoors at an event with more than 30,000 people attending
- if you have COVID-19 or are a close contact and you're leaving home

Masks are recommended for other workers serving or facing members of the public, such as if you are at reception, meeting guests or serving customers.

Resident Outings

Residents are able to leave the facility. Masks are required as in the above circumstances, it is recommended wearing masks outside if you can't physically distance. On outings you should always ensure that you are following any density limits that are in place at the time.

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 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. At major events,

HARKNESS OUTBREAKS It remains extremely challenging with the increase of cases throughout Victoria including in Maryborough and surrounding areas. It appears no local government area has escaped this last wave. Neighbouring areas of Pyrenees, Mt Alexander, Loddon, Ballarat and Bendigo continue to have daily cases so we need to remain vigilant. At Havilah we have since before Christmas been testing visitors. Our staff are now tested prior to attending each shift. We 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 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. \$80K was spent in December and January on Rapid Antigen Tests. From late February

we have received deliveries from the Commonwealth stockpile. We are advised that a delivery will be received each week and this will certainly assist if this continues. **There has been one resident who tested positive to Covid 19.** A testament to our Staff's diligence and adherence to infection control procedures there were no other cases reported. We have had several staff who have tested positive during January and February. On the occasions that these staff worked they had returned a negative Rapid Antigen Test prior to their shift and with Havilah's current testing the positive result was picked up prior to commencing a new shift. Interesting the Commonwealth Government recommends testing every 72 hours for all staff. We will stick to our current policy of pre every shift and this has been a very successful, if expensive (in \$'s) policy to date.

Our staff are working in N95 masks for all shifts. Very uncomfortable and we are grateful for their ongoing commitment to keeping everyone safe. Where staff have tested positive, but have been wearing an N95 mask and have had a negative rapid antigen test prior to any shift worked this is not then treated as an exposure. This means that staff can continue to work, but must have a rapid antigen test every day and send the results through to Havilah.

All of our staff must have had their three Covid Vaccinations by the 12th of March. At the end of February we are almost there so a great effort from our staff.

93% of residents have had their booster vaccinations at Harkness with a further 4% shortly due. 3% are refusals. 100% of residents at Raglan have had their booster vaccinations.



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

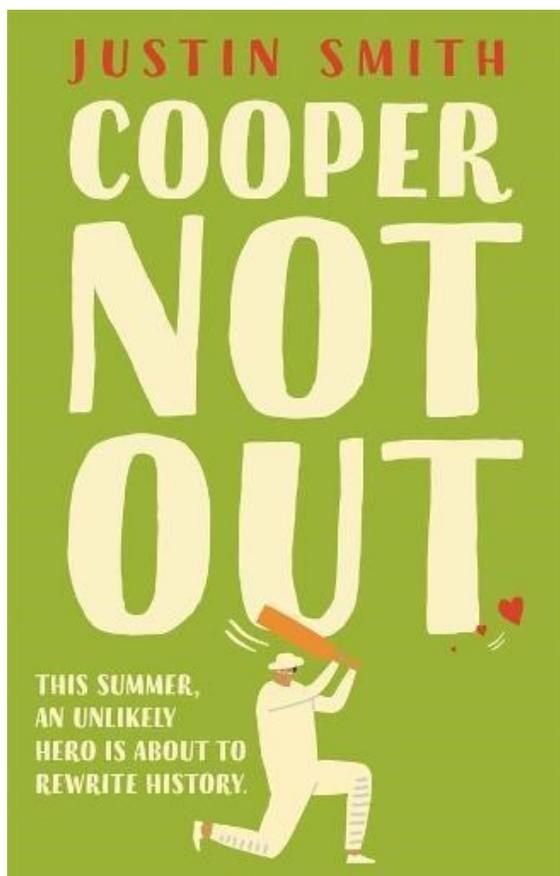
Zipline stations are in place for

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.

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.

If retirement living residents have concerns about exposure to COVID or please telephone for advice. Ph: 1800 020 080



In the Australian summer of 1984, in the small country town of Penguin Hill, Sergeant Roy Cooper is making a name for himself. He's been batting for his local cricket club for decades — and he's a statistical miracle. He's overweight, he makes very few runs, he's not pretty to watch, but he's never been dismissed.

