

HAVACHAT

Issue March 2022

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HAVILAH WEBSITE: www.havilah.org.au



Easter will be celebrated with the traditional lunch on Good Friday, 15th April

Everyone at Havilah wish you a Happy and Safe Easter.



As the Flu season is approaching and the chemists and doctors are starting to roll out the vaccine. Under the National Guidelines for visitors entering an aged care facility current flu vaccinations are required. For visitors, as you obtain your 2022 Flu vaccination please provide the details to Reception so that we can update our records. Thank you for your assistance with this. Vaccinations for residents are organised on site at Havilah through your GP.



RE Visitor RATs

If visitors wish they can perform their own RAT prior to coming onsite, they can take a photo of the test same as staff do.

The following must apply:

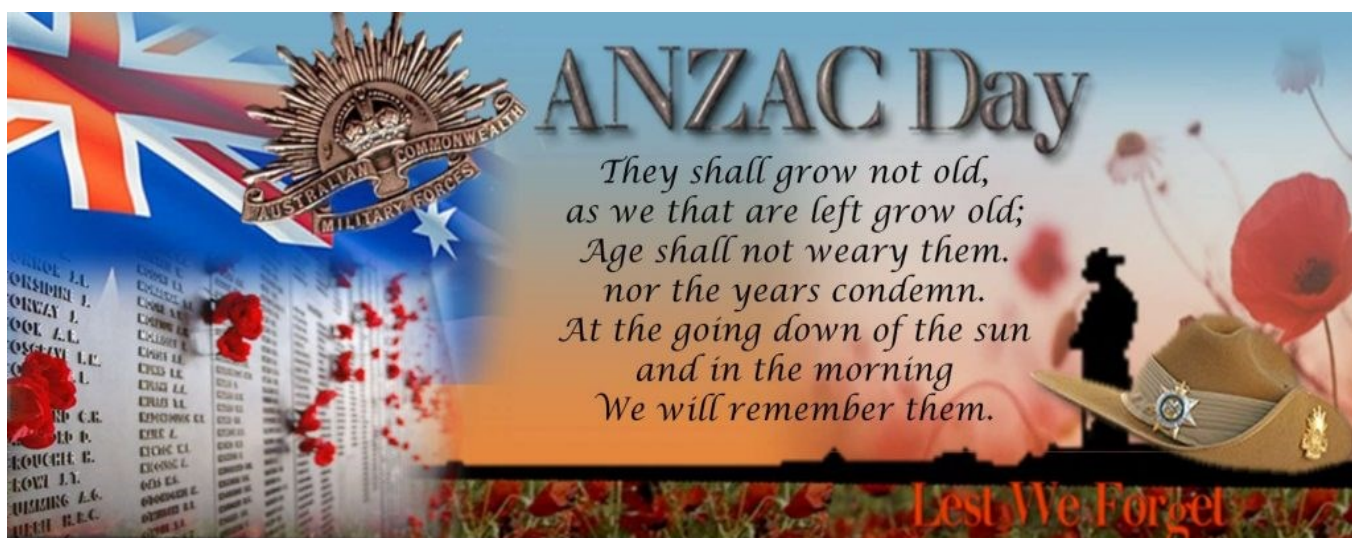
- A clear photo of the test cassette showing the result
- The test cassette must have the visitor name, date test conducted & time test conducted
- The photo must be able to be identified as taken on the same day as the test

You are still required to log the visitor information onto the Visitor RAT sheet

This just means that visitors are not held up with a 15 minute delay for their visit

Havilah is not providing RAT tests to visitors to take

If visitors wish to do their RAT test at home they will need to source their own RATs



ANZAC Day will be celebrated on Monday 25th April.

DISABLED DROP OFF AND PICK UP POINTS Residents are able to be dropped off and picked up at the covered porticos at the main entrance off Harkness Street, and also at Heath House and Melaleuca Entrances. These areas are not for long term parking but can be used for short term parking while collecting or returning residents from outings/appointments. There is internal access through the buildings to these areas and staff can assist residents to each foyer to wait for pickup. Please telephone reception for any advice in relation to this.



