

# HAVACHAT

Issue February 2020

Please contact Andrew on 5461 7387 or email [andrew.earl@havilah.org.au](mailto:andrew.earl@havilah.org.au) if you would like your Havachat sent via email

HAVILAH WEBSITE: [www.havilah.org.au](http://www.havilah.org.au)



The recent bus outing on a pleasant January Monday afternoon took residents for afternoon tea to the famous Quigley and Clark coffee house in Clunes and viewed the wood craftsmanship at Timmermans

## Stage 2 Havilah on Palmerston (Tennis Court Site)

Finally 14 months after the application was submitted we have a draft Planning Permit to hand for the development of a 24 place residential care unit on the former tennis court site at the corner of Raglan, Neill and Palmerston Streets. This is an extension of the Havilah on Palmerston site and when completed will include 24 residential care and 18 retirement units. The development will be multi storey similar to Raglan House.

It is now full speed ahead with preparation of final drawings and specifications for the new facility to allow tenders to be called for the works. Under the conditions of the provisional allocation of places the unit is set to open in June 2021 but will likely need a small extension of time due to the time taken in obtaining planning approval for the project.

**We look forward to sharing the progress of this project with you all. Exciting times ahead.**

## Raglan House Re-accreditation

Great news. Raglan House has been re-accredited for a further 3 years with all Standards assessed as compliant. An incredible effort from all our staff and volunteers in maintaining Havilah's perfect record of compliance in difficult times of new standards and assessment methodology. The most important thing is that residents and families reported that they were happy and satisfied.

**Resident Meeting - 9th March 2020 at 1.15pm in Callistemon Activities Room.  
Resident Meeting Heath House - 17th February 2020 at 2pm in Heath House.**

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



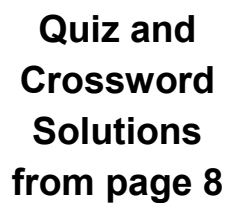
# PHOTO GALLERY



Residents, family, friends and staff at Harkness Street patriotically flew the flag on Australia Day celebration,

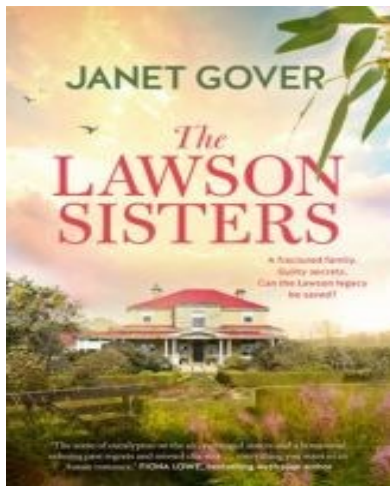


## PHOTO GALLERY



1. Surfing.
2. Raspberry.
3. 2001.
4. Melbourne





*Family, fortune and holding on to what counts...*

For many years Elizabeth Lawson has battled single-handedly to run the family's historic horse stud in memory of her beloved father. But a devastating loss puts her dreams at risk. With no options left, Liz is forced to turn to her estranged sister Kayla for help.

Kayla has built a new life in the city as a wedding planner, far removed from the stable yard sweat and dust of her rural upbringing. She never thought she'd go back. But when Liz calls out of the blue, Kayla forms a plan that could save their childhood home.

Kayla's return forces Liz to confront her past ... and her future, in the shape of Mitch, her first and only love, who still watches over her from the other side of the creek.

But Liz still hides a terrible secret. When Kayla learns the truth, will the Lawson sisters find common ground or will their conflict splinter the family once again?



The football season is once again just around the corner with the 2020 season kicking off with the first round of match-

es on 19th March. Lifestyle staff have already ap-  
proached residents with 67 participating, if you said no originally and would like to be in the competition, please contact Andrew at reception

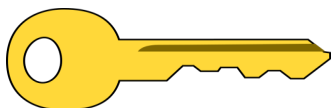
Prize pool: 1st - \$50.00, 2nd - \$30.00 3rd - \$20.00 and last place \$10.00.

Weekly prizes for tipping all the winners in the round.



### **WEIRD and WONDERFUL WORDS**

**DEFERVESCE** - the lessening of fever.



**Replacement Keys**

**Please note that a fee of \$14.00 is charged for a set of replacement keys.**



### **Auto Lock Down:**

At present with daylight savings in place, the automatic lock down of doors is 8.00pm

## Chronic pain can change your brain and personality.

A new Australian study has found that people who live with chronic pain experience changes to their brain which can cause negative personality changes.

