

# HAVACHAT

Issue March 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)



**HAVILAH MAJOR RAFFLE**  
Once again it is time for our annual major raffle.

All prizes are for Goods/ Services at Retailer/s of choice

**1<sup>ST</sup> Prize \$10,000**

**2<sup>nd</sup> Prize \$5,000**

**PLUS 10 x \$500 early bird prizes**

Tickets are \$100 each and payment can be made over 10 weeks

Please ask your friends and relatives if they would like a ticket or you may like to have a family Syndicate.

Only 410 tickets available so the odds are very good.

This is an important part of our fundraising program each year with the proceeds used towards capital purchases such as equipment.

We would very much appreciate your support.

To purchase a ticket or collect a book to sell, please contact Raeleen 54617 380 or Reception 5461 7387

## time to talk

The male residents from Harkness Street, Raglan House and Havilah on Palmerston have a catch up with each other on the 2nd Wednesday of each month, a great way to interact with each other across both Havilah sites, time to talk about anything and everything male orientated.



Murray Thiele and Ken Gleisner caught up with each other at the “time to talk” having a great chin wag about the old days.

Both former residents and business owners from Avoca.

**Resident Meeting - 9th March 2020 at 1.15pm in Callistemon Activities Room.  
Resident Meeting Heath House - 16th March 2020 at 2pm in Heath House.**

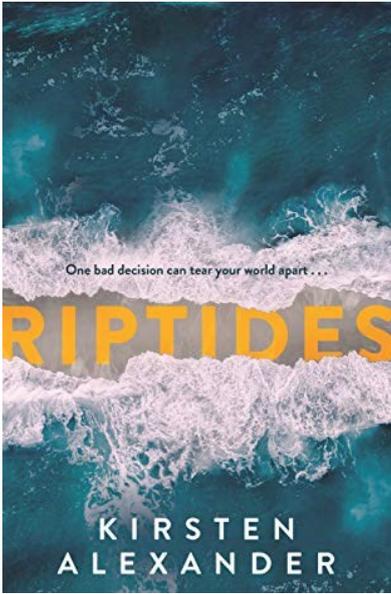
THESE MEETINGS ARE FORUMS FOR YOUR IDEAS AND NEW INITIATIVES—WE WELCOME YOUR INPUT

# PHOTO GALLERY



Bus outings during February have included travelling to the Butterfly enclosure at Sky dancers Nursery in Harcourt and the Creswick Woollen Mills. Residents enjoy the drive in the country side, taking in the scenery, and partaking in the refreshing afternoon teas.





In 1974, in country Queensland, Charlie Campbell forces a car off an unlit and rarely travelled dirt road into a tree, killing the pregnant driver. The crash wakes Charlie's sister, Abby, who'd been sleeping in the passenger seat next to him. They were heading to their father's farm.

A dead woman has no place in either of their plans. They drive away, leaving her on the

ground as heavy rain falls. They cannot help her, there are no witnesses, and there is too much at stake.

When they arrive at the farm, the siblings learn that the dead woman, Skye, was their father's fiancé.

They resolve to tell no one what they've done — to admit to this crime will cost them their father and their future. Charlie leans on his older sister to lead them out of trouble, to act as the protector she's had to be since their mother died. But their secret grows more complicated by the day.

Abby, however, is not one to give up. She keeps the single piece of evidence hidden, and decides to redeem herself. She determines to raise Skye's son as her own, study, and make a difference. She is convinced that she and Charlie can get back on track. But along the way, they need to reconsider exactly what it is they want.



the first round of matches on 19th March. Lifestyle

The football season is once again just around the corner with the 2020 season kicking off with

staff have already approached 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.



### WEIRD and WONDERFUL WORDS

**BOILOVER** - a surprise result in a sporting event.



### **Auto Lock Down:**

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

## Mediterranean diet may ‘stave off frailty’

Eating a Mediterranean diet could help older people stave off frailty and keep sharp, researchers have found.

A diet rich in fruit and veg, olive oil and fish boosts bacteria in the gut linked to healthy ageing and reduces bacteria linked to inflammation, experts from five countries said.

Following this type of diet could help curb the advance of frailty and cognitive decline, the researchers suggested.