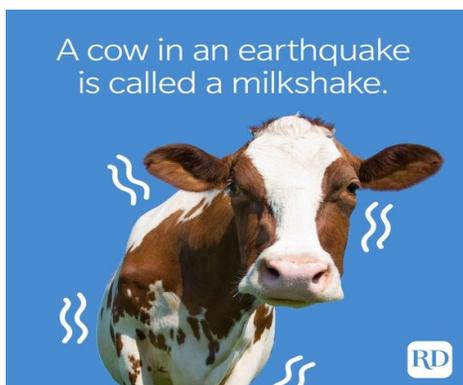
When local schoolgirl Cassie Midwinter discovers this feat, she decides to take the matter further. The remarkable story finds its way into the hands of Donna Garrett, a female sports columnist who's forced to write under a male pseudonym to be taken seriously.

That summer, the West Indies are thrashing Australia, and the Australian people's love of cricket has never been lower. But Donna's columns on Roy Cooper capture the imagination of a nation, and soon there's pressure to select him for the national team. This would see him playing at the Melbourne Cricket Ground, carrying the spirit of every small country town in Australia along with him. Could such a miracle actually happen? This is sport, after all, and who doesn't love a good story? COOPER NOT OUT is a funny, heart-warming novel set within real events. It is a moving and highly original tale about friendship and belief, and the joy of discovering your greatest potential.



WEIRD and WONDERFUL WORDS

AMPHISBAENA –a mystical serpent with a head at each end



DINERS' CLUB: Diners Club's next outing, will be Tuesday April 12th 2022 the venue is the Maryborough Highland Society please notify Alison or Georgie on 54590169 by 8th April if you intend to join in.

MIDDAY MEALS: Take away meals are available 7 days a week, please contact the main kitchen on 5461 7388 or reception on 5461 7387 to order



Virtual morning tea will continue as at present, available for collection at Reception on alternative Friday morning's each week. (18/03 & 1/04)



Heathy heart, healthy brain

We talk a lot about how best to take care of your brain – but there's another organ that's important to look after in order to stave off dementia: your heart. In an article published in *The Conversation*, Drs Alexandra Wade and Ashleigh Elizabeth Smith, and PhD candidate Maddison Mellow, from the University of South Australia say that dementia – which afflicts nearly half a million Australians, and could rise to 1.1 million by 2058 – shares key risk factors with cardiovascular disease, as an unhealthy heart and blood vessels starve the brain of vital oxygen.

“Without enough oxygen, brain cells can't function effectively, and eventually die. Reduced blood flow also leaves the brain vulnerable to the plaques and tangles seen in forms of dementia,” they said.

The good news, the researchers say, is that up to 40 per cent of dementias can be prevented or delayed by adopting better health habits. These include:

- Eating two to three serves of oily fish per week – Omega-3 fatty acids, found in fish like salmon, sardines and mackerel, have anti-inflammatory properties and can reduce blood pressure as well as supporting brain cell structure and function.
- Eating plant foods with every meal – this includes foods like leafy greens, extra virgin olive oil, and nuts. The Mediterranean diet, which includes a lot of plant foods, is well-known to lower blood pressure and keep the brain healthy.
- Cutting down on processed food – highly-processed foods like saturated fats and refined carbohydrates, as well as red and processed meats, can increase inflammation and heighten risk of illnesses such as type 2 diabetes, obesity,

and hypertension.

- Getting more exercise – physical activity can help deliver more oxygen to the brain, and forming habits is easier when you choose enjoyable activities and break up long inactive periods. Anything that raises the heart rate will do – even activities like gardening and household chores.
- Quitting smoking – smokers are 60 per cent more likely than non-smokers to develop dementia, but quitting dramatically lowers the risk, even to the same level as people who have never smoked before.

It's never too early, or too late, to start making positive changes to your lifestyle, according to the researchers, with even small manageable changes – like eating oily fish instead of meat once a week, or using extra virgin olive oil instead of margarine or butter – bringing with them significant health benefits.

“Obesity and high blood pressure in midlife are key predictors of dementia risk, while diabetes, physical inactivity and smoking are stronger predictors later in life. Regular physical activity earlier in life can reduce blood pressure and decrease your risk of diabetes. “Like giving up smoking, changes at any stage of life can reduce inflammation and change your dementia risk,” they said.

We'll drink to that (in moderation, of course).