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

If a family member has a permanent Harald card and it is flashing **RED, please ask reception staff upon your arrival of your next visit to have it replaced.**

Two generations bridge the age gap through storytelling

Each Friday morning, a group of 24 teenagers and six older citizens sit and share their life stories, as part of an Australian-first project to reduce loneliness and build connections.

The sessions are part of the 'Bridging Ages life stories project', a multigenerational school program where students interview older adults on their experiences and reflect on them in a published book.

Helping Hand home care client Joan Richardson has been paired with three Year 9 students from Mid North Christian College on South Australia's east coast.

During their meetings, she recollects her childhood growing up on a farm, training as a nurse in the Methodist church, and her travels abroad.

"I think it's been a real privilege to be part of it," Joan said

"I'm getting to know the students that I'm with really well, and it's great to mix with young people and find out more about them."

Founded in the UK, *Bridging Ages* has shown to be mutually beneficial for both older and younger participants.

Past case studies have shown that the regular interactions have enhanced understanding between the age groups, and in turn formed long-term friendships.

Joan, who is blind, says that experience of getting to know the students has caused her to reflect on what she had previously heard about younger generations.

"My grandchildren are in their twenties so it's really good for me to meet with teenagers," she says.

"Unfortunately, the perception we give of teenagers is not good because we hear all about the bad things, but these are just lovely young people."

A 2019 study in the US found that engaging in an intergenerational education program reduced age-based prejudice for all participants involved.

With over half of Australians having experienced ageism, the use of mixed age learning to overcome negative stereotypes is becoming more common in traditional schools and universities.

Lilli, who is a Year 9 English student, says she has highly valued the time that she has gotten to know Joan.

"You don't really know what it's like for seniors in their life until you actually sit down and talk with them about their experiences," she says.

"Joan has told me how she grew up on a farm and she didn't have many things around her, but she had family, so she's really shown me how important family is.

"I definitely recommend this to any student who's willing to meet and talk to new people, especially in a different age bracket."

Staying connected

The global COVID-19 pandemic has brought about increased feelings of loneliness in every age group

With a third of older Australians living alone, the risk of experiencing the negative mental and physical health effects linked to loneliness is raised.

The chief executive of provider Helping Hand, Chris Stewart, says that programs such as *Bridging Ages* are a creative opportunity for older adults to engage with their local school community.

"COVID-19 has increased isolation as many community services had to stop and some people feared going outside their homes," Stewart said.

"We know how important it is to stay connected, which is why we are focusing on providing activities for our clients which reduce loneliness and create connections."

The eight-week trial program has indicated early success, with home care clients and students reporting positive responses, according to Stewart.

He says there may be future plans to extend the program into Adelaide and around regional South Australia.

"Both younger people and older people are benefitting already, as the older person is getting out and about and meeting new people, meaning they're no longer as isolated," said Stewart.

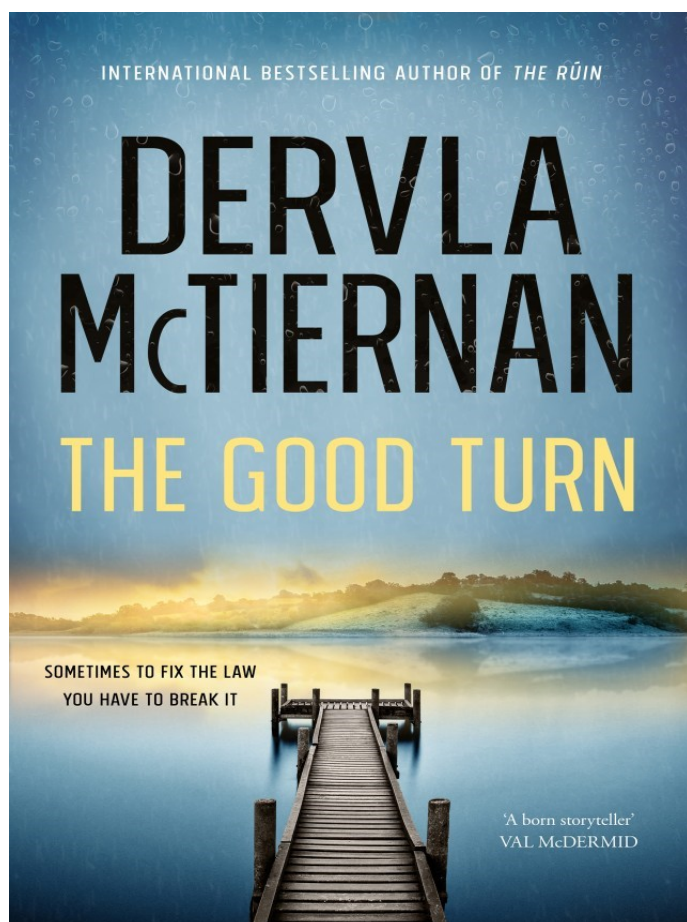
"For the younger people, we've seen them learning new life skills, such as how to ask questions in a structured manner, how to engage with people who they haven't met, and it's helping them to break down those stereotypes."