Previous studies suggest a restrictive diet, common in older people, reduces the diversity of microbiome in the gut.

Experts from the UK, France, Italy, the Netherlands and Poland wanted to see if following a Mediterranean diet for a year could improve participants’ microbiome.

They analysed the gut microbiome of 612 people aged between 65 and 79, in the five countries before and after a year of sticking to their existing diet or switching to a Mediterranean one.

The new diet was rich in fruits, vegetables, nuts, legumes, olive oil and fish and low in red meat and saturated fats, and was tailored to older people.

Participants were classed as frail, on the verge of frailty or not frail.

Sticking to the Mediterranean diet for 12 months was associated with beneficial changes to the gut microbiome and stemming the loss of bacterial diversity.

The researchers observed an increase in the types of bacteria previously associated with indicators of reduced frailty, such as walking speed and hand grip strength, and improved brain function, such as memory.

Following the diet was also associated with reduced production of potentially harmful inflammatory chemi-



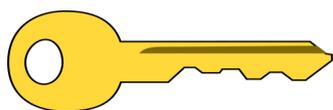
icals.

The researchers said the most striking finding was “the consistency of associations of the diet-modulated microbiome markers with biological markers of ageing (independent of nationality)”.

“We showed that they were not only associated with dietary compliance but were consistently associated with frailty and inflammatory markers, thereby confirming their importance for health maintenance independent of... age, body mass index and gender,” they wrote.

The researchers said the changes were largely driven by an increase in dietary fibre and associated vitamins and minerals – specifically C, B6, B9, copper, potassium, iron, manganese, and magnesium.

They also found the microbiome changes were linked to a decrease in bacteria involved in producing some bile acids, which, when overproduced, are linked to an increased risk of bowel cancer, insulin resistance, fatty liver and cell damage.



### Replacement Keys

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

**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.

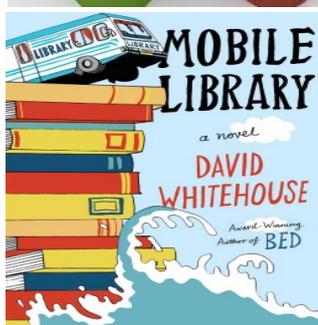
If you have an idea or suggestion for an outing, just let Lifestyle Staff know and we will do our best to arrange the outing for you.



### Resident/Advocate Meetings

Next meeting Monday 9th March 2020 at 1.15 pm

Heath House Monday 16th March 2020 at 2pm



### Mobile Library - March and April Dates:

March 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  
Chairobics 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** Chairobics 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



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## 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

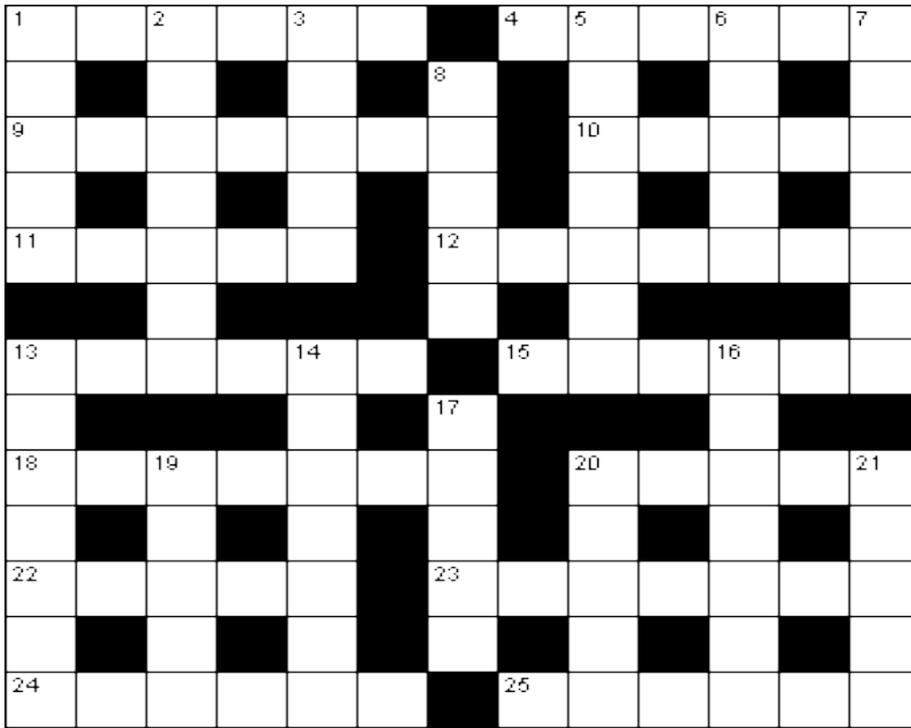
**FRIDAY** Activity Time 10.30am,  
Group Games 1.45pm  
Activity Hour 3.00pm  
Sonas 4.00pm  
Happy Hour 4.30pm  
Activity Time 6-7.30pm

