

HAVACHAT



Issue April 2021

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

Of all the gifts that life has
to offer, a loving mother is
the greatest of them all

Happy Mothers Day

9th May



INVITATION

MOTHERS DAY LUNCH - SUNDAY 9th MAY—12 noon

2 Courses with Drinks and Chocolates.

Residents are able to have up to 5 guests for lunch. **The cost for Lunch is \$15 for each guest.**

If you have any special requests for more guests please talk to Sue or Andrew. We will do our best to oblige requests while meeting our obligations with regard to COVID requirements. **RSVP: Wednesday 5th May**

**Bookings are essential: email: di.jackson@havilah.org.au; or
notify reception in person or by telephone: 54617387**

GUESTS ARE WELCOME FOR DEVONSHIRE AFTERNOON TEA AT 3.00PM

Please advise Reception of your guests for afternoon tea so that this can be set up for you.



Easter was an exciting time for residents, with special morning tea on the Tuesday leading up to Good Friday with all dining areas decorated with eggs and rabbits. The Easter Bunny arrived for a visit on Easter Sunday.

VISITING

There are now no limits on the number, reason or duration of visits.

VISITING HOURS AT HAVILAH REMAIN BETWEEN THE HOURS OF 10 A.M. AND 4 P.M. EACH DAY As our staff need to be in place to check you out from your visit. We appreciate that if possible your visit is completed by 4 pm.

Special arrangements can be made for palliative care and on other compassionate grounds.

Density limits apply in common areas used by staff, visitors and residents. Density limits do not apply in resident bedrooms or in communal areas that are used by residents only.

In dual staff/visitor/resident areas, the number of people that can enter must comply with density limits. This means, one person per 2 square metres.

Unless by prior arrangement, visitors can only visit within the resident's own room and we ask that visitors restrict their visits to two people at the one time. When added to the resident and staff this can be quite a number of people in the room at any one time. Visitors wishing to have a greater number of people visit, please telephone pre the visit so that special arrangements can be made for this to happen.

Visitors must visit only the one resident at the one time. Therefore visitors must not go directly from one resident room to another. Where a visitor is necessarily the same person who visits another resident separate sign in must be completed for each visit to a separate room.

Use of a communal space can only occur in accordance with our COVID safe plan. This might include recording where groups gathered/sat in the space; regular

cleaning between groups; hand sanitiser at the entrance to the space; and separate entrance and exit.

Under current restrictions it is possible to organize a small family gathering for special events such as birthdays. Please talk to reception if you are interested in doing this.

A person must not enter a RACF if they:

- * are not wearing a fitted face mask (unless an exception applies) within an indoor space at the facility. A face shield on its own does not meet the mask requirement.

- * are unwell or have even the mildest symptoms of COVID-19:
⇒ fever or temperature over 37.5 degrees

- ⇒ loss or change in sense of smell or taste, chills or sweats, cough, sore throat, shortness of breath, and/or runny nose

Note: this does not include those symptoms where caused by an underlying health condition or medication

- * are required to quarantine or isolate ****This includes if they have attended an exposure site**

****<<https://www.dhhs.vic.gov.au/case-locations-and-outbreaks-covid-19>>**

- * have arrived in Australia from overseas (other than a travel green zone) in the last 14 days.

- * **have been at a hotel quarantine site or port of entry in the last 14 days.**

RESIDENT OUTINGS

Under current restriction levels, residents in Victoria can leave their care facility for any reason, provided they comply with current restrictions applicable to all Victorians.

When residents leave the facility, they must comply with the general directions, including:

- Social distancing (keeping 1.5m distance)

- Wearing a face on public transport, in ride-share vehicles and taxis, in sensitive settings such as aged care facilities – and in some larger retail settings including indoor shopping centres, supermarkets, department stores, indoor markets. This means carrying a mask with you at all times.

- Private/public gathering limits
- Not knowingly mixing with persons who are unwell, isolating or in quarantine.

Abide by the directions that apply to all Victorians when they leave their home.

