

HAVACHAT

Issue April 2022

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HAVILAH WEBSITE: www.havilah.org.au



There's no way to be a perfect
mother and a

million ways to be a good one.

8th May 2022

HAPPY MOTHER'S DAY



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



RE Visitor RATs

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

The following must apply:

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

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

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

Havilah is not providing RAT tests to visitors to take

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

WARNING

It has come to the attention of staff that residents are once again receiving various random phone calls from telemarketers, and also a local church body, it is advised not to give any confidential information to anyone and cease the conversation immediately.



Valuable belongings

Please be mindful that is requested at the pre-admission meeting that our residents consider what valuable belongings they decide to bring into the facility, and can also refer to the resident handbook for a reminder that Havilah will be not responsible for the loss of valuable belongings.

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



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

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



The 2022 AFL season has began with great enthusiasm from all supporters, everyone is making up for the past 2 years. There is 50 residents involved in this years football tipping with some already proofing to be very competitive over the forthcoming season.

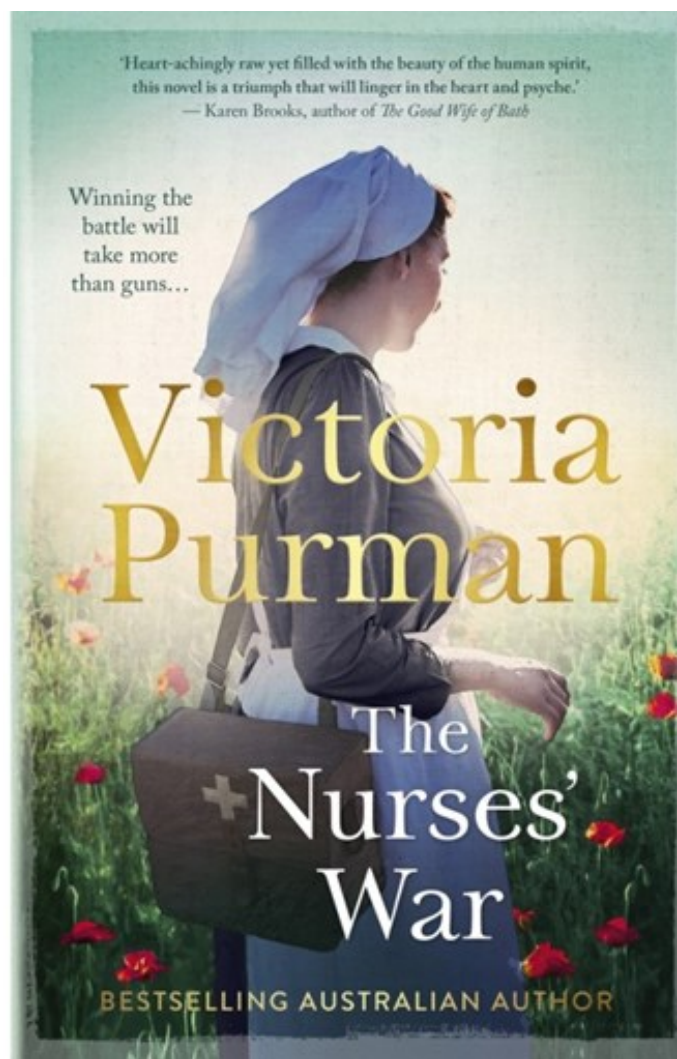
There are several residents who are on the top of the leader boards after round 6. On 36 points the top tipsters are Betty Flemming and Jim Beasy, with one point difference on 35 in second place is Mary McIntosh and Vanessa Farmer. Closely behind in third position is Judy Britten, Clare Jackson, Barbara Smith, Margaret Marshall and Lesma Tennyson.

Sadly there is always someone that needs to support the ladder, on 24 points is Helen Hellsten,, Shirley Nicholson, Fay Merbach and Moureen Emery.



Daisy the dachshund paid residents a visit recently, everyone was very intrigued with this darling little dog, thanks to PCA Susan for sharing her beloved pet and putting smiles on many faces.





There is more than one way to fight a war...An extraordinary story of grit, love and loss, based on the true history and real experiences of Australian nurses in World War I.