**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.**

# Mind Games



**ACROSS:**

1. Plaid
4. Inveigle
9. Plane figure with straight sides
10. Publish
11. Creep
12. Plat with prickly-edged leaves
13. Schedule
15. Desport
18. Producing a sensation of touch
20. Investigation
22. Performed
23. Gathered together in large numbers
24. Objective
25. Formal proposal to buy

**DOWN:**

1. Subject
2. Let go
3. Investor in theatrical production
5. Nimbleness
6. Beginning or early stages
7. Best environment for plants or animals
8. Become one
13. Draw in
14. Diminish
16. Kept away from
17. Impart skills or knowledge
19. Supply food ready to eat
20. Provide evidence for
21. Type of duck

041

**WORD SEARCH - Explorers**



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

AMUNDSEN, BARBOSA, BASS, BOONE, BURKE AND WILLS, CABOT, CARTIER, COLUNBUS, COOK, CORTES, DIAS, DRAKE, ERIKSSON, FAWSETT, FLINDERS, FROBISHE, GRAY, HAWKINS, HERIOLFSSON, HUDSON, KINGLSEY, LIVINGSTONE, MAGELLAN, MARCO POLO, PARK, RALEIGH, SCOTT, SHACKLETON, STURT, TASMAN, TENZING, VANCOUVER, VASCO DA GAMA, VESPUCCI

**QUIZ**

1. Which Australian author wrote the novel The Harp in the South?
2. Dame Edna Everage was originally created as a housewife from what Melbourne suburb?
3. In some parts of Australia, the cantaloupe is commonly known as?
4. What is the medical name for the thighbone?

# Margaret Gowers

## Length of time at Havilah:

I have been a resident at Havilah for a short 5 months.

## My Story:

I was born in Yea on 29/06/1938, to parents Frank and Eileen, I have one sister. My father died when I was 2 years of age, so Mum moved back to MacArthur in the Western district and we lived with my grand parents, a great aunt and 2 uncles. I attended the MacArthur primary school then travelled by bus to the Hamilton secondary school. My mother remarried when I was 11 years old. I left school when I was 16 years old and gained employment at a local general store where we sold everything imaginable. The family moved to Ballarat and I obtained work at a underwear factory named I & R Morley. I married my husband John (dec) a local butcher in 1956 and raised 2 boys and 2 girls, I have 12 grandchildren and 6 great grandchildren.

## Things you used to do for fun:

As a child we made our own fun as we lived 3 miles out of MacArthur, played cards and board games and made birthday cakes from cow pads and decorated them with flowers. I followed the local football team but did not play sport as a child. Later on in life I have played many a game of lawn bowls and rounds of golf.

## About where you have lived:

I have lived in Yea, MacArthur, Ballarat and Maryborough.

## Travel, sport, passions:

I have travelled to Western Australia, Qld, and Tasmania. I enjoy the football (AFL follow Carlton), cricket, bowls and golf, and over the years taken a keen interest in my children's sporting achievement's.

## Things you enjoy to do now:

I love being involved in activities here at Havilah, playing marbowls, bingo, going on the Bus outings, exercise sessions, Happy Hour and reading. I still take an interest in the horse racing on the TV (don't have a bet). I still attend social functions that I enjoyed out in the community on a weekly basis.