Havilah is required to undertake and document a risk assessment for residents going on and returning from outings. This can take some time to organize and this is why we ask that outings be organized 24 hours in advance if possible. Please book the outing through reception at Harkness either in person, emailed (mail @havilah.org.au) or by phoning 5461 7387. If suitable for you please arrange your outings between 10.00am and 4.00pm. If outside of these times, please let us know so that we can arrange with floor staff to check you back in as Reception staff are not available outside of these times. Under current government rules we must document the details of the outing, It is all about keeping everyone safe and a small price to pay for the current freedoms we are all now able to enjoy.

Record keeping requirements

All RACFs are required to retain records, such as staff mobility, visitor attendance and declarations. This both demonstrates compliance with directions and aides in contact tracing.

Visitor and Resident Support

Older Persons Advocacy Network (OPAN) have trained advocates who can provide advice and sup-



WEEKLY ACTIVITIES - MAIN BUILDING

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

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

WEDNESDAY

Strength Training 11.15am
Movie Afternoon 1.30pm
Bingo 1.30pm

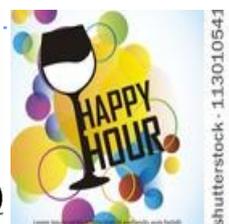
THURSDAY Foot Spa 9.30am
Bingo 1.45pm
Marbowls 1.30pm

FRIDAY Chairobics 11.15am
Bingo 1.45pm

SATURDAY No Activities

SUNDAY Devonshire Afternoon Tea

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,
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.

Bringing 'Old People's Home For Four-Year-Olds' to life: new trial to connect older Australians and pre-schoolers



The popular ABC television series 'Old People's Home For Four-Year-Olds' has inspired a new pilot program that will test the theory that bringing together the older and younger generations really does improve people's quality of life.

An Australian first, the Intergenerational Integration Initiative will see older Australians and young children engage in a structured series of investigative, artistic and educational activities together.

Evidence has previously suggested that this kind of intergenerational interaction can help to reduce frailty and improve mood in thinking skills in older people – and it could have benefits for the young children too.

"Early research indicates these programs could lead to better physical health and cognition among adults over the age of 65, and better interpersonal skills among children under the age of 5," said lead researcher, Associate Professor Ruth Peters, a

Senior Research Scientist at Neuroscience Research Australia (NeuRA) and Conjoint Associate Professor at UNSW.

"Children and older adults can be the perfect companions and build lovely partnerships where they both really care for each other," she added.

The Program could be rolled out Australia-wide if successful

With funding from the UNSW Ageing Futures Institute, with in-kind support from St Nicolas' Church and Preschool and Anglicare, the trial will run for 10 weeks within the school term at St Nics' Christian Preschool in Coogee in Sydney's Eastern Suburbs.

The research teams will include psychologists and geriatricians from UNSW, University of Sydney and Griffith University.

The community has already thrown its support behind the program – a survey of 258 parents, teachers and older adults themselves by the researchers found over 92 per cent were in favour of the initiative.

If the first pilot proves successful, a larger follow-up trial will test whether it could be rolled out throughout NSW and across Australia.

With social isolation and loneliness identified by the Royal Commission as areas in need of reform, we think it's great to see some new thinking.

This project certainly matches what we have found at Havilah seeing the great enjoyment for both residents and children from visiting child centres and playgroups. Recently the local childcare centre being involved with Gerry the Giraffe who lives at Heath and Melaleuca Houses was great fun for everyone.



The AFL Footy season is well on its way with 6 rounds already played. The scores have been varied from the tipsters with different residents showing their skill in picking the winners.

After round 6 the leader board shows that there is one outright leader on a score of 36, which is Nancey McQuienn,

Margaret Marshall is running in

second place with a score of 35 points and in third position with a score of 34 points is Betty Bishop and Lesma Tennyson respectively.

Lesma Tennyson showed great form picking all 9 winning teams in round 2

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

Weekly prizes are awarded for tipping all the winners in the round.

CONTACT HAROLD

This card can trace and contain outbreaks in your workplace.



We are now six months down the track with Contact Harold and cards are being replaced to ensure battery life. All residents, staff, regular contractors, visitors and professional people have their own cards.

If you have a visitor card that has not been replaced please ask at Reception. The information the "Contact Harold" 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.