The world first discovery found that people with chronic pain have smaller amounts of glutamate – the brain's key chemical messenger – in the region responsible for regulating thoughts and emotions.

The lead author of the study, associate professor Sylvia Gustin from Neuroscience Research Australia and University of New South Wales, said that the disruptions that pain causes between brain cells can make sufferers “more negative, fearful, pessimistic or worried”.

Gustin, who is also a registered psychologist, has studied chronic pain for 20 years and says that perceived personality changes are a constant issue raised by patients.

“They say, ‘I’m not myself any more.’ And a lot of people with chronic pain are stigmatised. They are stigmatised to the level that other people say, ‘You developed chronic pain because of your personality,’ or, ‘You have a negative personality’. And this is not true,” Gustin tells *Aged Care Inside*.

Chronic pain is thought to affect 3.24 million Australians, with 1.03 million of those aged 65 years and over. It is estimated that chronic pain costs the economy \$139.3 billion yearly in productivity and cost to the health system, among others.

The researchers studied participants with chronic pain and found that the lower the glutamate levels within the medial prefrontal cortex, the more a person experienced these negative personality changes.

“We know that there are structural, functional and biochemical changes in the brain, particularly in the region which is responsible for regulating emotions and cognition. And this area is called the media prefrontal cortex. And it sits directly behind your forehead,” says Gustin.

“However, we don’t know exactly the process. Is it immediately occurring? Is it occurring after two weeks of pain? After four weeks? It could be very individualised. So it could be different from one person to the other. And I think it actually has something to do with stress.”

Gustin says that stress from the pain incident kills the brain cells’ ability to communicate or talk properly to each other. And this results in emotional dysregulation and a more negative-prone personality where people can report feeling tired, unmotivated and constantly worried.

“We know that stress really can kill brain cells because stress is increasing your levels of cortisol in the brain. And cortisol is also linked to glutamate and an increase in glutamate is toxic and can kill brain cells,” she says.

The next steps will be developing medication that can target glutamate, which may be some way off. However, in the meantime Gustin says that this research should make us rethink our approach to chronic pain. Educating patients about the effects pain can have on personality can go some way to combating these changes and it is equally important for clinicians and carers to better understand chronic pain.

“I’ve talked to a lot of family members and carers and one of the most problematic things for them is that they can’t help. And they’re trying to help but it’s not so simple. So for them, understanding what is going on is also relieving,” says Gustin.

“In regard to the medical professional, I think it’s always good if we understand why people with chronic pain sometimes have more negative personalities ... and understanding that hopefully helps the medical field to feel more empathy and to understand that there is a pathological reason for it.”

The research could also impact how we treat people in aged care, where chronic pain is often an issue.

“Brain function is similar between old and young people. It’s biology. So, if a young person with chronic pain shows personality changes, an old person would show exactly the same.”

“With Alzheimer’s and chronic pain, the changes are more exacerbated, because you have dementia and cognitive decline and that is, a lot of times, due to death of brain cells, plus pain also changes how the brain cells work.”

Gustin plans to continue her work in this area, looking at ways in which we can restore glutamate in the brain as well as developing trials using DBT (dialectical behavioural therapy) to see its effects on chronic pain.

**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**

## 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.

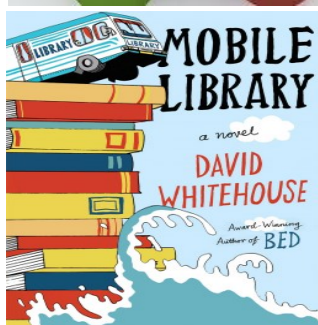
If you have an idea or suggestion for an outing, just let Lifestyle Staff know and we will do our best to arrange the outing for you.



### Resident/Advocate Meetings

Next meeting Monday 9th March 2020 at 1.15 pm

Heath House 17th February 2020 at 2pm



### Mobile Library - February, March and April Dates:

February 21st, March 6th and 20th, April 3rd and 17th 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