'Heart-achingly raw yet filled with the beauty of the human spirit, this novel is a triumph that will linger

in the heart and psyche.' Karen Brooks, author of *The Good Wife of Bath*

In 1915, as World War I rages in Europe and the numbers of dead and injured continue to grow, Australian nurse, Sister Cora Barker, leaves her home in Australia for England, determined to use her skills for King and country. When she arrives at Harefield House - donated to the Australian Army by its expatriate Australian owners - she helps transform it into a hospital that is also a little piece of home for recuperating Australian soldiers.

As the months pass, her mission to save diggers lives becomes more urgent as the darkest months of the war see injured soldiers from the battlefields of France and Belgium flood into Harefield in the thousands. When the hospital sends out a desperate call for help, a quiet young seamstress from the village, Jessie Chester, steps up as a volunteer. At the hospital she meets Private Bert Mott, a recovering Australian soldier, but the looming threat of his return to the Front hangs over them. Could her first love be her first heartbreak?

Cora's and Jessie's futures, their hearts and their lives hang in the balance as the never-ending wave of injured and dying soldiers threatens to overwhelm the hospital and the hopes of a nation rest on a knife edge. The nurses war is a war against despair and death, fought with science and love rather than mustard gas and fear - but can they possibly win it? And what will be the cost?



**Quiz and
Crossword
Solutions
from page 6**



Answers to Quiz

1. Western Bulldogs
2. Flora
3. Pacific Ocean
4. Feet

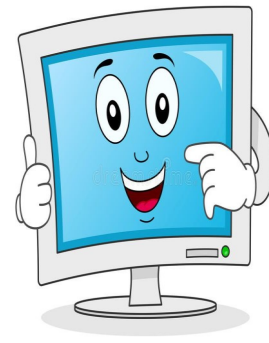


We have Ipads available for resident use to contact family on face book, Skype, Zoom and other forms of social media. The Ipads are also available to read newspapers and periodicals and play scrabble, other word games, solitaire and other card

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

If you would like to try the

IPads please talk to Lifestyle



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

American man has lived on board cruise ship for over 23 years

Many people love cruising the high seas, but US man Mario Salcedo, affectionately known as Super Mario after the fictional plumber in the Nintendo game series, has taken this love to new heights – living aboard a Royal Caribbean cruise ship for over 23 years.

“It’s the best lifestyle I can find. More than 9,000 nights cruising with Royal Caribbean, 52 weeks a year. Cruising never gets old,” he said.

His record did recently fall victim to COVID-19 – resulting in a 15-month stay on dry land – and he takes 10 days a year to stay in his condominium at Miami, Florida. Now, he has Royal Caribbean cruises booked into April 2023.

“Some weeks, I have two cruises booked so I’ll have to decide which ones I want to take and cancel the others,” he said.

His love of cruise ships

Mario originally planned to become an attorney but was drawn to finance. He earned a lot of money as an adviser but after 21 years he decided to quit and enjoy life. Seeing the cruise ships in port from his condo, the bachelor took his first cruise in 1997 and was hooked. Initially he tried many cruise lines but decided Royal Caribbean suits him best.

He now manages investment portfolios for private clients

for around five hours a day from a taped-off open plan office on the pool deck.

Mario likes to swim in the pool after work, take salsa dancing in the evening, chat with passengers and crew and dine at one of the ship’s restaurants.

“I don’t eat like regular cruisers so I don’t gain weight. I skip one meal a day and eat healthy,” he said.

Given the size of the buffets on those ships, we’d say that’s a wise decision.