CORONAVIRUS (COVID-19) INFORMATION FOR PERMANENT AGED CARE RESIDENTS

Emergency Leave

We provide this information to you so that you are aware of the system of Emergency Leave the Government has put in place in relation to COVID 19. 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, cohorting of staff and residents, screening of residents, staff and visitors all to keep our residents and staff safe. We have had a visit from the Australian Defence Force Infection Control Unit and were given a Green Light in their Traffic Light System for preparedness and also a visit from the Monash University Health Division for on site infection control training who said Havilah was very organized and high achievers in the aged care world in this climate. 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.

Coronavirus Australia app Stay up to date with official information and advice about the coronavirus (COVID-19) situation. You can check your symptoms and get notified when urgent in-

You can use the Australian Government Coronavirus app to:

- stay up to date with the official information and advice
- important health advice to help stop the spread and stay healthy
- get a quick snapshot of the current official status within Australia
- check your symptoms if you are concerned about yourself or someone else
- find relevant contact information
- access updated



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- receive push notifications of information and updates

information from the Australian Govern-

urgent in-

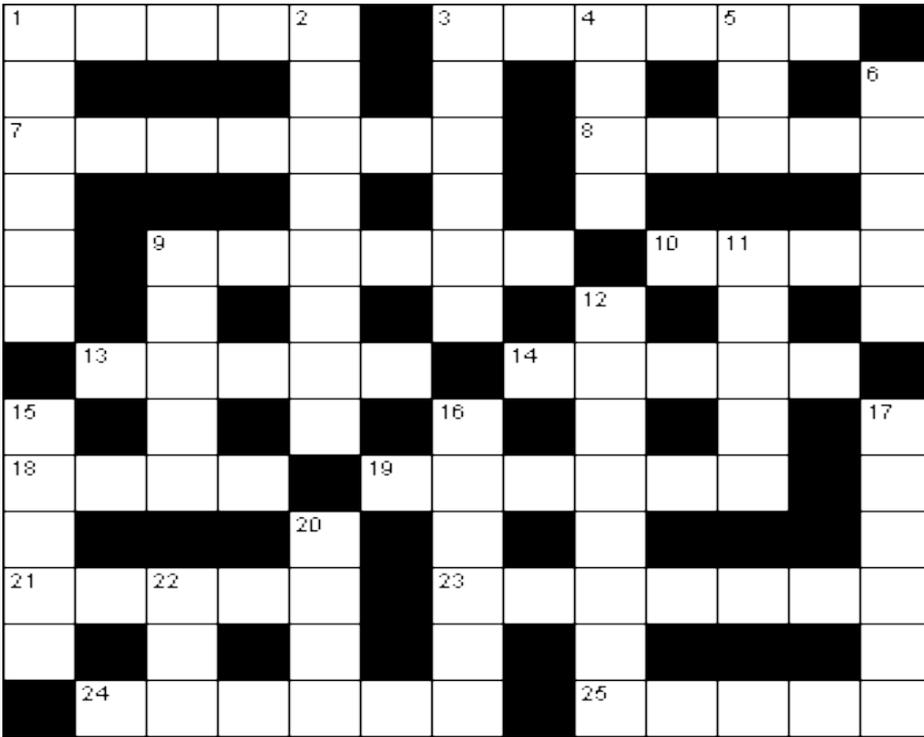


Get the app

COVIDSafe app

To help keep you safe and ease restrictions the COVIDSafe app is available to download onto your mobile phones now. This will be a great app to have once restrictions are eased and we all start getting about more. If we have been in contact with someone that tests positive, who also has the app installed, we will be

Mind Games



ACROSS:

1. Rodent (5)
3. European flatfish (6)
7. Arctic whale with spiral tusk (7)
8. Type of duck (5)
9. Carnivorous burrowing mammal (6)
10. Breed of dog (4)
13. Showy parrot (5)
14. Venomous snake (5)
18. Elephant ivory (4)
19. Billfish (6)
21. Small bird (5)
22. Sparrow hawk (7)
24. Musteline mammal (6)
25. Reptile (5)

DOWN:

1. Long tailed primate (6)
2. Spiny anteaters (8)
3. Young Hen (6)
4. Simians (4)
5. North Atlantic food fish (3)
6. Corvines (5)
9. Large plantigrade mammals (5)
11. Bird with long legs, neck and bill (5)
12. Shellfish (8)
15. Large wading bird (5)
16. Nocturnal canine mammal (6)
17. Sheepdog (6)
20. Colony insects (4)
22. Drone (3)