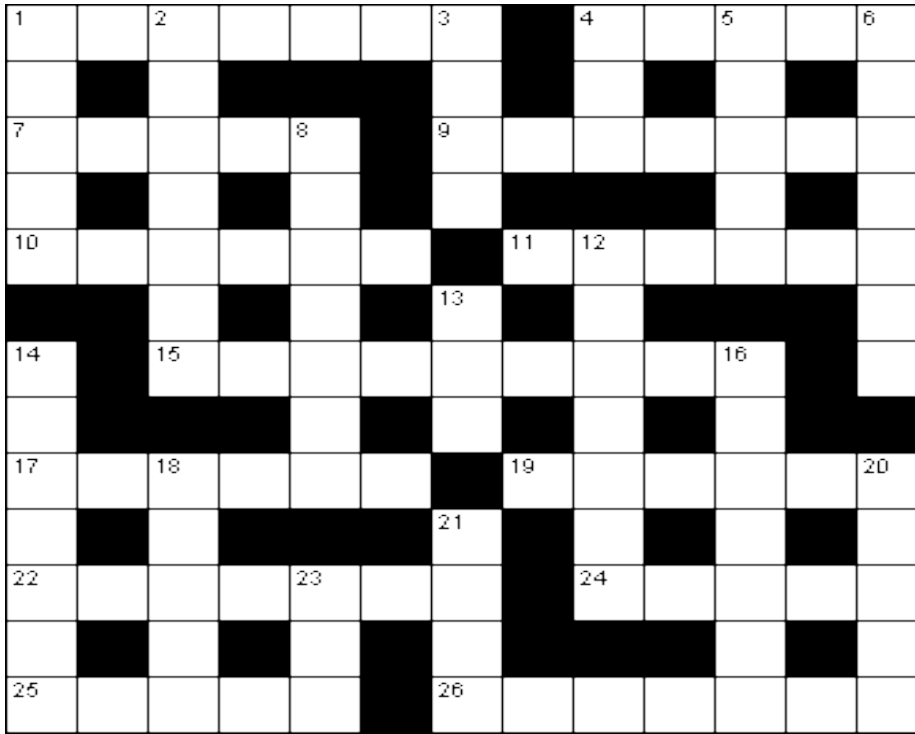
**THURSDAY** Activity Time 10.30am,  
Cooking 1.30pm  
Activity Hour 3.00pm  
Sonas 4.00pm  
Activity Time 6-7.30pm

**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. Moment (7)
4. Graphic (5)
7. Steps (5)
9. Love story (7)
10. Gives up (6)
11. Topics (6)
15. Nutritionist (9)
17. Nearly (6)
19. Movie genre (6)
22. Transport system (7)
24. Dye (5)
25. At a subsequent time (5)
26. Recite (7)

## DOWN:

1. State indirectly (5)
2. Accomplish (7)
3. Limited period of time (4)
4. Vitality (3)
5. Animal toxin (5)
6. Chest of drawers (7)
8. Sorrow (7)
12. Monstrous (7)
13. Fuel (3)
14. Angry dispute (7)
16. Eden (4)
18. Slightly wet (5)
19. 20. Scope (5)
20. Song of praise (40)
23. Armed conflict (3)

## WORD SEARCH - Bits and Bytes

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

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

BITS, BYTE, CACHE, COMPUTER, DATA, DESKTOP, DIGITAL, DISK, DRIVER, FOPPY, GIGABYTE, HARD DRIVE, HARDWARE, HEXA-DECIMAL, INPUT, INSTALLATION, INTERNET, KEYBOARD, KILO-BYTE, LAPTOP, MAINFRAME, MEGABYTE, MEORY, MICRCHIP, MO-DEM, MONITOR, MOUSE, MOTEBOOK, OUTPUT, PASSWORD, PE-RIPHERAL, PRINTER, PROCESSOR, PROGRAM, SCANNER, SCREEN-SAVER, SOFTWARE, UTILITY, VIRUS, WIZARD

## QUIZ

1. Layne Beachley is a seven time world champion in which sport?
2. Peach Melba traditionally consists of peaches, vanilla icecream and what flavour sauce?
3. In which year did Ansett Australia last fly?
4. Which is further south - Melbourne or Auckland?



## ***Maria Ham***

### **Length of time at Havilah:**

I have been a resident at Havilah for about 13 months

### **My Story:**

I was born in Italy and travelled with my parents Angela and Giuseppe Capuano to live in Australia when I was three years of age in 1954. My brother was born after we arrived in Port Augusta. The family moved to Glenroy suburb of Melbourne where I attended the local primary school and moved onto secondary education at Oak Park High school. Upon completing my education I gained employment with Myer Melbourne as a secretary. I met my future husband Ron in 1969 and we married in 1970, I have 2 children Kathy and Adrian and 4 grandchildren. We moved to Talbot during 1982 and I gained employment as a library assistant at Maryborough Education Centre.

