

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

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

Issued 6th March 2015

# HAVACHAT



Another wonderful turn up for our Heath House Dinner Dance.



## Heath House Dinner Dance



**Resident Meeting—Tuesday 10th March —1.15 pm in Callistemon Activities Room**

**Resident Meeting Heath House—Monday 16th March — 2.00 pm Heath House**

THESE MEETINGS ARE A FORUM FOR IDEAS AND NEW INITIATIVES  
TO BENEFIT RESIDENTS AND FAMILIES. WE WELCOME YOUR INPUT.

## **NOTICE FROM THE CEO — Barb Duffin**

We received a spot audit from the Department on Tuesday at our Harkness Street site. The assessors spoke with staff, residents and family members, reviewed documentation and viewed staff practice. The results were very positive with Havilah receiving praise across the standards audited including: the management of the current refurbishment and the efforts to minimise impact on residents, for the extensive activities program we provide, and for the fostering of independence and dignity of our residents. They were very impressed with interaction of staff with residents and choices offered during their observation of lunchtime activities at Heath House.

I wish to thank all the residents and families for their positive contributions towards this outcome.

## **Anonymous Complaints**

A recent complaint did not provide either the name of the resident or the complainant. This makes investigation very difficult and means that the best outcomes cannot always be achieved. Also we cannot feed back to the complainant any actions taken to remedy the issue identified in the complaint.

We welcome your feedback on things you like and don't like as this assists us in maintaining a quality service. Complainants can ask that their names and the names of residents be kept confidential when dealing with the complaint and we will ensure that this happens.

For the best outcome, which is what we all want, the ability to speak with the complainant as part of the investigation is paramount.

Residents and families can be assured that complaints marked confidential will remain so.

## **NOTICE FROM THE DIRECTOR OF CARE — Dave Burrridge**

Hi from the desk of the Director of Care,

The month of February has come and gone, summer is finished and the building works continue, (we can see the progress happening) and I hope we have not caused anyone too much inconvenience with the noise. I'm really happy that the workers have kept the dust to a minimum, but if you find that there has been excess dust in your room please let the staff know.

The flu season is coming up fast and your Dr will be ordering vaccinations for all residents that require the vaccination. If you do not require the vaccination please advise the nursing staff. It is expected that the vaccinations will be available early April.

As always if residents / family or friends have any suggestions, commitments or complaints please fill in the form that is available at all major exits to Havilah.





Residents, Family and  
Friends at the Heath  
House Dinner Dance.



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



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

## GREAT THINGS TO DO IN MARCH

### HAPPY HOUR EACH FRIDAY 4.30—5.30pm

Live entertainment in main Dining Room.

Happy Hour activities continue at Heath House



### CHURCH SERVICES – all Services begin at 10.30 am

Wed 4<sup>th</sup>

Uniting Church

Wed 11<sup>th</sup>

Salvation Army

Wed 18<sup>th</sup>

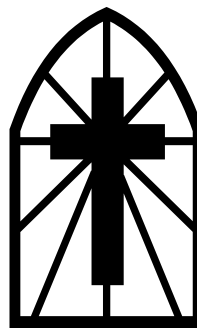
Wattle City Church

Tue 24<sup>th</sup>

Anglican Church

Wed 25<sup>th</sup>

No Church Service



### SPECIAL EVENTS

Sat 7<sup>th</sup>

Special Bingo

Mon 9<sup>th</sup>

Public Holiday — No Bus Trip

Tues 10<sup>th</sup>

Games Evening 6.30—7.30pm Activities/Bingo Room  
followed by supper.

Sat 21<sup>st</sup>

Special Bingo

### Sudoku, Quiz and Crossword Solutions from page 6

8	6	9	7	4	3	5	1	2
5	2	4	1	8	6	3	7	9
1	7	3	5	2	9	8	6	4
3	5	1	4	7	2	6	9	8
9	4	6	8	3	1	2	5	7
7	8	2	6	9	5	4	3	1
4	1	8	3	6	7	9	2	5
2	3	5	9	1	8	7	4	6
6	9	7	2	5	4	1	8	3

Hub-Word: CELEBRITY  
Some other words of five  
letters or more containing  
the hub letter E:  
beery, belie, beret, beryl,  
betel, birle, biter, creel,  
elect, elite, erect,  
eyrie, leery, litter (litter),  
lycee, rebel, relic, retie,  
terce (tierce), tiler, tribe,  
trice, celery, eerily, recite,  
relic, tiercel (tiercel), treble,  
erectly, liberty, reticle,  
celerity.

