

HAVACHAT

Issue April 2020

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

HAVILAH WEBSITE: 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

1ST Prize \$10,000

2ND 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

HAPPY EASTER

10th April - 13th April



ANZAC DAY 25/04/2020

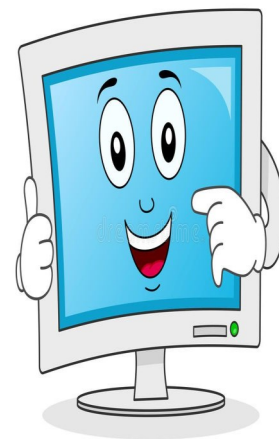
They shall not grow old,
as we that are left grow old;
Age shall not weary them,
nor the years condemn.

At the going down of the sun and in the morning .

We will remember them.



With activities in communal areas and visitors limited by strategies in place to control any outbreak of coronavirus within Havilah facilities, Ipads have been purchased so that residents are able to contact with family on face book, Skype, Zoom and other forms of social media. Residents will also be able to use the Ipads to read newspapers and periodicals and play scrabble, other word games, solitaire and other other card games and colour by numbers according to their various interests. Residents will be able to use the Ipads in small groups or within their own room. Lifestyle staff will assist you to become familiar with using these. We will have these ready for distribution shortly.

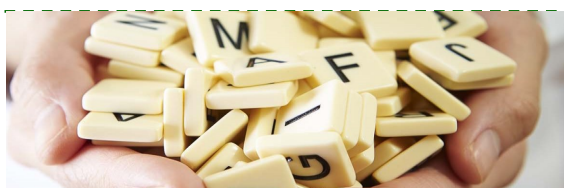


Desk top computers in common areas have also been updated.



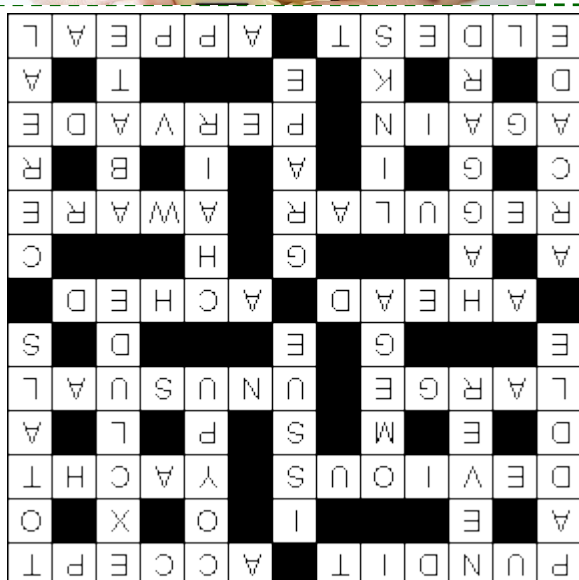
A group of Heath and Melaleuca residents enjoyed a lunch outing to Caroline's Restaurant at Carisbrook recently. With lots of quirky things to look at everyone was kept busy whilst enjoying some lovely food. The singing deer kept us all entertained.

A big thank you to staff who were rostered on for the day and those staff who volunteered their time to join us, Without the support from everyone the outing which put plenty of smiles on the residents faces would not have been possible. A big thank you also to Michael and Sally for being wonderful hosts on the day.



WEIRD and WONDERFUL WORDS

FUNAMBULIST: a tightrope walker



**Quiz and
Crossword
Solutions
from page 6**

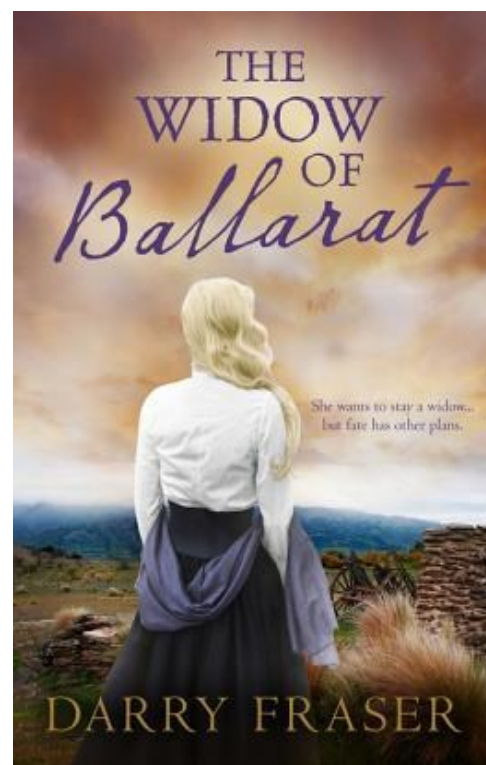


Answers to Quiz

1. 1000.
2. Bonnie Doon
3. Dollar.
4. Vermont.