### **Things you used to do for fun:**

I have always loved reading and craft such as knitting and crochet, enjoyed watching old movies and action films. Over the years Ron and I followed the football and attended Carlton games.

### **About where you have lived:**

I have lived in Italy as a young girl, then Port Augusta for 6 years until the family moved to Glenroy where I lived for 32 years before moving to Talbot.

### **Travel, sport, passions:**

I am still interested in craft and follow the football, I have visited Perth, Adelaide, and enjoy the seaside resorts around the west coast of Victoria, especially, Geelong, Torquay, Apollo Bay and Robe, South Australia.

### **Things you enjoy to do now:**

I have a passion for reading which I have done all my life, and doing Sudoku puzzles and I love going home with husband Ron for a couple of days.



### **Your favourite topics:**

I can talk about any book that I read, being a good drama, romance, or science fiction novel. My family especially my grand children are always a topic that I find very easy to talk about.

### **Favourite Food and Music:**

Being of Italian descent I love Italian food and Chinese food, I have no real music that I can say is a favourite style, but I do not like RAP.

## ***February 2020***

<b>Mo</b>	<b>Tue</b>	<b>We</b>	<b>Thu</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
					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	

## Falls Prevention

Make sure the floor is clear of magazines, newspapers and electrical cords to ensure there is a safe walking environment



### HAVILAH HAIRDRESSER



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

Ladies Trims  
\$25.00  
Ladies Sets  
\$25.00  
Blow Wave  
\$25.00  
Your Colour & Blow Wave  
\$60.00  
Hair Colour & Blow Wave  
\$80.00  
Perms  
\$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 December 2019 Of the 50 residents surveyed at Harkness:

98% of surveyed residents indicated that the staff most of the time or always called them by their preferred name.

96% of residents expressed that most of the time or always their pain relief is managed well by staff.  
98% of surveyed residents agreed or strongly agreed that they find Havilah to be comfortable and homely.  
86% of residents surveyed stated that their dental care needs were assisted if required most of the time or always.

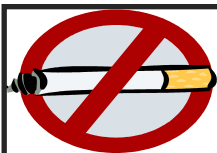
### Invitation to read your Care Plan and take part in your Care Plan Review

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 do another one using some recipes from the original publication and requesting favourites from residents and families who would like to include their own favourite in the new book.

Recipes and pictures can be sent via email to [andrew.earl@havilah.org.au](mailto:andrew.earl@havilah.org.au) or by leaving at the 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 Newsa-

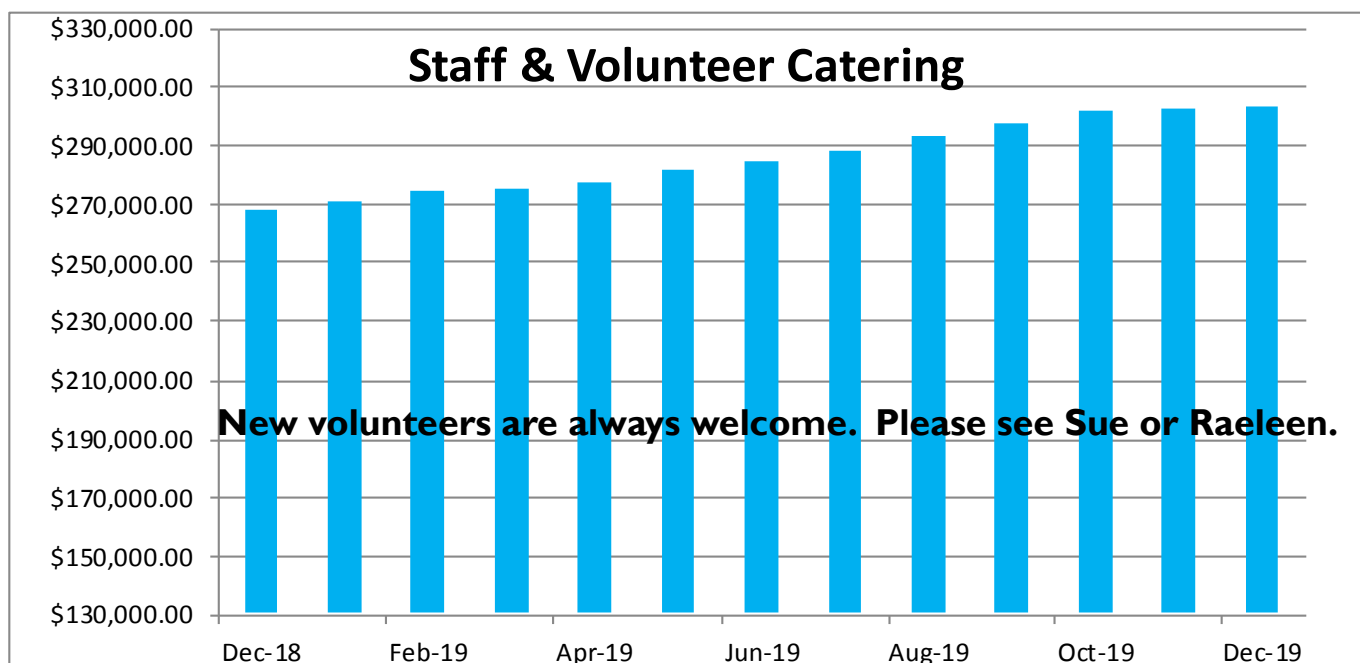
gency and will be delivered to you at your own cost. Please ask at Reception if you need assistance to order your own papers and periodicals. Thank you for your assistance with this.