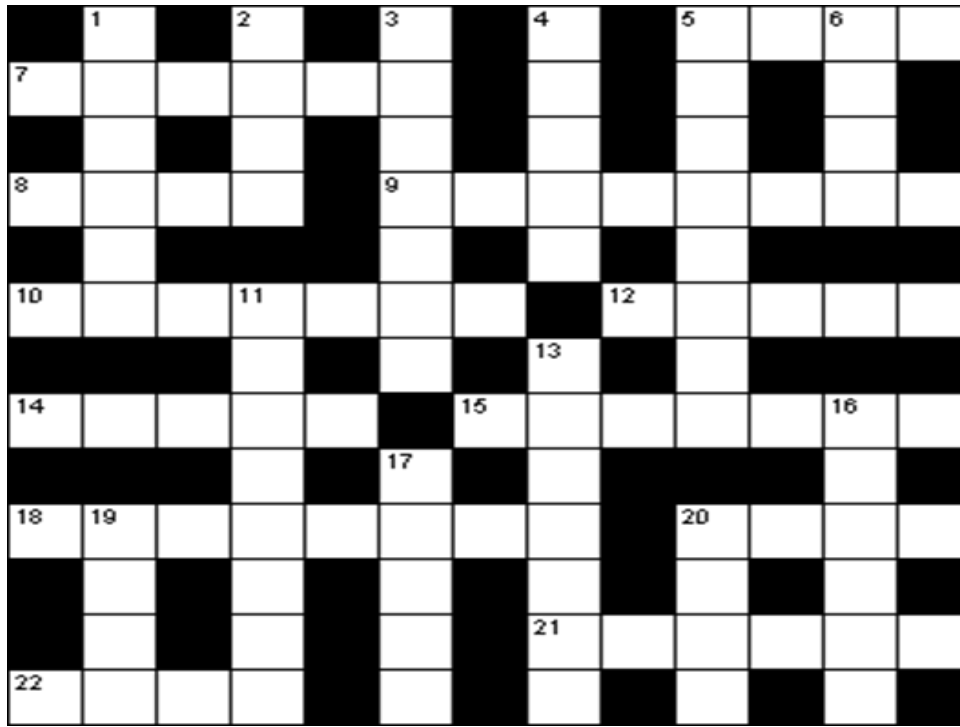
The Central Highland Library service have re-commence their service to Havilah. This is a wonderful service and once again will operate like a click and collect system with books being delivered and collected

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



Mind Games⁶

Themed 17



ACROSS:

5. Type of meat (4)
7. Used to make a 'split' (6)
8. Acidic fruit (4)
9. Spirit distilled from potatoes (8)
10. Cut of beef (7)
12. Shaped and dried dough (5)
14. Milled from grain (5)
15. Salad vegetable (7)
18. Thick syrup (8)
20. Part of a rib of meat (4)
21. Dried grape (6)
22. Fresh or saltwater fish (4)

DOWN:

1. Roe of sturgeon (6)
2. Baked flour, sugar and eggs (4)
3. Aromatic herb (7)
4. Type of dark coffee (5)
5. Game bird (8)
6. Cut of steak (4)
11. Sometimes made from 5 across (8)
13. Sweet (7)
16. Type of biscuit (6)
17. Jelly made from stock (5)
19. Edible pods (4)
20. Fried potato (4)

WORD SEARCH - X WORDS

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

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

ANNEX, APPENDIX, CLIMAX, COMPLEX, CONVEX, CRUCIFIX, DUPLEX, EQUINOX, EXECUTRIX, FLUMMOX, HELIX, IBEX, ICEBOX, INDEX, INFLUX, JINX, JUKEBOX, LARYNX, LETTERBOX, MATCHBOX, MATRIX, MULTIPLEX, ONYX, ORTHODOX, PARADOX, PERPLEX, PREFIX, REFLEX, RELAX, SPHINX, SUFFIX, SURTAX, TELEX, TOOLBOX, TRANSFIX, VERTEX, VORTEX.

QUIZ

1. Which AFL team was previously known as Footscray?
2. What general term for the plants native to a particular region is also name of a well known margarine brand?
3. Tahiti is an island in which ocean?
4. Galoshes are worn on what part of the body?

WEEKLY ACTIVITIES - MAIN BUILDING

7

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
Street Walk 1.30pm
Bingo 1.45pm
Marbowls 3.30pm

WEDNESDAY
Craft 10.30am
Strength Training 11.15am
Movie Afternoon 1.30pm
Bingo 1.45pm

THURSDAY Foot Spa 9.30am
Bus Trip 1.30pm
Bingo 1.45pm
Marbowls 3.30pm

FRIDAY Chairobics 11.15am
Bingo 1.45pm
Happy Hour 4.30pm

SATURDAY Bingo 10.45am (Bac)

SUNDAY Devonshire Afternoon Tea
3.00pm

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

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



WEEKLY ACTIVITIES - HEATH HOUSE

MONDAY Bus Trip 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
Activity Time 10.30am
One on One 1.15pm
Daily Living Activity 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

WEDNESDAY
Activity Time 10.00am
Activities 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
Happy Hour 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

Visitor Restrictions at Havilah

Each resident is able to have two visitors per resident per day unless a site is in lockdown.