Coronavirus (COVID-19)

COVID-19: IDENTIFYING THE SYMPTOMS

SYMPTOMS	COVID-19	COLD	FLU
Fever	Symptoms range from mild to severe Common	Gradual onset of symptoms Rare	Abrupt onset of symptoms Common
Cough	Common	Common	Common
Sore Throat	Sometimes	Common	Common
Shortness of Breath	Sometimes	No	No
Fatigue	Sometimes	Sometimes	Common
Aches & Pains	Sometimes	No	Common
Headaches	Sometimes	Common	Common
Runny or Stuffy Nose	Sometimes	Common	Sometimes
Diarrhea	Rare	No	Sometimes, especially for children
Sneezing	No	Common	No

Adapted from material produced by WHO, Centers for Disease Control and Prevention.

HELP STOP THE SPREAD
AND STAY HEALTHY

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

For more information about

Coronavirus Australia app

Stay up to date with official information and advice about the coronavirus (COVID-19) situation. You can check your symptoms and get notified when urgent information and updates are published.

You can use the Australian Government Coronavirus app to:



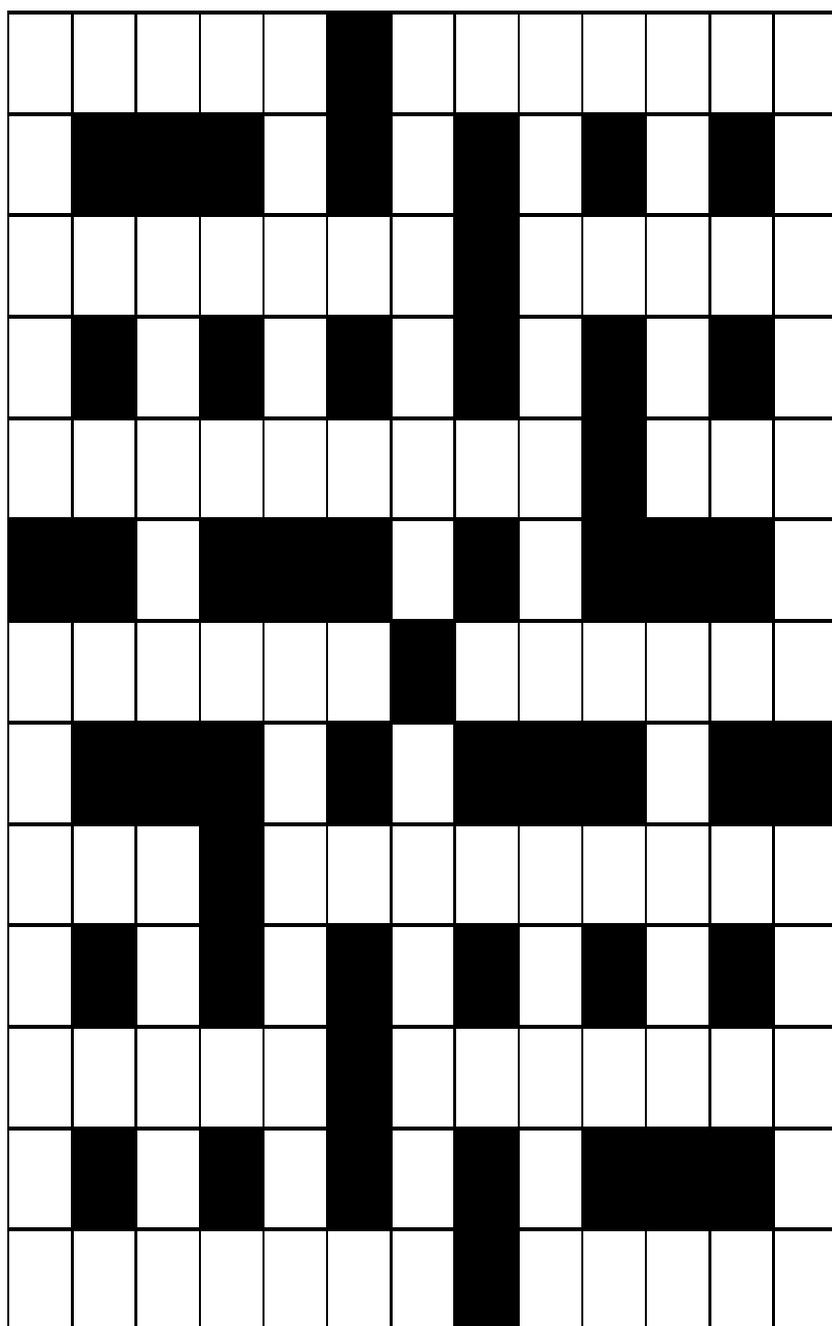
- stay up to date with the official information and advice
- important health advice to help stop the spread and stay healthy
- get a quick snapshot of the current official status within Australia
- check your symptoms if you are concerned about yourself or someone else
- find relevant contact information
- access updated information from the Australian Government
- receive push notifications of urgent information and updates