WORD SEARCH - Family Circle

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

QUIZ

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

ANCESTOR, AUNT, BABY, BROTHER, BROTHER-IN-LAW, CHILD, CLAN, COUSIN, DESCENDANT, DESCENT, FAMILY, FAMILY TREE, FATHER, GENERATION, GRANDFATHER, GRANDMOTHER, HEIR, HEIRESS, HOUSEHOLD, INLAWS, ISSUE, KINFOLF, LINEAGE, Matriaech, MOTHER, NIECE, OFFSPRING, ORIGIN, PATRIARCH, PROGENITOR, PROGENY, RELATION, RELATIVE, SISTER, SISTER-IN-LAW, TRIBE, UNCLE

1. What is the length in metres of an Olympic size swimming pool?
2. Australian Douglas Mawson is best remembered for exploring which continent?
3. Canines, molars and incisors are type of what?
4. What liquid metal is traditionally used in thermometers?
5. Complete the common proverb, "A friend in need is a friend.....?"



Falls Prevention



Be active everyday, - go for a walk.
Consider participating in exercise classes.

With the Covid restrictions lifting a return to outings with family and friends is now possible, it may be going home, going to the shops and bank or for a drive and coffee. Please book the outing with 24 hour notice (if possible) through the main reception at Harkness either in person, emailed (mail @havilah.org.au) or by phoning 5461 7387. If possible please arrange your outings between 10.00am and 4.00pm. This is so that we have staff

at reception to book you back in. If it is not suitable for your outing to be between these hours, please let us know and other arrangements will be made for when you return. There is a protocol in place for the safety of residents prior to leaving the facility and upon return. Under the current government rules we must document the details of where you go who you are in contact with etc.

Extended social leave is also available, if you are



RESIDENT SURVEYS - Harkness Of 32 residents surveyed

100% of residents surveyed stated most of the time or always they are aware that they need to sign the book if they are going out and sign in when returned.

100% of residents indicated most of the time or always they feel safe in their environment

100% of residents surveyed agreed or strongly agreed that there is adequate space for activities

100% of residents surveyed indicated that they agreed or strongly agreed that they find the Newsletter useful reading material to keep them up to

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



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





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 2021 Flu vaccination please provide the detail at Reception so that we can update your records. Proof of the 2001 injections is required by 31/05/2021 Thank you for your assis-

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 choices change each 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 also listed on the menu. At tea time there is a selection of two soups, two mains and two sweets on the menu and also additional alternatives are listed in case you do not like the main choices offered.

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 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

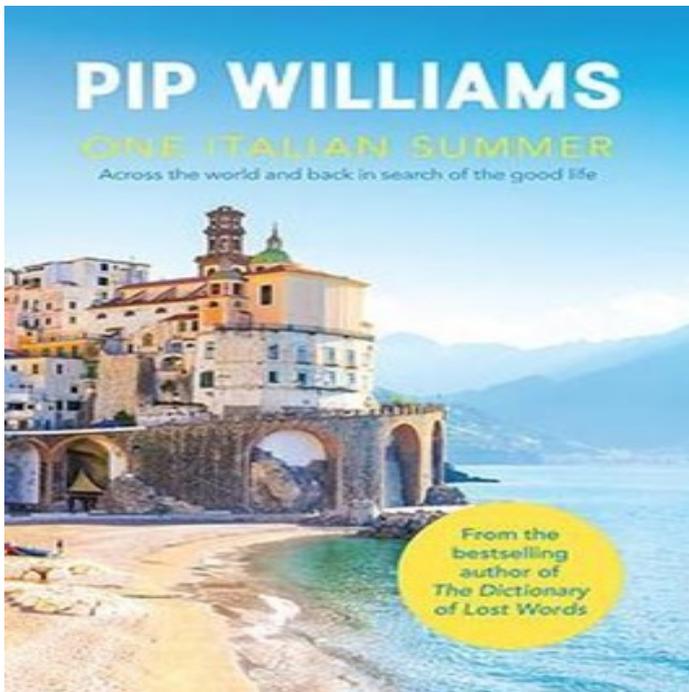
Food Safety Standards it is a requirement that **All food brought in to Havilah** by residents or their families/visitors must be reported. There is a register available in each Foyer and in the Kitchen for you to record this. Food put in the fridges must have the resident's name and the date clearly 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,

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.