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

The limiting of the visitors to two per day for each resident is governed by the availability and costs associated with Rapid Antigen Tests and the time required to process these, together with infection rates within the community.

All visitors to Havilah need to be fully vaccinated and able to show proof of such.

These guidelines are subject to change based on a daily risk assessment that seeks to balance the health, safety and wellbeing of both residents and staff and the level of community transmission.

In the event that the facility or part of the facility goes into lockdown, under new guidelines one visitor will still be able to visit unless prohibited by the Public Health Unit. Havilah is required to ask residents/families to notify who that visitor will be and this information is documented on each resident file.

We understand that visitor restrictions are onerous and impact on the lives of residents, their families and friends. As always we seek to balance the risk presented by COVID-19, with the health, safety and wellbeing needs of every resident and our staff.

Thank you so much for your ongoing cooperation and support to ensure safe visiting can take place for the benefit of all.

Excluded Visitors

- have symptoms of COVID-19;
- are required to isolate or quarantine;
- have had contact with a COVID positive person in the past 14 days
- ♦ Have not had and provided evidence of a current influenza or COVID vaccinations unless you have a specific exemption.

Face masks

You must wear a mask indoors in the following settings, unless an exemption applies:

Resident Outings

Residents are able to leave the facility. As a further precaution, a risk assessment will determine if a Rapid Antigen Test (RAT) should be carried out following resident outing. This would be dependent on for instance the location of the outing, the number of people the resident was in contact with, ppe worn etc.

This should not be seen as a disincentive to going out. If it is your normal practice to go on outings with family for instance you should continue to do this.

RAT's are not intrusive and do provide an added layer of safety for residents.

RECEPTION IS STAFFED 7 DAYS PER WEEK, BETWEEN THE HOURS OF 10 A.M. AND 4 P.M. AND CAN ANSWER ANY QUERIES YOU MAY HAVE IN RELATION TO VISITING OR OUTINGS.

COVID PREVENTION.

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

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

VACCINATIONS

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

COVID TREATMENTS

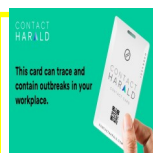
Havilah has recently received a supply of anti viral medications at both of its

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

VISITOR CHECKIN.

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

Harkness Street. Reception staff in place between the hours of 10 a.m. and 4 pm each day.



CONTACT HARALD

All residents, staff, regular contractors, visitors and professional people have their own cards.

The information the "Contact Harald" system generates can assist to trace any contacts with a reported positive case of coronavirus. The cards are activated 24 hours a day. Regular visitors are issued with their own cards and for irregular visitors, cards are issued for that visit and then information is uploaded and kept ready for the next visitor. Please let staff know if your card is flashing red as it needs replacing



when this happens.

AUTO SIGN IN WITH ZIPLINE

Zipline stations are in place for visitor auto check in.

Additionally visitors must sign in using the QR code. There are QR code posters in various positions in the main reception areas at both sites. A code also appears as the last entry on the Zip Line auto sign in so there are multiple opportunities for you to scan in. If you add Havilah to your favourites the next time you check in this will save you having to scan the code each time.