MOVIE QUIZ ANSWERS:  
1a. George C. Scott  
2b. Katharine Hepburn  
3b. Stephen King  
4a. John Ford  
5b. Leslie Howard  
6b. Robert Zemeckis  
7a. Robert Shaw  
8b. Ewan McGregor  
9a. Fred MacMurray  
10b. Roger Moore



## WEEKLY ACTIVITIES

**BUS TRIPS** – Mondays and Fridays

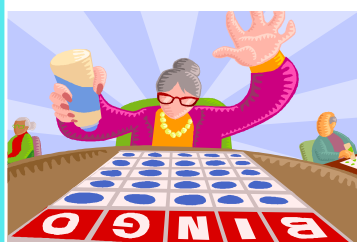
Wednesdays Heath House



**Nail Pedicure Pampers** - Monday mornings

**Foot Spas** - Monday and Thursday mornings each week

**BINGO at 1.45pm** every Monday, Tuesday, Thursday & Friday (Callistemon Activities Room)



**INDOOR BOWLS** - Wednesdays 1.30pm

(Main Dining Room)



**SPECIAL MORNING TEA** - Tuesdays 10.00am (Main Dining Room)

**HAPPY HOUR EACH FRIDAY at 4.30 PM**



**TUESDAY -** Street Walk 1.30pm

Afternoon Cards 3.15 pm

**WEDNESDAY -** Strength exercises 11.15am

Cooking classes 3.15pm

**THURSDAY -** Craft Group 3.15pm

**FRIDAY -** Video in Lounge 3.15pm

**SATURDAY -** **Heath House “CAFÉ” 3.00pm**

Yummy Afternoon Tea;

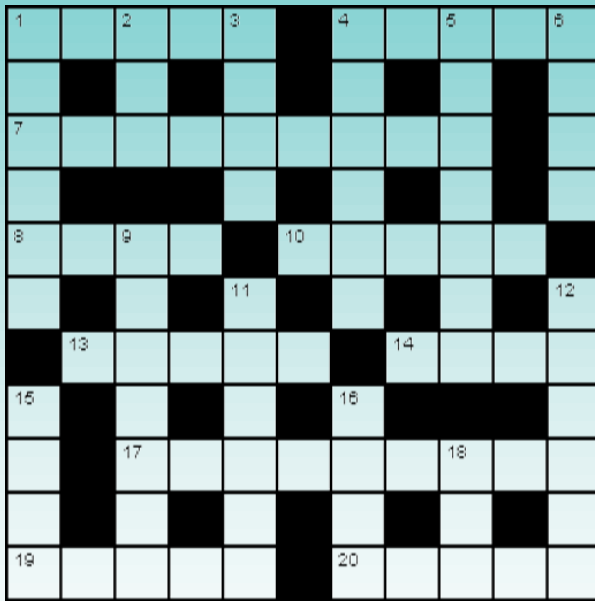
Milk Shakes; Iced Coffee

**SUNDAY -** Devonshire Afternoon Tea



**COOKED BREAKFAST 1st Monday of Each Month**

# Mind Games



## Across

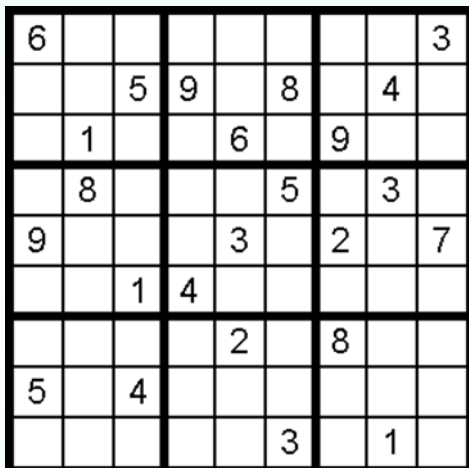
1. Aquatic mammal (5)
4. Striped equine (5)
7. Watered (9)
8. Flows back (4)
10. Tennis stroke (5)
13. Assumed name (5)
14. Disparaging remark (4)
17. Essential (9)
19. Rear part of a ship (5)
20. Smooth fabric (5)

## Down

1. Relinquished (6)
2. Atmosphere (3)
3. Boundary of a surface (4)
4. Stringed instrument (6)
5. Confound (7)
6. Desiccated (4)
9. State of equilibrium (7)
11. Bird of prey (6)
12. Implement for writing or drawing (6)
15. Optical device (4)
16. Small snakes (4)
18. Colony insect (3)

## HUB WORDS

How many words can you make from the letters in the wheel? Each word must contain the hub letter **H**. Can you find a 9-letter word and at least 15 other words of five letters or more avoiding proper nouns?