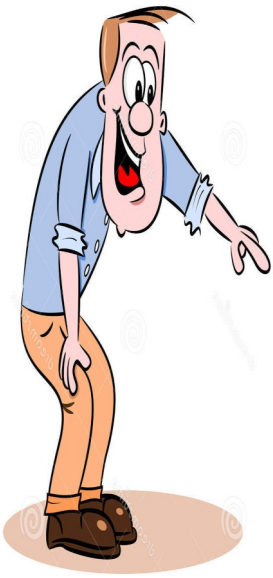
### NON PRESCRIBED TREATMENTS

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.





John Sam and Abe, 3 retired friends, would get together every night, rain or shine, to play poker. It was a nice way to pass the time and the men enjoyed it immensely. John's wife wasn't so fond of her husband's poker playing. She thought it was a dirty and low way to fill his time, but she had long ago resigned herself to her sorry fate, although inside of her, there was always a low flame on the back burner waiting to erupt.

One Wednesday night, after a few nights of boring games, something exciting happened. Sam watched in amusement as John and Abe, each convinced that they had the better hand, slowly put their life savings into the pot. Things started to get really intense when

John, running out of available cash, added his car and house into the pot.

When there was no money left to bet on they each showed their cards. As soon as John saw Abe's cards and realized he had lost, he had a heart attack and died.

"Sam," asked Abe "how are we going to tell his wife?" "Don't worry I'll take care of it" Abe replied.

Abe knocked on John's door. "John just lost all of your life savings in a poker game," said Sam when the door was opened. "He's afraid to come home."

John's wife was fuming "HE DID WHAT?!" She screamed. "TELL HIM I DON'T WANT TO EVER SEE HIS FACE AGAIN! TELL HIM TO JUST DROP DEAD!"

"Ok," said Sam nodding his head, "I'll tell him just that!"

Bob was in a terrible motorcycle accident and his legs weren't in great shape, to say the least. After a couple of weeks of therapy, it soon became clear to the Doctor that they were just putting off the inevitable. Due however, to Bob's frail condition, the Doctor was afraid to give him the bad news. Instead, he gave the sorry job to Bob's wife of 40 years, hoping that she would know how to break the bad news to him ever so slowly and gently.

"Honey", said Bob's wife Eva the next morning, "I've got good news and bad news, which one would you like to hear first?"

A man goes to the doctor, concerned about his wife's hearing. The doctor says, 'stand behind her and say something and tell me how close you are when she hears you.

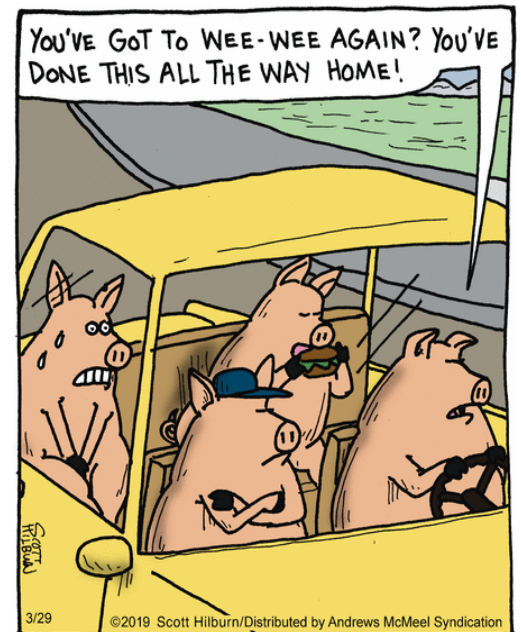
The man goes home, sees his wife in the kitchen cutting carrots, about 15 feet away he asked her what's for dinner, repeats the question until he gets closer and right behind her and asked again. She turns around and replies, 'for the third time, beef stew!'