Get the app



COVIDSafe app

To help keep you safe and ease restrictions the COVIDSafe app is available to download onto your mobile phones now. This will be a great app to have once restrictions are eased and we all start getting about more. If we have been in contact with someone that tests positive, who also has the app installed, we will be able to be advised and act quickly. It will only work if most people download the app so a great safety measurer as restrictions ease.



3 LETTER WORDS

ARC
DIM

5 LETTER WORDS

BAGEL
CAVES
DISCO
ONCUR

LAIRS

LLMA
MAGIC
REACT

RODEO

SALON

ZEBRA

ZONES

6 LETTER WORDS

ABSURD

AGREED

CYCLED

JAGUAR

7 LETTER WORDS

WORDS

AUDIBLE

BACKLOG

ENCODED

EXCUSES

JAVELIN

NOTICED

RUMB;ES

VARIETY

9 LETTER WORDS

WORDS

ADVANTAGE

MAGNIFIED

			5		9		8	
		3		6				
	6	1	8		3			
		7	2				9	
3					1	8		7
	8							
				9	6	3	7	
								2
			1		7			5

LEVEL EASY 1003

6								
2	3	8			6	1		
		1	4					
4				3				6
					8	4	9	2
				2		7		1
		9				1	2	7
		1				2		
						3		

LEVEL MEDIUM 1003

CONTACT NUMBERS:**FOR PALMERSTON ST SITE**

Reception 5459 0140

MON-FRI 9AM – 4pm

Raglan House 5459 0150 (24 hr number)

Nurse Manager 5459 0154

Lifestyle 5459 0169

Maintenance BH 0417 679 803

24 hr Maintenance AH 0408 645 203

Kitchen 5459 0180

CONTACT NUMBERS:**FOR HARKNESS ST SITE**

Reception 5461 7300

MON-FRI 9AM-5PM

Weekends & Public Holidays 10 am - 4pm

Nursing Supervisor 5461 7394 (24 hr number)

Director of Care 5461 7383

Lifestyle 54617 390

CEO-Barb 54617 381

0429617380

RAELEN 54617 380

Things my mother taught me:

- When I was you age.
- Am I talking to a brick wall
- Life isn't fair
- As long as you live under my roof...

Beef and Cashew Stir Fry**Ingredients:**

- 500g Beef stir-fry strips
- 1 red onion, cut into wedges
- 2 bunches baby broccoli, cut into 5cm lengths
- 1/3 cup sweet chilli sauce
- 1/2 cup toasted cashews

**Method:**

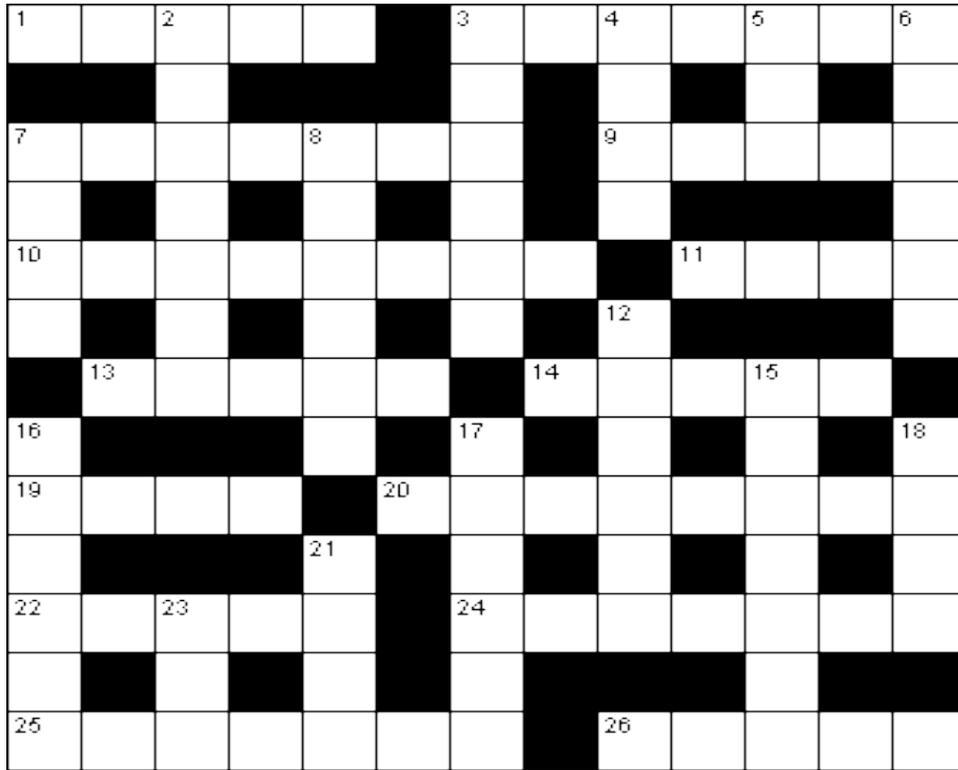
- Heat a non-stick pan over high heat, add one quarter of the beef and stir-fry for 1–2 minutes or until browned. Transfer to a bowl.
- Repeat in 3 more batches with remaining beef.
- Add onion and baby broccoli to the pan and stir-fry for 2 minutes or until just tender,
- Return the beef to the pan with sweet chilli sauce and cashews. Stir-fry for 2 minutes or until heated through
- Serve.