At the end of the year, the students will present a storybook that will detail their reflections on the life of their older partner.

Using storytelling as a form of intergenerational connection, Stewart says, is a way to solidify the knowledge and perspectives shared by everyone involved.

"Bridging Ages is a way of giving back and capturing those community stories that often go unnoticed," he says.

"We're hoping it will give our older clients a greater sense of confidence and a feeling that they're not alone, they can share their history at the same time as they make new friends."



When Peter Fisher is called to the scene of a supposed prank call, irritation turns to terror when he realises this is no joke. A young boy says he witnessed a little girl being bundled into the boot of a car, and Peter believes him.

DI Cormac Reilly and Peter search frantically for answers, but find obstacles put in their way by the one person who should be helping them: Superintendent Bryan Murphy. Frustrated and severely short-staffed, Peter and Cormac are pushed to breaking point, resulting in a fatal mistake.

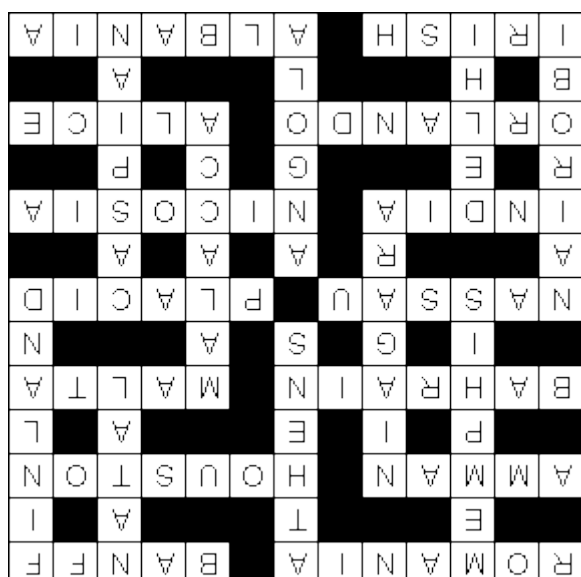
Cormac is suspended from duty and Peter is banished to a tiny town on the West Coast of Ireland, where he's tasked with doing the paperwork in a murder investigation that's supposed to have been resolved. But something isn't adding up, including the mysterious appearance of a young woman and her nine-year-old daughter, who hasn't spoke a word in months . .

Answers to Quiz

1. Alice Springs
2. Harold Holt
3. Sir Sydney Nolan
4. Germaine Greer



Quiz and Crossword Solutions from page 6



I've got salad for dinner.
Actually fruit salad.
Well, mostly grapes.
Ok all grapes.
Fermented grapes.
Wine.
I've got wine for dinner.



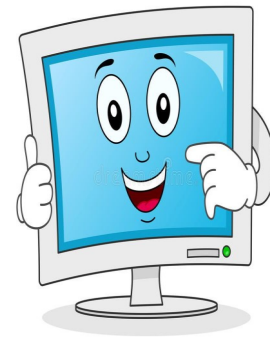
We have Ipads available for resident use to contact family on face book, Skype, Zoom and other forms of social media. The Ipads are also available to read newspapers and periodicals and play scrabble, other word games, solitaire and other card

games, do art work , watch movies. Residents can use the Ipads in small groups or within their own room. It has been amazing how many residents are now tech savvy. You can use them to send and receive emails from family including photos.

If you would like to try the

IPads please talk to Lifestyle

staff who will assist you to become familiar with using these.



Death of Shane Warne highlights men's inability to spot heart symptoms.