1854, Ballarat, Victoria When Nell Amberton's husband is shot dead by a bushranger, there are few who grieve his passing, and Nell least of all. How could she miss the monster who had abused her from the day they wed - the man who had already killed his innocent first wife? But his death triggers a chain of events that seem to revolve around the handsome bushranger who murdered him - a man to whom Nell, against her better judgment, is drawn. But Nell has far more than a mysterious stranger to worry about. With a mess of complications

around her late husband's will, a vicious scoundrel of a father trying to sell her off in matrimony, and angry relatives pursuing her for her husband's gold, she is more concerned with trying to ensure her safety and that of her friend, goldfields laundry woman Flora, than dealing with the kind of feelings that led her astray so catastrophically before. After the violence on the goldfields, Nell's fate also hangs in the balance. It seems that, after all, she might need to do the one thing she has avoided at all costs...ask for the help of a man.



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.

Visiting:

Due to the COVID-19 Pandemic all doors are locked. The main entry is the only accessible entry into Harkness Street, reception is manned 7 days, staff will let you in. Residents wishing to go for a walk in the grounds can exit via this door and will be provided with a swipe card at Reception to re-enter the building or alternatively can ring the bell.

Visiting is currently between the hours of 9 am and 5 pm. Visits are to be for a short duration only (up to 15 minutes) and visitors need to fill out a form and have their temperature tested prior to visiting. We have staff on hand to assist you with this. Visitors may not enter if they have a temperature over 37.5. Our staff are also required to test their temperature when arriving for their shifts and cannot commence work if their temperature is above 37.5.

Visitors are still required to sign in and out on arrival and departure.

From 1st of May no person can visit or attend for work at an aged care facility unless they have had a current influenza vaccination. People will be asked to provide evidence so please ensure you have this with you when visiting. This has been legislated in varying forms by each state and territory in Australia.

PHOTO GALLERY

St Patricks Day was celebrated at Harkness Street, residents getting into the spirit with all dining areas turning green, a meal of Irish stew and Guinness was offered and any other food that was green.



WEEKLY ACTIVITIES - MAIN BUILDING

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

TUESDAY Special Morning Tea 10am
Chairbics 11.15am
Marbowls 1.30pm
Bingo 1.45pm

WEDNESDAY
Strength Training 11.15am
Movie Afternoon 1.30pm
Marbowls 1.30pm

THURSDAY Foot Spa 9.30am
Bingo 1.45
Marbowls 1.30pm

FRIDAY Chairbics 11.15am
Bingo 1.45pm

SATURDAY No Activities

SUNDAY Devonshire Afternoon Tea in

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



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,
Activities 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

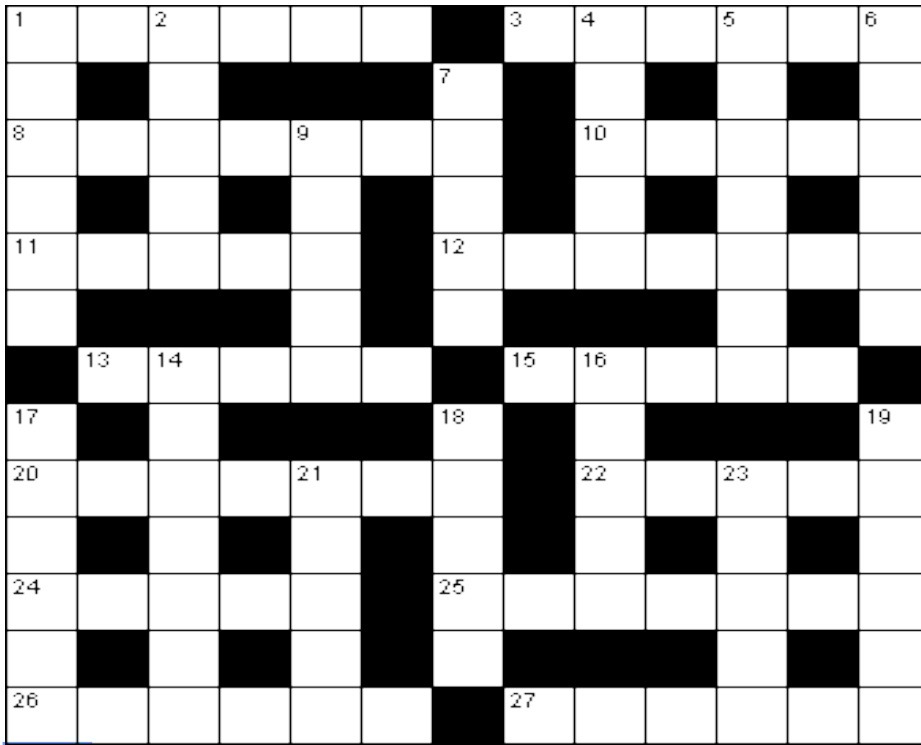
SATURDAY Activity Time 10.30am,
1.30pm & 6.00pm
Delta Dogs (2nd & 3rd Sat)
1.30pm
Café 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