Please think of others and comply with parking signs, therefore only cars displaying Disabled stickers in Disabled Parking zones, No Parking, and No Parking zones.



Mind Games



Themed 14

ACROSS:

1. Beverage made from apple juice (5)
3. Chewy candy (7)
7. Rice dish (7)
9. Sweetener (5)
10. Drink before a meal (8)
11. Made from flour, sugar and eggs (4)
13. The home of pizza (5)
14. Broth (5)
19. Green acidic fruit (4)
20. Slender past tubes (8)
22. Joint of meat (5)
24. Water container (7)
25. Flask for keeping drinks hot or cold (7)
26. Dough made from flour and water (5)

DOWN:

2. Sweet (7)
3. Biscuit (6)
4. Slice of sweet raised bread (4)
5. Drinking vessel (3)
6. Food store (6)
7. Gather in the crops (4)
8. Sponge cake soaked in wine (6)
12. Filtrate (6)
15. Essential kitchen devices (7)
16. Dry re wine (6)
17. Carrot genus (6)
18. Knockout drink, Mickey ____ (4)
21. Plant stalk (4)
23. Fermented beverage (3)

WORD SEARCH - Racer

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

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

ACCELERATE, BRAKE, CHAMPION, CHICANE, CIRCUIT, COCKPIT, COMPETE, CORNER, DISTANCE, DRIVER, ENGINE, EXHAUST, FLAG, FUEL, GEAR, LAPS, MACHINE, MOTORBIKE, MOTOTRCYCLE, OVERTAKE, PIT STOP, POSITION, RACING CAR, MNRALLY RECORD, SPEED, SPEEDWAY, STOCK CAR, STRAIGHT, THROTTLE, WHEEL, WINNER.

QUIZ

1. What is the largest animal in the world?
2. Jack and Jill were going up what?
3. Who discovered America
4. Cheetahs are the fastest animals on the planet. True and False?
5. At what temperature does water freeze?

LIFE IS BETTER WHEN YOU'RE LAUGHING.

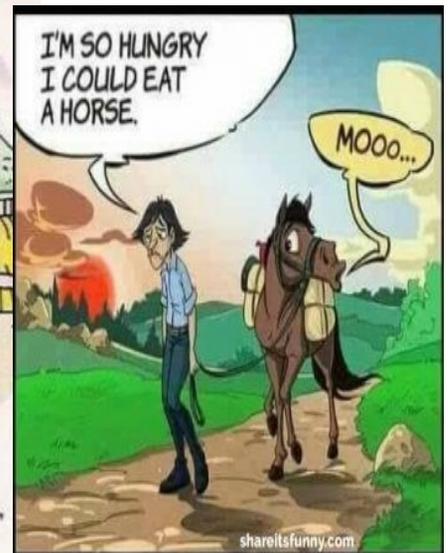
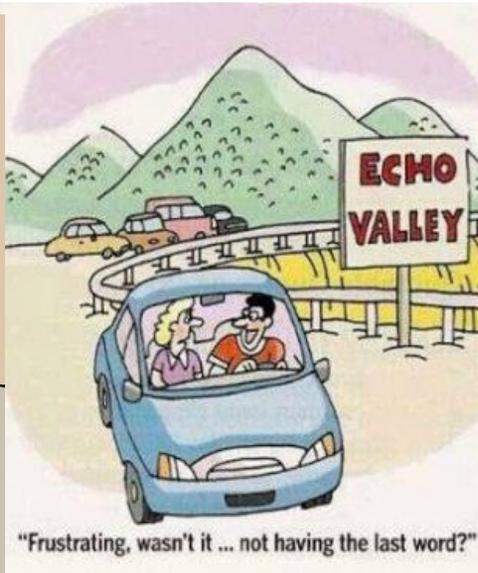
A woman was arrested for shoplifting at a grocery store. When she appeared before the judge, the judge asked what she had taken. The lady replied, "A can of peaches." The judge then asked why she had done it.