The recent death of 52-year-old former cricketer Shane Warne from a heart attack comes as a study reveals nearly half of all Australian men over the age of 35 surveyed are not confident of identifying a heart attack.

In addition, only a quarter of those who do exhibit symptoms seek help, according to the Royal Australian College of Physicians. Mr Warne sadly died of a heart attack in a hotel bedroom in Koh Samui, Thailand, on 4 March. Many Australians have also been shocked by the death of Labor Senator Kimberley, also 52, from a suspected heart attack in the Melbourne suburb of Strathmore, six days later. The study, published in the RACP's peer-reviewed scientific journal *The Internal Medicine Journal*, surveyed 153 Masters Age football players, aged over 35 years, playing on a scale of competitive to social games.

"Although regular exer-

cise improves health, strenuous exercise causes a transient increase in cardiac risk. Being able to recognise the warning signs of an impending cardiac event is critical to mitigating those risks during exercise," said Professor Geoffrey Tofler, senior author of the paper and a Fellow of the Royal Australasian College of Physicians (RACP), and of University of Sydney and Royal North Shore Hospital.

"The risks are elevated when accounting for participants with pre-existing risk factors like hypercholesterolemia, hypertension, smoker status, weight issues, and family history of heart disease."

What are the warning signs of an impending heart attack?

Common heart attack signs and symptoms include:

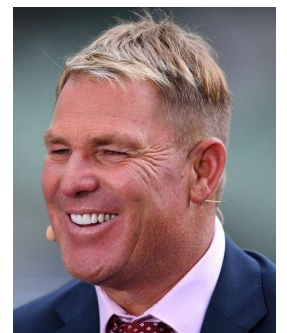
- Pressure, tightness, pain, or a squeezing or aching sensation in

your chest or arms that may spread to your neck, jaw or back;

- Nausea, indigestion, heartburn or abdominal pain;
- Shortness of breath;
- Cold sweat;
- Fatigue; and
- Light-headedness or sudden dizziness.

Heart attacks can strike suddenly, but many people have warning signs and symptoms hours, days or weeks in advance. The earliest warning might be recurrent chest pain or pressure (angina) that's triggered by activity and relieved by rest. Angina is caused by a temporary decrease in blood flow to the heart.

All the more reason to be aware of the signs.



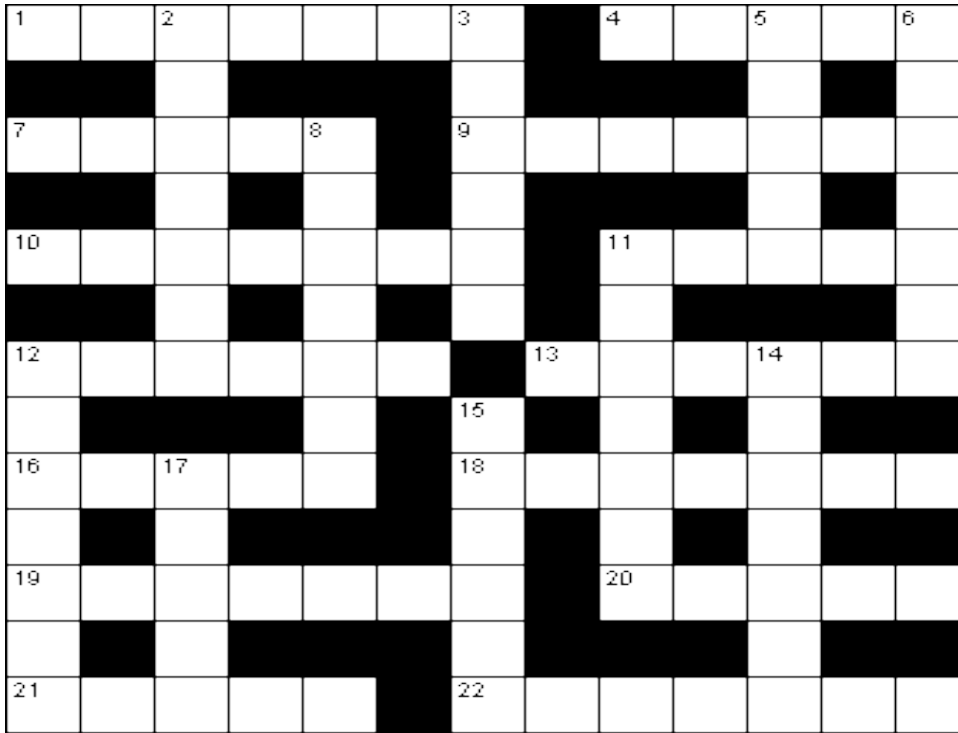
The Central Highland Library service have re-commence their service to Havilah. This is a wonderful service and once again will operate like a click and collect system with books being delivered and collected

from the main reception. Residents can select books to read from the various bookshelves through out the facility.