It can be difficult to put aside time for what you really love. We have work to do, bills to pay, and if you're living a hectic city life, it can be hard to get a breather when you really need one. Add to

that kids, and the equation gets even more difficult. City lives are constantly bustling, and it can be hard to make time for what you truly love – at least not without drastically making changes. Which is exactly what Pip Williams and her family did.

One Italian Summer is Pip Williams' heartfelt memoir, required reading for anyone who has ever wondered if the grass was greener over the hill. Struggling in a job that she wasn't passionate about down in Adelaide, along with her husband and two children, Pip makes a sudden decision. One night, talking to husband Shannon, they realise they're not living their best lives. Week-nights have been taken over by reality television on the couch, and mornings are a hubbub of making hasty sandwiches for the kids' lunches. So Pip comes to realise something.

What she really loves is baking bread. It sounds odd, but that feeling of making sourdough from scratch and watching the bread rise as it bakes

You Just Thought You Knew Everything:

A cat has 32 muscles in each ear.

A crocodile cannot stick out its tongue.

A goldfish has a memory span of three seconds.

A "jiffy" is an actual unit of time for 1/100th of a second.

A snail can sleep for three years.

Almonds are a member of the peach family.

Babies are born without kneecaps. They don't appear until the child reaches 2 to 6 years of age.

Butterflies taste with their feet

Leonardo Da Vinci invented the scissors.

No word in the English language rhymes with month, orange, silver, or purple.

Peanuts are one of the ingredients of dynamite.

The average person's left hand does 56% of the typing.

The cruise liner, QE2, moves only six inches for each gallon of diesel that it burns.

The microwave was invented after a researcher walked by a radar tube and a chocolate bar melted in his pocket.

The sentence: "The quick brown fox jumps over the lazy dog" uses every letter of the alphabet.

The words 'racecar,' 'kayak' and 'level' are the same whether they are read left to right or right to left (palindromes).

There are only four words in the English language which end in "dous": tremendous, horrendous, stupendous, and hazardous.



Quality Aged Care Services

Visiting Optometrist and Optical Dispenser will be here at:

Havilah Hostel

Tuesday 25th May 2021

Quality Aged Care Services is committed to providing the highest quality eyecare and eyewear. Please talk to a staff member to make an appointment.

Testing for:

Dry Eyes

Sore Eyes

Cataracts

Glaucoma

Macular Degeneration

Blepharitis

Eye Strain

Diabetic Retinopathy

Consultations are **bulk billed to Medicare.**

So there is no cost to you for the eye examination.

Embracing Community Eyecare

Hav'a'laugh

LIFE IS
BETTER
WHEN
YOU'RE
LAUGHING.

An engineer who was unemployed for a long time decides to open a medical clinic.

He puts up a sign outside the clinic. "Cure for your ailment guaranteed at \$500.00; we'll pay you \$1000.00 if we fail."

A doctor thinks this is a good opportunity to earn \$1000.00 and goes to the clinic to catch him out.

Doctor: "I have lost my sense of taste."

Engineer: "Nurse, please bring the medicine box 22 and put three drops in the patient's mouth."

Doctor: "This is petrol!"

Engineer: "Congratulations!

You've got your taste back that

will be \$500.00."

The doctor gets annoyed and goes back after a couple of days later to recover his money.

Doctor: "I have lost my memory, I can't remember anything."

Engineer: "Nurse, please bring medicine from box 22 and put three drops in the patient's mouth."

Doctor: "But that is petrol."

Engineer: "Congratulations! You've got your memory back that will be \$500.00."

The doctor leaves angrily and comes back again,

Doctor: "My eyesight has become weak."

Engineer: "Well, I don't have any medicine for this, take this \$1000.00," passing the doctors a \$100.00 note.

Doctor: "But this \$100.00..."

Engineer: "Congratulations, You've got your vision back! That will be \$500.00.

Two guys were working at a sawmill, When one of the guys got too close to the blade and cut off his arm, his buddy put the severed arm in a plastic bag and rushed it down to the hospital to get reattached.