She replied, "I was hungry and forgot to bring any cash to the store." The judge asked how many peaches were in the can. She replied, "Nine." The judge said, "Well then, I'm going to give you nine days in jail--one day for each peach."

As the judge was about to drop his gavel, the lady's husband raised his hand and asked if he might speak. The judge said, "Yes, what do you have to add?" The husband said, "Your honour, she also stole a can of peas."



"BROTHER DAMIEN, I'VE BEEN MEANING TO SPEAK TO YOU REGARDING YOUR HAIRCUT."



An arrogant London lawyer is driving in Glasgow, runs a stop sign, and is pulled over by a local copper. This conversation follows.

Cop: "Licence and registration please."

Lawyer: "What for?"

Cop: "Ye didnae come to a complete stop at the stop sign."

Lawyer: "I slowed down and no one was coming."

Cop: "Ye didnae come to a complete stop. Licence and registration please."

Lawyer: "What's the difference?"

Cop: "Ye have to come to a complete stop. It's the law"

Lawyer: "Show me the legal difference between stop and slow down. If you can, give me a ticket. If you can't, let me go without a ticket."

Cop: "Sounds fair. Exit your vehicle, sir."

The lawyer gets out.

The cop takes out his baton, proceeds to hit him repeatedly and says – "Dae ye want me to stop or just slow down?"

Mick and Pat are standing on the 18th tee at their Irish Country Club. They are the final twosome in the Irish County Club Championship and are tied for the lead. The 18th hole is a beautiful par four with a deep valley, descending down to a dogleg right.

Both Mick and Pat hit long, straight tee shots which disappear down into the valley. A short time later, the fore cadie appears at the top of the hill and announces that both balls are within 6 inches of each other but there's a problem: both of the golf balls are Titleist #4s.

Mick and Pat look at each other and realize that they had not informed each other as to what kind of ball they were playing, nor its number. They quickly descend into the valley and, sure enough, their two Titleist golf balls are right next to each at the bottom of the valley in the middle of the fairway.

Patrick looks at Mick and says, "We had better get a ruling from a tournament official to straighten this out. This is the Irish County Club Championships and we don't want to be disqualified for making a mistake and hitting the wrong ball. After all, we are tied for the lead."

Soon after, a rules official appears and examines the two #4 Titleist golf balls. He then looks up at Mick and Pat and says, "Which one of you is playing the orange ball?"

NOTICE BOARD

Emergency Procedure

Call 000 to report any incidents to Police of Vandalism, Violence, Loitering or any Anti-Social behaviour.

Please use the same procedure for Medical Emergency or Fire Emergency.

Then when safe to do so report the Incident to Havilah

USING EMAIL TO TALK TO OUR MANAGEMENT TEAM

Sometimes it is out of hours when you think of things you might like to raise with us. For those with email access you can have a conversation by email with our management team.

Chief Executive	Barb Duffin	barb.duffin@havilah.org.au
Food Services Manager	Di Jackson	di.jackson@havilah.org.au
Director of Care	Kelsey Hooper	kelsey.hooper@havilah.org.au
Deputy Director of Care	Allison O'Connell	allison.oconnell@havilah.org.au
Resident Liaison	Raeleen Brooker	raeleen.brooker@havilah.org.au
Lifestyle	Sue Edmondson	sue.edmondson@havilah.org.au
Lifestyle (Palmerston)	Alison Steicke	.Alison.steicke@havilah.org.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..

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

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.

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 54617 394

ON CALL MAINTENANCE after hours and weekend
calls 0408 645 203