Mind Games⁶

Themed 15



ACROSS:

1. Bucharest is the capital (7)
4. Resort in the Canadian Rockies (5)
7. Jordan's capital (5)
9. Largest city in Texas (7)
10. Island in the Persian Gulf (7)
11. Mediterranean island (5)
12. Capital of the Bahamas (6)
13. This lake sounds serene (6)
16. Asian country (5)
18. Capital of Cyprus (7)
19. Home of Disney World (7)
20. Australian Town, _____ Springs (5)
21. Sea between Ireland and England (5)
22. Tirana is the Capital (7)

DOWN:

2. Largest city of Tennessee (7)
3. Piraeus is this city's major port (6)
5. Region of South Africa and Brazilian port (5)
6. Helsinki is the capital (7)
8. Tourist attraction _____ Falls (7)
11. Strait between Indonesia and Malaysia (7)
12. Capital of Kenya (7)
14. World's largest inland sea (7)
15. Bordered on the east by Zambia and on the west by the Atlantic Ocean (6)
17. City in 16 across (5)

WORD SEARCH - Time Off

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

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

ABSENCE, AMUSEMENT, BREAK, CAPER, CAREFREE, DIVERSION, ENJOYMENT, ENTERTAINMENT, ESCAPE, ESCAPISM, EXCURSION, FESTIVITY, FIELD DAY, FREE TIME, FREE-WHEELING, FROLIC, HOBBY, HOLIDAY, HONEYMOON, JAUNT, JUNKET, LEAVE, LEISURE, PASTIME, PICNIC, PLAY, PLEASURE TRIP, RECREATION, RELAXATION, RESPITE, REST, SPARE TIME, TIME OUT, UNWORRIED, VACATION

QUIZ

1. Which large town is situated in the geographic centre of Australia?
2. Which Australian Prime Minister disappeared in 1967 swimming?
3. Which artist paintings include The Abandoned Mine and Ned Kelly?
4. Who wrote the book, The Female Eunuch?

WEEKLY ACTIVITIES - MAIN BUILDING

7

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

TUESDAY Special Morning Tea 10am
Chairrobics 11.15am
Bingo 1.45pm
Marbowls 3.30pm

WEDNESDAY

Strength Training 11.15am
Movie Afternoon 1.30pm
Bingo 1.45pm

THURSDAY Foot Spa 9.30am
Bingo 1.45pm
Marbowls 3.30pm

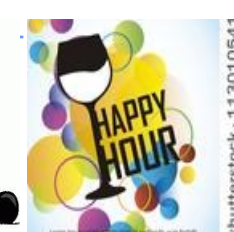
FRIDAY Chairrobics 11.15am
Bingo 1.45pm
Happy Hour 4.30pm

SATURDAY Bingo 10.45am (Bac)
Bingo 1.30pm (Grev)

SUNDAY Devonshire Afternoon Tea
3.00pm

Activities programs are being conducted in smaller groups in both BAC and Correa areas.

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



WEEKLY ACTIVITIES - HEATH HOUSE

MONDAY Activity Time/Craft 10.30am
Hand Care/Facials 1.30pm
Activity Hour 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

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

WEDNESDAY

Activity Time 10.00am
Activity Time 1.00pm & 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

THURSDAY

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

FRIDAY Activity Time 10.30am,
Games 1.00pm
Activity Hour 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

SATURDAY Activity Time 10.30am,
1.30pm & 6.00pm

Sonas 4.00pm
Activity Time 6-7.30pm

SUNDAY

Activity Time 10.30am,
1.30pm & 6.00pm
Devonshire Afternoon Tea
3.00pm
Sonas 4.00pm

Leisure and Lifestyle staff will spend 1:1 time with residents on a regular basis.