The next day he went to visit his mate and found him playing tennis.

"Incredible," said his friend, "Medical science is amazing!"

Another month went by and the same two guys were working at the saw mill when the same guy got too close to the blade and chopped his leg off.

Again his mate took the leg in a plastic bag to the hospital to be reattached.

The next day he visited his mate and found him playing football.

"Incredible," says his friend, "Medical science is amazing!"

Another month went by and the both mates were working at the saw mill when the same guy bent down and got too close to the blade and chopped his head off, again his mate took the head, in a plastic bag to the hospital to be reattached.

He went to visit his mate the next day, but could not find him.

He saw a doctor walking down the hall and asked: 'Doc, where is my friend? I brought him in yesterday.' The doctor thought for a moment and said, "Oh yeah, some idiot put his head in a plastic bag and he suffocated."



Every second person in the world has ageist attitudes

Ageism is ubiquitous worldwide, with every second person holding ageist attitudes, according to a new WHO report on ageism.

Ageism seeps into many institutions and sectors of society including those providing health and social care, in the workplace, media and the legal system, the report holds, and urgent action is needed to address the problem.

The report looked at ways ageism, against young and old alike, affects society and found that it leads to poorer physical and mental health and reduced quality of life for older persons while ageism against younger people can appear in areas such as employment, health, housing and politics where younger people's voices are often denied or dismissed.

"As countries seek to recover and rebuild from the pandemic, we cannot let age-based stereotypes, prejudice and discrimination limit opportunities to secure the health, well-being and dignity of people everywhere," said Dr Tedros Adhanom Ghebreyesus, WHO Director-General.

"This report outlines the nature and scale of the problem but also offers solutions in the form of evidence-based interventions to end ageism at all stages."

At what cost?

The research found that healthcare rationing based solely on age is widespread and ageism can dictate what and who received certain medical treatments. Older adults also tend to be excluded from health research, even though they share a disproportionate burden of disease and use of medicines.

One study found evidence of ageism in all 49 studies that investigated the link between age and exclusion from different types of health research. This showed that older persons were systematically excluded from clinical trials in cardiology, internal medicine, nephrology, neurology, preventive medicine, psychiatry, rheumatology, oncology and urology, even though many of the conditions under study are more prevalent in old age.

The report highlights the struggle older people face in the workplace and the cost that places on many nations.

One study found that employers were less likely to hire older applicants than younger applicants; that once employed, older workers had less access to training; and that those who faced ageism in the

workplace were more likely to retire early.

In Australia, the report shows that if 5 per cent more people aged 55 or older were employed, there would be a positive impact of AUD\$48 billion on the national economy annually.

Overall, it is estimated that 6.3 million cases of depression globally are estimated to be attributable to ageism.

In Europe (the only region for which the WHO received solid data) one in three report having been a target of ageism, and younger people report more perceived age discrimination than other age groups. Ageism intersects and exacerbates other forms of bias and disadvantage including those related to sex, race and disability leading to a negative impact on people's health and well-being, WHO says, and among older people, ageism is associated with poorer physical and mental health, increased social isolation and loneliness, greater financial insecurity, decreased quality of life and premature death.

"The pandemic has put into stark relief the vulnerabilities of older people, especially those most marginalized, who often face overlapping discrimination and barriers – because they are poor, live with disabilities, are women living alone, or belong to minority groups," said Natalia Kanem, Executive Director, United Nations Population Fund.

"Let's make this crisis a turning point in the way we see, treat and respond to older people, so that together we can build the world of health, well-being and dignity for all ages that we all want."

The report outlines three strategy areas which have been shown as effective in fighting ageism; policy and law, educational activities and intergenerational contact interventions.

And outlines three recommendations for action.

1. Invest in evidence-based strategies to prevent and tackle ageism
2. Improve data and research to gain a better understanding of ageism and how to reduce it
3. Build a movement to change the narrative around age and ageing.

"Ageism harms everyone – old and young. But often, it is so widespread and accepted – in our attitudes and in policies, laws and institutions – that we do not even recognize its detrimental effect on our dignity and rights said Michelle Bachelet, United Nations High Commissioner for Human Rights.

"We need to fight ageism head-on, as a deep-rooted human rights violation."

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.

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: 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



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.**