## Your favourite topics:

I haven't a favourite topic to talk about, like everyone I like to talk about my family, sport and anything and everything in general, Reading the papers daily gives many topics to discuss with co-residents.

## Favourite Food and Music:

I am very easy with food, like to try anything and everything. As my late husband was a butcher, he always said "you can always get a good cut of meat, it is the way its cooked." I like to listen to good old fashioned tunes, ones that are easy on the ears.

## March 2020

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

## Falls Prevention



Ensure that you have your feet attended to by a podiatrist.  
 Maintenance and upkeep of walking aids.  
 Keep rooms and walking areas clutter free.



### 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 - January 2020

Of the 36 residents surveyed at Harkness:

100% of surveyed residents indicated that there is enough roast dinners on the menu most of the time or always.

100% of residents stated that the staff are courteous and respectful in their interaction with them and family most of the time or always.

100% of surveyed residents agreed or strongly agreed that they know where to put complement/compliant forms.

100% of residents agreed they have the choice how warm/cool their room is with assistance or without.

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

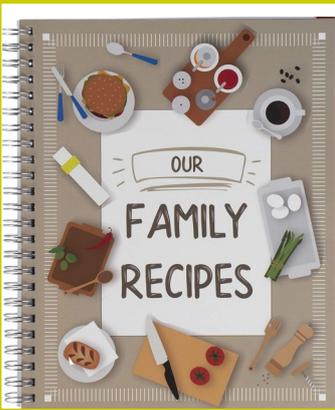
Every resident has a comprehensive care plan developed to ensure all care needs are documented for staff's information. This way staff can provide consistent care and services in accordance with your assessed need and the choices you make.. Our staff speak to you and/or your representative in developing 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 frid-

ges. 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.