Visitor Restrictions at Havilah

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. Visitors can complete their own RAT and provide proof via their mobile phone of a negative test. Visitors should complete their test as close as possible to visiting. Satisfactory evidence is a photo of the RAT with your name together with the date and time written on the actual test. Visitors must supply their own RATs if not undertaken at Havilah.

The limiting of the visitors to two per day for each resident is governed by the availability and costs associated with Rapid Antigen Tests and the time required to process these, together with infection rates within the community. 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 or part of the facility goes into lockdown, under new guidelines one visitor will still be able to visit unless prohibited by the Public Health Unit. Havilah is required to ask residents/families to notify who that visitor will be and this information is documented on each resident file.

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 outings.

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.

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

COVID PREVENTION.

We have been able to order RATs from our supplier and also have had deliveries from the Government Stockpile. It is reported that we will be getting weekly deliveries but we will need to wait and see on consistency of deliveries and the numbers. It is difficult at the moment to get a pattern of what is being distributed. Also from the stockpile we need to take, and be thankful for, whatever type we get including some oral tests received along the way. Our estimated requirement for visitors and staff is 1,000 per week and then additional for residents and staff for exposures and outbreaks. Additional outbreak stocks required, we estimate at 2,000. We have been able to maintain stock levels for the time being. The Havilah Board supports Havilah's Infection Prevention Control Leads in their decisions around the current level of testing and other infection control measures in place at Havilah regardless of cost. We believe these measures will need to continue while the infection remains prevalent in our community and adjoining LGA's.

Our staff are working in N95 masks for all shifts. These are not very comfortable and we are grateful for their ongoing commitment to keeping themselves and residents safe. Where staff have tested positive but have been wearing an N95 mask and have returned a pre shift negative rapid antigen test this is not then treated as an exposure. This means that other staff in the unit are not required to isolate and can continue to work. So while it has been difficult and we hear of staff shortages every day in the news, we are managing to maintain reasonable staff availability for filling rosters through the measures in place. Staff have been great in picking up additional hours as needed.

VACCINATIONS

All residents at Raglan have had their booster vax. At Harkness there are 3 who have declined COVID vaccinations. All others due for their booster have received this. All staff have had their required booster vaccinations

COVID TREATMENTS

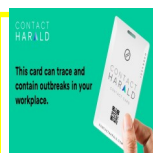
Havilah has recently received a supply of anti viral medications at both of its

services via the government stockpile. At the time these were distributed by the Commonwealth there was very little known about them. The medication must be given in consultation with the GP and our GP's have been advised of the medications we are holding and has been discussed through the Medication Advisory Committee Meeting. These medications have since been approved under the Pharmaceutical Benefits Scheme so in future they will be available through Pharmacies on prescription.

VISITOR CHECKIN.

Raglan House. Reception staff in place between the hours of 10 a.m. and 4 pm Monday to Friday. Weekends and Public Holidays when checking in directly into Raglan House.

Harkness Street. Reception staff in place between the hours of 10 a.m. and 4 pm each day. Direct checkin for regular visitors to Heath House is currently being discussed which would assist visitors to that unit.



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. As reported last month an additional Zipline station has been ordered for installation at Heath House which will enable visitors to enter directly into Heath House without needing to check in through the main Reception area. We hope that this will make visiting easier for Heath House families. A bit of a delay on its arrival but we hope it will shortly be in operation. Thank you to all our residents, families and visitors, we appreciate your understanding re signing in and out, booking outings and wearing your Harald cards.

(COVID-19) Emergency Leave FOR AGED CARE RESIDENTS

This is really about providing assistance where residents may wish to leave the facility in the case of an outbreak and we want to make sure that residents and families are aware of

what is available and the steps to take should you wish to take advantage of this at any time. Should you wish to obtain further advice in relation to this please email mail@havilah.org.au and we will contact you. Havilah has gone above and beyond the guidelines for personal protective

equipment, contact tracing, screening of residents, staff and visitors all to keep our residents and staff safe. So we have everything in place and hope we never have a need to use it. The Emergency Leave is similar, it is there if you want or need it hopefully you never will.





Residents enjoyed turning green to celebrate St Patrick's day recently, fooling around for the camera, a great Irish orientated lunch was served for all to indulge and if they were game could have a Guinness to follow.