Bob, always in a morbid state, responded in his usual grumpy voice, "what do I care? Just give me the bad news!"

"Well dear," said Eva cupping Bob's hand with her two hands, "I hate to have to tell you this, but it seems like your legs are going to have to be taken off."

Bob, barely able to hold his voice from cracking croaked out, "Eva, what's the good news?"

"The good news" said Eva happily, "is that that the gardener that was in here just before, said he may be interested in buying your slippers from you!"







The conversations of life

## Feros Care connecting Village Residents and the Young through Song

By Jill Donaldson on January 30, 2020

An intergenerational choir connecting 4 year olds with 94 year olds, has performed a colourful recital for family and friends at Feros Care Residential village in Byron Bay.

Forty residents from Feros Care's Byron Bay, Wommin Bay and Bangalow villages, alongside thirty children from Byron Bay Preschool performed timeless classics such as Yellow Submarine, Edelweiss, and You Are My Sunshine under the guidance of choir leader and natural voice teacher, Melia Naughton, who leads 'Shire Choir' – an all-inclusive pop-up choir event across the Northern Rivers of NSW. This was the first time Ms Naughton had worked on a project that connected pre-schoolers and aged care residents.

"The joy on the children's faces has been wonderful to witness and for the elderly it's a joy for them to share the energy of the four-year-olds " she said.

She added "it's a unified sense of inclusivity of elderly people – who were children once. I think we forget this – we're so involved in our own life that we forget we are all ageing; that one day it will be us sitting there less mobile, less able, yet still vibrant on the inside, and still with a voice and things to say and things to share.

According to Feros Care Positive Living Manager Bec Stephens whilst it has been the hot topic for the residents, with many practising between choir sessions, the children call the seniors their 'grand friends' and look forward to seeing them each week.

"The residents now have friends next door and they

get to know the parents of the little ones as well so it's just extending that community outside the village. It's beautiful" said Bec.

"Creating these types of programs has fostered really genuine connections between our residents and our little preschool friends and we'll keep building on that".

Apart from the choir the pre-school teachers also involve the children in regular activities including garden projects in the village which all help to create great friendships.

As 98-year-old resident Nina Marzi says "It's good for the children and it's good for us".

"If you watch the faces of the elderly they start smiling; they start being alive."



### **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](mailto: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](mailto: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.**



**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**

<b>HAVILAH AT HARKNESS</b>	
<b>INDOOR BOWLS</b>	Each WEDNESDAY 1.30 pm
<b>MOVIES AT HARKNESS</b>	Check out the NOW SHOWING in the Grevillea Theatre
<b>CARDS (show Poker)</b>	Each TUESDAY 3.15 PM in Callistemon
<b>STRENGTH EXERCISES</b>	Each WEDNESDAY 11.15 am in Callistemon
<b>HAPPY HOUR</b>	Each FRIDAY 4.30 pm in the Main Lounge
<b>WEEKEND ACTIVITIES</b>	
<b>BINGO</b>	Each SATURDAY at 1.30 pm
<b>MARBOWLS</b>	Alternate SATURDAYS 10.30 a.m. Correa Lounge
<b>HAVILAH ON PALMERSTON</b>	
	<p>Caroline's Of Carisbrook</p> <p>When: Thursday 20th February</p> <p>Time: Bus Departs courtyard, Raglan House, 5.45pm</p> <p>Cost: \$40 - \$50, BYO</p> <p>Contact: Kim ph: 5459 0169</p>
	<p>2nd WEDNESDAY of the month</p> <p>10.00AM START</p> <p>Great chance for the men to get together and chat about secrets men's business, first floor Raglan House.</p>
<b>TAI CHI AT PALMERSTON</b> Room 7 High School Centre	Each MONDAY and WEDNESDAY 10.30 - 11.30
<b>STRENGTH EXERCISES</b>	Each MONDAY at 2.30 pm at Raglan House
<b>HAPPY HOUR</b>	Each FRIDAY 5.00 pm