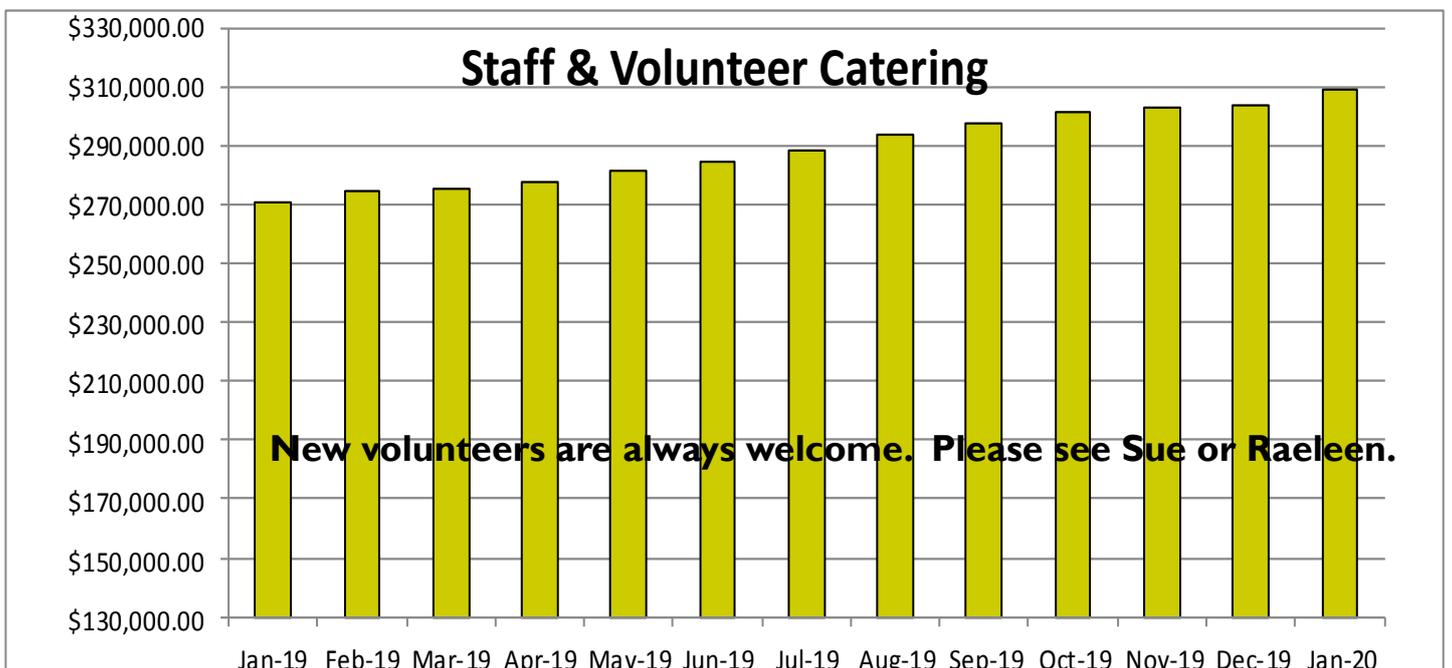
**NON PRESCRIBED TREATMENTS**

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.

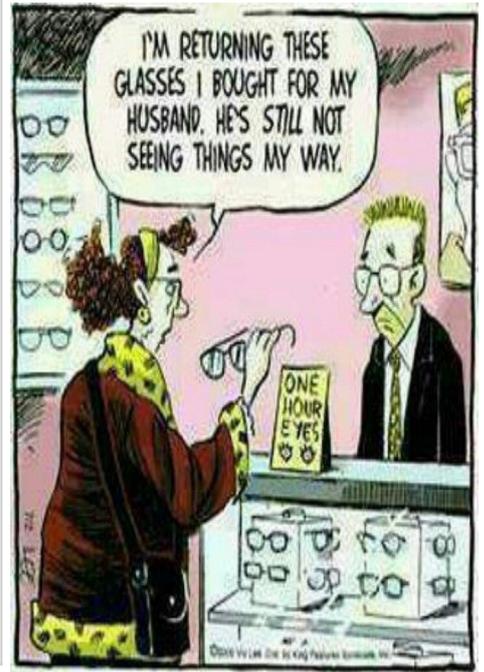




A lawyer's dog, runs around town un-leashed, heads for a butcher shop and steals a roast.  
 An angry butcher goes to the lawyer's office and politely asks, "If a dog running un-leashed steals a piece of meat from my store, do I have a right to demand payment for the meat from the dog's owner?"  
 The lawyer smiles and answers, "Absolutely."  
 "Then you owe me \$8.50. Your dog was unleashed and stole a roast from me today."

The lawyer, without a word, writes the butcher a check for \$8.50. The butcher, having a feeling of satisfaction, leaves.

Three days later, the butcher finds a bill from the lawyer: \$100 due for a consultation.



Two sisters, one blonde and one brunette, inherit the family ranch in 1875. Unfortunately, after just a few years, they are in financial trouble. In order to keep the bank from repossessing the ranch, they need to purchase a bull so that they can breed their own stock. Upon leaving for another ranch to check on the possibility of buying a bull, the brunette tells her sister, When I get there, if I decide to buy the bull, I'll contact you to drive out after me and haul it home.

The brunette arrives at the man's ranch, inspects the bull, and decides she wants to buy it. The man tells her that he will sell it for \$499. After paying him, she drives to the nearest town to send her sister a telegram to tell her the news. She walks into the telegraph office, and says, I want to send a telegram to my sister

telling her that I've bought a bull for our ranch. I need her to hitch the trailer to our pickup truck and drive out here so we can haul it home.

The telegraph operator explains that he'll be glad to help her, then adds, It's just 99 cents a word. Well, after paying for the bull, the brunette only has \$1 left. She realizes that she'll only be able to send her sister one word. After thinking for a few minutes, she nods, and says, I want you to send her the word comfortable. The operator shakes his head. How is she ever going to know that you want her to hitch the trailer to your pickup truck and drive out here to haul that bull back to your ranch if you send her the word, comfortable? The brunette explains, My sister's blonde. The word's big. She'll read it real slow. ( com-for-da-bull )

A woman is in bed with her lover who also happens to be her husband's best friend. They had sex for hours, and afterwards, while they're just laying there, the phone rings.

Since it is the woman's house, she picks up the receiver. Her lover looks over at her and listens, only hearing her side of the conversation...

She is speaking in a cheery voice, "Hello? Oh, hi. I'm so glad that you called. Really? That's wonderful. I am so happy for you. That sounds terrific. Great! Thanks. Okay. Bye."