As the Irish would say:

"May you have all the happiness and luck that life can hold - and at the end of your rainbow may you find a pot of gold"

Falls Things to consider

Keep active, Physical activity can be of great benefit.



ACCOUNT PAYMENT: Residents who have accounts to be paid in the community, eg chemist, the accounts can arrange for these to be paid by Havilah and on billed on your monthly fee account. Please speak to reception if you would like to do this.



RESIDENT SURVEYS - Harkness

Of 43 residents surveyed:

100% residents believe staff maximise their care needs eg, mobility assist for walking or showering etc, most of the time or always.

100% of residents surveyed are offered a variety of drinks to choose from, most of the time or always.

100% of surveyed residents agreed or strongly agreed the gardens are will maintained.

100% of surveyed residents agreed or strongly agreed the staff know what they are doing.

Invitation to read your Care Plan and take part

in your Care Plan Review Every resident has a comprehensive care plan developed to ensure all care needs are documented for staff's information. This way staff can provide consistent care and services in accordance with your assessed need **and the choices you make.** Our staff speak to you and/or your representative in developing your care plan initially and in the ongoing periodic review of your plan. We ask you for your direction in relation to involvement in the care plan review

on entry.

Your involvement can either be in person or by telephone. We wish all residents and/or representatives to feel they are consulted about changes made to care in response to assessed needs.

We also make changes as per your individual choices and requests. **Please talk to staff at any time should your needs or wishes change.**

When reviewing your care plan staff will ask you if you want a copy and this can be provided to you.



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



FROM THE KITCHEN:

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

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

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

If you require a special diet that you feel is not catered for on the menu please discuss this with staff. Havilah has a consultant dietitian who reviews our menus for nutritional value. She

also attends on site to speak with residents about their dietary requirements. Please ask staff if you would like to meet with her.

For breakfast residents may choose whatever cereals, breads and spreads they wish. Residents can also select their choice of juices and yohurts and also to have poached eggs, ham and/or cheese on toast or bacon and eggs. If the cereal or bread you prefer is not listed on the menu please notify the kitchen who will arrange to get this in if it is not held as normal stock.

FAMILY MEMBERS AND GUESTS. We apologise that we cannot welcome resident guests for meals each day and look forward to reintroducing this as soon as possible. Where it is a special occasion lunch or afternoon tea can be arranged for guests. Please book this at reception a few days in advance as a special area will need to be set up for you. Hopefully before long we will be back to unrestricted guest meals once again. We look forward to that time.

For our residents we still have in place Special Morning Tea on Tuesdays and Sunday Devonshire afternoon tea. Tea and

coffee making facilities and biscuits are on hand in the kitchenettes for resident use.

REPORTING FOOD BROUGHT IN FOR RESIDENTS

As all food prepared by Havilah is closely monitored under the Food Safety Standards it is a requirement that **All food brought in to Havilah** by residents or their families/visitors must be reported. There is a register available in each Foyer and in the Kitchen for you to record this. Food put in the fridges must have the resident's name and the date clearly marked. Your assistance with this is appreciated.

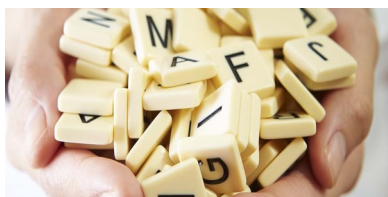
If there is food you enjoy that you would like to see on the menu or any theme days you would like to see introduced please discuss this with Food Services Manager Di Jackson, or any of the lifestyle staff. Alternatively you can fill out a form and place in the Suggestion Box. We welcome your suggestions.

Please let catering staff know your favourite soup if you would like it included on the list for Soup of the Day.

If you want to make a comment, suggestion, complaint or compliment but are unsure how to go about this, please ask a staff

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.

Wall and door decals were recently installed at Heath House memory unit. These are of landscapes and local places of interest.



WEIRD and WONDERFUL WORDS

DEASIL - clockwise or in the direction of the sun's course.

With the Autumn weather being so unpredictable with the cooler morning and mild days, Havilah staff will ensure residents are dressed appropriately for the day when going on outings or appointments.