1. Who was *Patton* in the 1970 movie of the same name?

a. George C. Scott b. Karl Malden

2. Who was Rose Sayer in the 1951 classic, *The African Queen*?

a. Audrey Hepburn b. Katharine Hepburn

3. The 1999 movie *The Green Mile* was based on a novel by which author?

a. Graham Greene b. Stephen King

4. Who directed the 1940 movie, *The Grapes of Wrath*?

a. John Ford b. John Huston

5. Who was Ashley Wilkes in the 1939 classic, *Gone With the Wind*?

a. Trevor Howard b. Leslie Howard

6. Who directed the 1994 movie, *Forrest Gump*?

a. Tom Hanks b. Robert Zemeckis

7. Who was Henry VIII in the 1966 movie, *A Man for All Seasons*?

a. Robert Shaw b. Rex Harrison

8. Who was Christian in the 2001 movie, *Moulin Rouge*?

a. Antonio Banderas b. Ewan McGregor

9. Who was Walter Neff in the 1944 movie, *Double Indemnity*?

a. Fred MacMurray b. Ray Milland

10. Who was James Bond in the 1973 movie, *Live and Let Die*?

## MOVIE QUIZ



Solutions can be found on page 4.

## CONTACTING STAFF

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

**In the main building** Ring 370 between 7am and 11 pm; or 367 between 11 pm and 7 am

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

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

FOR FAMILIES ringing from outside Havilah to speak to staff in **Melaleuca House** please call the nurses station on **54617486**, 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.

## COMMENTS, COMPLIMENTS, SUGGESTIONS AND COMPLAINTS FORMS ARE AVAILABLE IN THE FOYERS OF BOTH BUILDINGS

Residents and families are encouraged to communicate any issues they may have. There is a **Director of Care (RN1)** 54 617489 or internal dial 489. Email [dave.burridge@havilah.org.au](mailto:dave.burridge@havilah.org.au)

The RN Nursing Supervisor can be contacted on 54617394 or by internal dial 394.

Heath House **Team Leader Patricia Boyd or Lesley Mackey**. 54 617461 or Internal Dial 461

You can also contact: **CEO Barb Duffin** 54 617381 Internal Dial 381 Mobile 0429 617380

email: [barbceo@havilah.org.au](mailto:barbceo@havilah.org.au) or **Director of Human Services Annie Constable**

54 617383 Internal Dial 383 email: [dhs@havilah.org.au](mailto:dhs@havilah.org.au).

If you report an issue to any staff member they will fill out a form on your behalf.

Complaints can be made openly, anonymously or your name can be kept confidential.

Havilah respects the right of residents and families to raise complaints anonymously, however it is more difficult to obtain the best outcome from anonymous complaints or feed back to the complainant the actions taken as a result of the complaint.

We welcome your input as to the things you don't like and the things that you do as this assists us in providing a quality service.

## GENERAL ENQUIRIES

For any general enquiries: Families or residents can contact Havilah 24 hours a day, 7 days a week on Email: [rhonda.treloar@havilah.org.au](mailto:rhonda.treloar@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 Rhonda simply by pressing the numbers 387 on room telephones.

## ADMINISTRATION OFFICE HOURS

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



# HAV'A'LAUGH



At a all-you-can-eat restaurant Josh came back to the table, his plate full for the fifth time. "Josh!" exclaimed his mother. "Doesn't it embarrass you that people have seen you go up to the buffet table five times?" "Not a bit," said Josh, "I just tell them I'm filling up the plate for you!"

*When NASA first started sending up astronauts, they quickly discovered that ballpoint pens would not work in zero gravity. To combat the problem, NASA scientists spent a decade and \$12 billion to develop a pen that writes in zero gravity, upside down, underwater, on almost any surface including glass and at temperatures ranging from below freezing to 300°C.*

*The Russians used a pencil.*

Jim had an awful day fishing on the lake, sitting in the blazing sun all day without catching a single one. On his way home, he stopped at the supermarket and ordered four catfish. He told the fish salesman, "Pick four large ones out and throw them at me, will you?" "Why do you want me to throw them at you?" "Because I want to tell my wife that I caught them." "Okay, but I suggest that you take the rainbow trout." "Why's that?" "Because your wife came in earlier today and said that if you came by, I should tell you to take rainbow trout. That's what she'd like for supper tonight."

## THOUGHT OF THE DAY:

*Every Day may not be Good, But there is Something Good in Every Day.*

### RESIDENT SURVEYS - January 2014

Of the 65 residents surveyed (Harkness = 45 and Raglan = 20)

100% of residents who attended the New Year Eve events (Harkness Dinner Dance, Raglan Fireworks) enjoyed them.

100% of residents said the meal tables are cleaned to their satisfaction.

100% of residents regularly receive the monthly Havachat newsletter and 100% find the information relevant.

100% of residents said the staff call them by their preferred name.

**Please note we have found a distinctive gold ring in the bed-linen washing. If this may be yours, please come to reception to identify it.**