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

(COVID-19) Emergency Leave FOR AGED CARE RESIDENTS

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

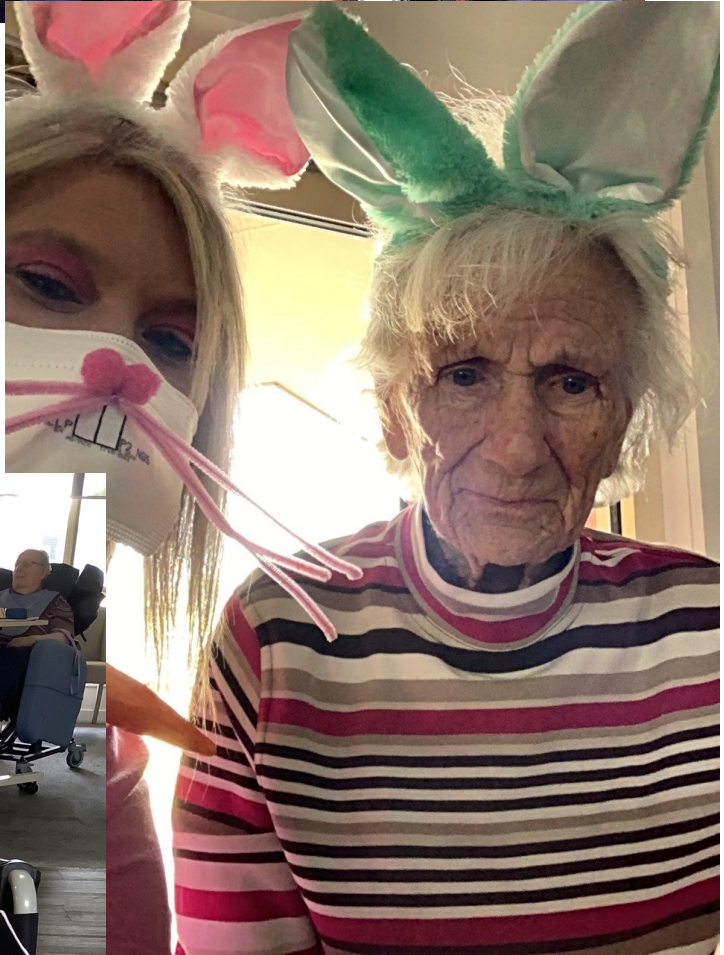
what is available and the steps to take should you wish to take advantage of this at any time. Should you wish to obtain further advice in relation to this please email mail@havilah.org.au and we will contact you. Havilah has gone above and beyond the guidelines for personal protective

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



Easter was a special time at Harkness Street, residents enjoyed gathering together at a craft session to make Easter bonnets and had fun with having their photo's taken with Easter Bunny and wearing the rabbit ears. Several staff got into the mood of dressing up on Good Friday.





Falls Things to consider



Remove clutter from walking areas, store clothing within easy reach.

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



RESIDENT SURVEYS - Harkness

Of 41 residents surveyed:

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

100% of residents stated their room is cleaned to their

satisfaction most of the time or always.

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

98% of residents surveyed agreed or strongly agreed their medication is provided in a timely manner.

Invitation to read your Care Plan and take part

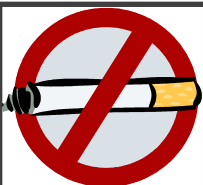
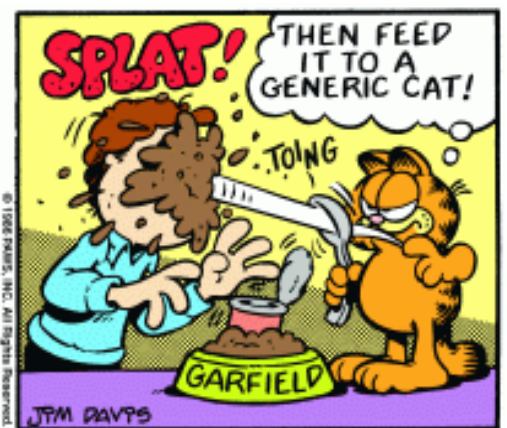
in your Care Plan Review Every resident has a comprehensive care plan developed to ensure all care needs are documented for staff's information. This way staff can provide consistent care and services in accordance with your assessed need **and the choices you make.** Our staff speak to you and/or your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

on entry.

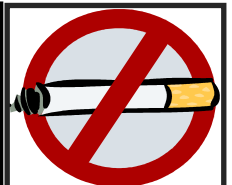
Your involvement can either be in person or by telephone. We wish all residents and/or representatives to feel they are consulted about changes made to care in response to assessed needs.

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

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



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



FROM THE KITCHEN:

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

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

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

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

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

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

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

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

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

REPORTING FOOD BROUGHT IN FOR RESIDENTS

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

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

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

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

Emailing the Havachat If you provide us with your email address, we can email your Havachat to you. Please email your details to andrew.earl@havilah.org.au.

'It's about empowerment': Maggie Beer launches online masterclass

Aged care chefs and cooks will learn how to create tasty pureed meals, design a culturally inclusive menu, and learn to flavour finger food as part of a new online masterclass developed by the Maggie Beer Foundation.

The first education program of its type in the world, the training program offers 30-minute modules featuring the iconic restaurateur cooking with some of the industry's top chefs and nutrition experts.