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

6



ACROSS:

1. Knowledgeable person in a particular field (6)
3. Received something offered (6)
8. Circuitous (7)
10. Luxury craft (5)
11. Prominent (5)
12. Pout of the ordinary (7)
13. In front (5)
15. Felt pain (5)
20. Frequent patron (7)
22. Mindful (5)
24. Once more (5)
25. Imbue (7)
26. First born (6)
27. Request for a sum of money (6)

DOWN:

1. Oar (6)
2. Not at anytime (5)
4. Aquatic South American rodent (5)
5. Leave out (7)
6. Aggregates (6)
7. Progeny (5)
9. Last letter of the Greek alphabet (5)
14. Emaciated (7)
16. Item of furniture (5)
17. Colonnade (8)
18. Juicy Fruit (5)
19. Breakfast food (6)
21. Parts of a chain (5)
23. Die away (5)

WORD SEARCH - In Your Dreams

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

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

CATNAP, DAYDREAM, DOZE, DREAM, DROWSY,
 EXHAUSTE, FANTASY, FATIGUED, FORTY WINKS, HIBER-
 NATE, IMAGINATION, KIP, MIRAGE, NIGHTMARE, NOD OFF,
 RELAX, REPOSE, REST, SHUTEYE, SIESTA, SLEEP, SLUMBER,
 SNOOZE, STARGAZE, TIRED, VISION, WEARY.

QUIZ

1. How many years in a Millennium?
2. In the film "The Castle", the Kerrigan family holidays were at which town near Lake Eildon?
3. In the rhyming slang, what is referred to the "Oxford scholar"?
4. A classic martini is made with gin and what other liquor?

Lawrence Marshall

Length of time at Havilah:

It is coming up nearly 12 months that I have been a resident at Havilah.

My Story:

I was born on 14th January 1935, in County Durham in England, moved to Yorkshire when I was 10 years old, completed school when I turned 15 and gained an apprenticeship in the electrical trade. I married and we had 2 children and migrated to Australia in 1963. My wife returned to live in England and I married to Joyce in 1965. One child lives in England and the other in Geelong. I have 3 grandchildren. I was in the British Army for 2 years between 1956 to 1958 where I was a linesman and stationed in Germany.

Things you used to do for fun:

When growing up I loved swimming and cycling - road racing, (wasn't good enough to get into the Tour De France) and when I left the army I did a lot of rock climbing and scuba diving and enjoyed hiking through the moors.

About where you have lived:

I have lived in several countries, born in England, had 2 years in Germany, was employed for an Electrical firm in New Zealand, lived for a while in Melbourne before coming to Dunolly and then into Maryborough.

Travel, sport, passions:

Travel has always been a passion of mine and late wife Joyce, over the time we enjoyed going to New Zealand 3 times, Darwin twice and Western Australia. I have been back to England 8 times and had an extended stay when Joyce and I travelled in a campervan for 13 months seeing the sights through England, Scotland, Wales then across the continent for 4 months, in total I have visited 30 countries. I have also cruised the Pacific islands.

Things you enjoy to do now:

I enjoy getting involved in activities here at Havilah, I attend the regular game of bingo and cards and attending bus outings and Happy Hours. I love to have a chat with the staff and co-residents.



Your favourite topics:

I love to have a good yarn to anybody, topics of general conversation and what is happening in today's world.

Favourite Food and Music:

I enjoy to listen to music from the 60's and 70's, especially the Beatles—the good old pom coming out of me, I like all foods but do look forward to my regular Friday appointment at the local Chinese for lunch.

April 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			

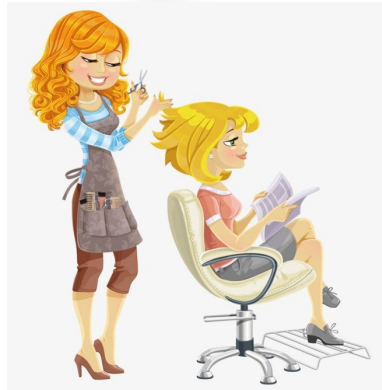
Falls Prevention



Ensure that you have your feet attended to by a podiatrist.