She hangs up the telephone and her lover asks, "Who was that?"

"Oh" she replies, "that was my husband telling me all about the wonderful time he's having on his fishing trip with you."





The conversations of life

## New guidelines for GPs to report elder abuse

By Jill Donaldson on February 12, 2020

Australian GP's are being urged to be on the look-out for signs of elder abuse and report any suspicions of abuse to police or guardianship authorities under new clinical guidelines being rolled out by the Australian College of General Practitioners.

The college, which represents thousands of general practitioners Australia wide, has released its first aged care clinical recommendations for doctors, which provides guidance on dealing with elder abuse, which is experienced by about one in six Australians over the age of 60 and is expected to soar with our ageing population.

According to College president Dr Harry Nespolon elder abuse is much more common than most people realise and "it's something that GPs would come across at least once a month if not more frequently" he said.

Signs of elder abuse may include unexplained injuries such as bruises, cuts and broken bones, malnourishment or weight loss, poor hygiene, depression or

confusion unrelated to underlying illness, unexplained transactions or loss of money and withdrawal from family members and friends.

If there is suspicion that an elderly patient is being abused, GPs are being encouraged to investigate the matter further, and then help the patient create a safety plan.

If sexual or physical abuse is suspected doctors are being urged to call the police whilst in the case of suspected financial abuse the GP can contact the guardianship board.

For those living in residential aged care aged care homes, GPs are being told to report their concerns and potentially lobby to have the resident moved from the facility.

## time to talk

Time to Talk is a program which is held the 2nd Wednesday of each month at Raglan House. There has been 3 male residents from Harkness who have attended the last 2 months, if you wish to join in, have a chat and talk men's stuff, contact the Sue or Sam in Leisure and Lifestyle . Havilah arrange the transport.

### Did you know the Animal Family Names:

- Bats - a colony or a camp.
- Camels - caravan.
- Ferrets - a business.
- Falcons - a cast.
- Fox - a charm.
- Frogs - an army.
- Otters - a family.
- Owls - a parliament.
- Pigs - a drift or drove.
- Apes - a shrewdness.
- Rabbits - a herd.

### **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 mealtimes 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: 54617387. Leave a message if it is out of office hours and staff will get back to you as soon as possible.  
**Residents can contact reception by simply pressing the numbers 387 on room phones.**

## ADMINISTRATION OFFICE HOURS

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

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

## TO CONTACT THE KITCHEN

Main Kitchen **54617388** Internal Dial **388**  
Heath Kitchen **54617482** Internal Dial **482**

**For 24 hour EMERGENCY CONTACT telephone 54617394**

## WHEN THE FIRE ALARM SOUNDS

Please remain where you are and wait for staff to instruct you on evacuation. If you can see the fire you should move away from the immediate area and wait for instruction from staff. If the fire is in your room you should leave the room and close the door behind you. Havilah is a very safe facility and has many measures in place to stop the spread of fire and smoke and to provide for safe evacuation in the case of a fire – this

includes fire and smoke compartments, and sprinklers and smoke alarms. Should evacuation be required only residents in the affected compartment would be affected In the first instance. The fire alarm automatically alarms to the brigade who are here within minutes.  
**YOU WILL BE KEPT INFORMED BY STAFF AND THROUGH THE PUBLIC ADDRESS SYSTEM.**



**RETIREMENT LIVING RESIDENTS ARE WELCOME TO ATTEND ACTIVITIES OVER BOTH SITES**  
 Please contact **Kim Davidson** for Havilah on Palmerston and Raglan House Phone: 5459 0169  
 OR **Sue Edmondson** 54617390 for Harkness Street

<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><i>Happy St. Patrick's Day</i>                  St. Patrick's Day celebrations                  17th March</p>	 <p>Easter Festivities:                  Good Friday 10th April                  seafood Happy Hour                  Easter Sunday 12th April—                  Special Luncheon</p>
 <p><b>time to talk</b></p>	2nd WEDNESDAY of the month 10.00AM START Great chance for the men to get together and chat about secrets men's business, first floor Raglan House.
<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> Rooms 1 & 2 High School Centre	Each FRIDAY 5.00 pm