Beer, a passionate advocate for improved food in aged care, says the program offers chefs essential guidance on how to create a pleasurable dining experience.

"The cook or chef has to be empowered with knowledge because what we want is a beautiful meal

full of equal measures of pleasure and nutrition," Beer said

"We also have to give cooks and chefs the support and time they need, because they work so hard in an incredibly complex role.

"To do that we need better training, and these modules are a start."



Tiger Woods Made His First Hole-in-One at Eight Years Old

Professional golfer Tiger Woods has had some interesting escapades in the news. But one fact that's for sure is he's an amazing golfer.

Tiger Woods took an interest in golf at only six months old and his father started teaching him at two years old.

He regularly practiced and made his first hole-in-one at only eight!

All of his years of practice as a kid paid off in his

adult years. Tiger has won 81 PGA tournaments to date!

However, these numbers aren't the most impressive. Sam Snead has won 82 tournaments. Jack Nicklaus falls only slightly behind with 73 wins. However, Nicklaus flies ahead by winning 18 majors. Woods has only won 15 majors.

It's arguable if he's the best golfer, but there's no denying all three of these golfers are some of the most accomplished in history.



WEIRD and WONDERFUL WORDS

UMBOL – mass of flowers springing from a single centre

Thoughts to Ponder

Can you cry under water?

Why do you have to 'put your two cents in'... But it's only a 'penny for your thoughts'? Where's that extra penny going to?

Why does a round pizza come in a square box?

What disease did cured ham actually have?

If a deaf person has to go to court, is it still called a hearing?

Hav'a'laugh



A man stumbles up to the only other patron in a bar and asks if he could buy him a drink. "Why of course," comes the reply.

The first man then asks: "Where are you from?"

"I'm from Ireland," replies the second man.

The first man responds: "You don't say, I'm from Ireland too! Let's have another round to Ireland."

"Of Course," replies the second man.

Curious, the first man then asks:

"Where in Ireland are you from?"

"Dublin," comes the reply.

"I can't believe it," says the first man.

"I'm from Dublin too! Let's have another drink to Dublin."

"Of course," replies the second man.

Curiosity again strikes and the first man asks: "What school did you go to?"

"Saint Mary's," replies the second man.

"I graduated in '62."

"This is unbelievable!" the first man says.

"I went to Saint Mary's and I graduated in '62, too!"

About that time, in comes one of the regulars and sits down at the bar.

"What's been going on?" he asks the bartender.

"Nothing much," replies the bartender. "The O'Malley twins are drunk again..."



A married couple were playing in the club's mixed four-somes.

The husband hits a perfect drive down the middle of the fairway.

The wife then slices the second shot into the trees. Unfazed the man then plays an amazing recovery shot, which goes onto the green a foot from the pin.

The wife proceeds to smash the putt 15 feet beyond the pin. The man then lines up the long putt and sinks it. To his wife, he says, "We'll have to do better. That was a bogey five." "Don't blame me," she snaps, "I only took two of them."

Little Johnny returns from the supermarket with his mother. While his mum is putting away the groceries she sees that little Johnny has taken a box of animal biscuits and spread them all over the kitchen table. His mother asks "What on earth are you doing Johnny?"

Johnny replies "The box says that you shouldn't eat them if the seal is broken, I am looking for the broken seal."

CONTACTING STAFF

You can contact staff by using your **room phone** **In the main building Ring 394 In Heath House Ring 626.** In Melaleuca House Ring 627.

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

Please familiarise yourself with the position of these call points.

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

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

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

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

For 24 hour EMERGENCY CONTACT telephone 54617394

FEEDBACK Residents and families are encouraged to communicate any issues they may have. We welcome feedback from residents, families and visitors and provide the 'Comment, Suggestion, Complaint and Compliment' forms at the main Havilah entrances. We strive to continuously improve our service and look forward to working with you to achieve the best possible outcomes for residents. You can also speak to the Unit Manager or Supervisor in your area or alternatively please contact

Director of Care Kelsey Hooper

54 617383 email:

kelsey.hooper@havilah.org.au

or CEO Craig Young 54617381 OR 0418 744

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

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

Elders Rights Advocacy (ERA): 1800 700 600

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

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

GENERAL ENQUIRIES

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

ADMINISTRATION OFFICE HOURS

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

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



WHEN THE FIRE ALARM SOUNDS

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

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