Hav'a'laugh

LIFE IS
BETTER
WHEN
YOU'RE
LAUGHING.

An elderly man in the Atherton Tablelands had owned a large farm for several years. He had a large dam in the back. It was properly shaped for swimming, so he fixed it up nicely with picnic tables, horseshoe courts, and some apple and peach trees.

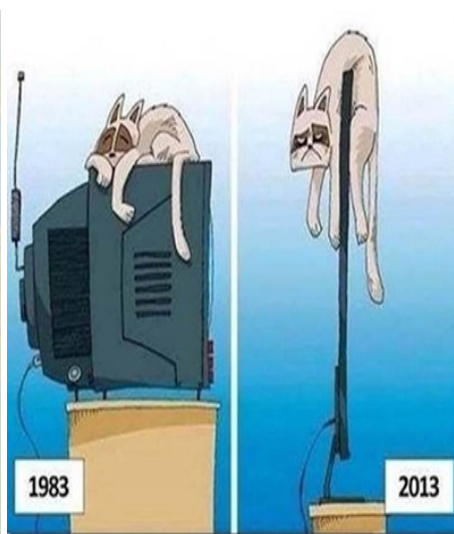
One evening the old farmer decided to go down to the dam, as he hadn't been there for a while, and look it over.

He grabbed a twenty-litre bucket to bring back some fruit.

As he neared the dam, he heard voices shouting and laughing with glee. As he came closer, he saw a bunch of young women skinny-dipping in his dam. He made the women aware of his presence and they all went to the deep end.

One of the women shouted to him, 'we're not coming out until you leave!' The old man frowned, 'I didn't come down here to watch you ladies swim naked or make you get out of the dam naked.'

Holding the bucket up he said,
'I'm here to feed the crocodile...'



At one point during a game, the coach called one of his 9-year-old football players aside and asked, "Do you understand what cooperation is? What a team is?"

"Yes, coach", replied the little boy. "

Do you understand that what matters is that we are a team whether we win or lose?" The little boy nodded in the affirmative.

"So," the coach continued, "I'm sure you know that you shouldn't argue, curse the umpire, or call him an nasty names. Do you understand all that?"

Again, the little boy nodded in the affirmative.

The coach continued, "And when I take you out of the game so that another boy gets a chance to play, it's not a dumb decision or that the coach is an idiot is it?"

"No, coach."

"Good" the coach said. "Now can you go over there and explain all that to your grandmother?"

CONTACTING STAFF

You can contact staff by using your **room phone**

In the main building Ring 394 In Heath House Ring 626. In Melaleuca House Ring 627.

The call system is for emergency calls so where possible for other than emergency issues please use your telephone to contact staff. This will ensure prompt action when you are in an emergency situation. There are call points in public areas for residents and family members to use when requiring staff attendance.

Please familiarise yourself with the position of these call points.

Wall phones are installed in the lounge areas at Heath House and at the nurses station in Grevillea

to provide greater accessibility to staff for families. Please make use of these 'phones as needed.

FOR FAMILIES ringing from outside Havilah to speak to staff in **Heath House** please call **54617481**, FOR FAMILIES ringing from outside Havilah to speak to staff in **Melaleuca House** please call the nurses station on **54617495**, if there is no answer the call will be diverted to staff on the floor.

For all other areas of Havilah dial 54617300 and follow the prompts.

For 24 hour EMERGENCY CONTACT telephone 54617394

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 Craig Young 54617381 OR 0418 744

699 email: craig.young@havilah.org.au

External Complaints through the Aged Care Quality and Safety Commission: 1800 951 822

Elders Rights Advocacy (ERA): 1800 700 600

Email: era@era.asn.au www.era.asn.au

ERA is a member of OPAN the Older Persons Advocacy Network, delivering the National Aged Care Advocacy Program, an Australian Government Initiative providing advocacy services to recipients of Australian Government Aged Care Services.

GENERAL ENQUIRIES

For any general enquiries: Families or residents can contact Havilah 24 hours a day, 7 days a week on Email: mail@havilah.org.au or Telephone: 5461 7387. Leave a message if it is out of office hours and staff will get back to you as soon as possible. Residents can contact reception by simply pressing the numbers 387 on room phones.

ADMINISTRATION OFFICE HOURS

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

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



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.**