Maintain and keep your walking aids in good condition.

Keep rooms and walking areas clutter free.



Hairdressing services will be arranged through the Leisure and Lifestyle staff.

Contact Sue or Sam and they will arrange for a suitable time for you to have your hair washed and styled. The staff are not permitted to cut hair but will make sure that your hair is kept in a neat and tidy manner.

All residents will have their own allocated brush, rollers, shampoo and conditioner, and Havilah are also looking into purchasing curling wands. All equipment will be for the use of each individual resident.

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 February 2020

Of the 42 residents surveyed at Harkness:

100% of surveyed residents indicated that there is sufficient areas provided for them to talk to their visitors in private most

97% of residents surveyed stated their room is cleaned to their satisfaction most of the time or always.

100% of residents agreed or strongly agreed that the staff that serve the meals are neat and clean.

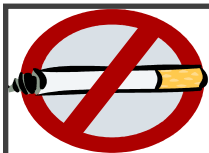
95% of surveyed residents agreed or strongly agreed that their medications are provided in a timely manner.

of the time or always.

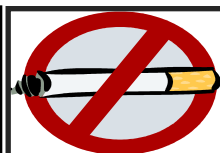
Invitation to read your Care Plan and take part in your Care Plan Review

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 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 will not be supplied in communal areas during the pandemic.

If you would like to have your own personal paper this can be ordered through the local Newsagency and will be delivered to you at your own cost. Please ask at Re-

ception if you need assistance to order your own papers and periodicals or arrange for family to organise.

Havilah also request if you do receive newspapers that you do not share with co-residents.



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.

Staff & Volunteer Catering



New volunteers are always welcome. Please see Sue or Raeleen.

HAV' A' LAUGH



"Sugar, why don't you sit down by the table and we'll start dinner," said Dorothy to her husband of over 50 years, in front of his guest, Bob.

"Sure thing," he replied.

"Now darling, would you like the soup first or the bread?" Dorothy asked.

"The soup," he responded.

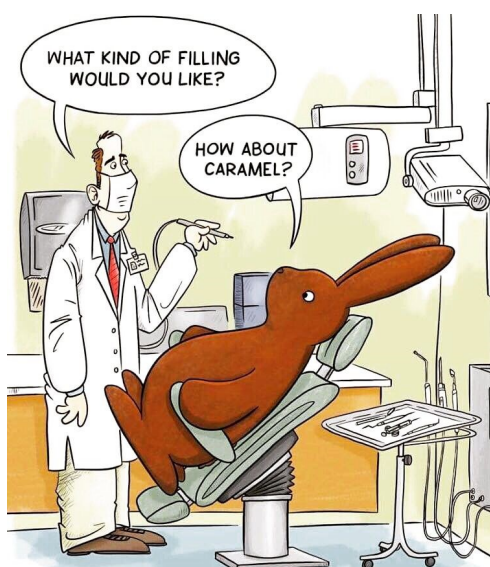
After a whole meal of one endearing term after another, Bob couldn't contain his curiosity any longer. He snuck into the kitchen and said, "Dorothy, do you always talk to your husband like that?"

"Bob, I'll be honest with you," Dorothy replies. "It's been five years now, I just can't remember his name, and I am too embarrassed to ask."

After a tiring day, a commuter settles down in her seat and shuts her eyes. Then, the man next to her pulls out his mobile and started talking in loud voice, "Hi sweetheart. It's Kevin. I'm on the train...Yes, I know it's the 6pm and not the 4pm, but I had a long meeting."

There is a pause, "No honey, not with Sue from accounting. It was with the boss." Another pause: "Sweetheart, you're the only one in my life."

He is still talking loudly 15 minutes later, so the woman next to him leans over and says in to the phone, "Hang up, Kevin, and come back to bed."



Ralph the wharfie had the security guards baffled.

Every day when he left the docks he wheeled out a wheelbarrow load of rubbish.

Every day the security guards would sift through the rubbish to see if he was stealing.

But every day, they found nothing but rubbish.

Finally after a few weeks of this the old wharfie retired and had a going away function and the security guards were invited. They were saying goodbye when one of them just had to ask.

"So Ralf we know you've been nicking stuff off the docks but we just can't figure out what."

"What were you stealing?"

As Ralf headed through the gates for the last time, he replied: "Wheelbarrows."

FROM THE KITCHEN :

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 staff by 10.00am if you would like one of the Lunch alternates rather than what is being offered as first or second choice.

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 apologise that we cannot welcome resident guests for meals and look forward to the time when residents can once again host family and friends for meals and special occasions. You can be assured we will have a very big party as soon as we are able.

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 residents and visitors.

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.

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.



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 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.**

