

Please contact Jenni on 5461 7387 or email jenni.dellavedova@havilah.org.au if you would like your Havachat sent via email

HAVILAH WEBSITE:
www.havilah.org.au

Issued April 2015

HAVACHAT



Havilah residents attending the Anglican Community Morning Tea

Resident Meeting—Monday 13th April —1.15 pm in Callistemon Activities Room

Resident Meeting Heath House—Monday 20th April — 2.00 pm Heath House

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

RESIDENT SURVEYS - February 2015

Of the 41 residents surveyed from **Harkness**

85% of residents said they are given sufficient green vegetables to eat each day.

93% of residents said they are comfortable with the new building works and 7% said it was a bit noisy.

88% of residents take the opportunity to look through the viewing windows to the new area to keep an eye on the refurbishment progress.

89% of affected residents said there are enough signs to assist them to find their way around the building works.

Of the 21 residents surveyed from **Raglan**

95% of residents were satisfied with the amount of green vegetables offered each day.

100% of residents said they find the external paths service their needs.

43% of residents said they use the courtyard to sit and rest in.

86% of residents said that Kelsey the new Director of Services at Raglan has introduced herself to them and 14% said they had not met yet, or could not recall.

Signing In and Out

We ask that all residents and their families please complete the details in the Sign Out Book when leaving Havilah and when returning.

The information required includes:

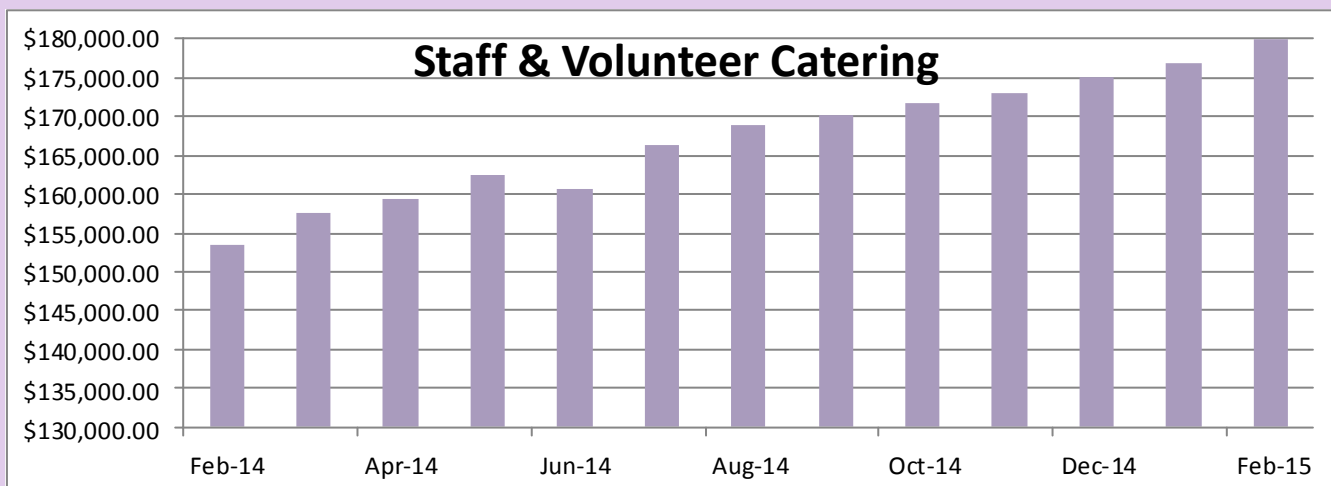
Residents Name, Destination, Who with, Contact Number, Time out, Approximate time due back, Returned time, Signature and Date

A sign in/out book for visitors will be added shortly. These will be located with the Resident Books so please keep an eye out for these.

Auto Lock Down:

Due to the change of seasons bringing shorter days, auto lock down will move from 7pm to **6pm** from the 1st May 2015.

This table shows the amount of fundraising provided by Havilah external catering service. This service provides catering for events such as birthdays, parties and funerals.



SIGNIFICANT REFURBISHMENT PROJECT We are almost there with the current construction. Thank you for your patience with relocation, noise and dust. The outcomes for staff and residents will be well worth the disruption. Upgrade of airconditioning to Callistemon and Acacia Rooms which do not have their own separate units has commenced. When completed all resident rooms will have their own separately controlled units. Install of an integrated WIFI system is completed. This, as well as better access for residents paves the way for electronic medication management which we are planning to introduce from early June. Increased security camera coverage has been installed to now cover the whole of facility.

The works of increasing the Activities area in Callistemon and construction of a covered outdoor area at Heath House will commence early June.

RE-ACCREDITATION AUDIT 19TH & 20TH MAY

An assessment team from the Australian Aged Care Quality Agency (Quality Agency) will visit us to conduct a re-accreditation audit on 19 May 2015 to 20 May 2015 commencing at 9:00 AM.

The team will assess the quality of care we provide to you and other care recipients.

If you wish, you or someone who represents you may meet with a member of the team about the care you receive.

The team will also talk to management, staff and visitors. They will examine our records and observe the physical surroundings and what happens during a normal day. All of this, along with any information you give is considered by the team in assessing our quality of care and services.

If you wish to talk to an assessor, let a member of staff know so an appointment can be made, or tell one of the assessors on the day. Assessors must keep confidential any conversation they have with you.

The Quality Agency will not be able to provide personal feedback to you but your comments will be taken into account in the way the re-accreditation audit is carried out and in the preparation of the report.

After the visit, the assessment team will prepare a report and the Quality Agency will make a decision about our accreditation, including the period of accreditation and future visits.

We will consider information provided in the audit report to plan for improvements in the home. A copy of the report will be published on the Quality Agency's website (www.aacqa.gov.au).

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

GREAT THINGS TO DO IN APRIL

HAPPY HOUR EACH FRIDAY 4.30—5.30pm

Live entertainment in main Dining Room.

Happy Hour activities continue at Heath House



CHURCH SERVICES – all Services begin at 10.30 am

Wed 1st

Uniting Church

Wed 8th

Salvation Army

Wed 15th

Wattle City Church

Wed 22th

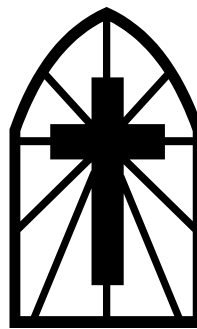
No Church Service

Tue 28th

Anglican Church

Wed 29th

No Church Service



SPECIAL EVENTS

Sat 11th

Special Bingo

Fri 3rd

Public Holiday — No Bus Trip

Fri 24th

ANZAC Service | I am Callistemon Activities Area

Sudoku, Quiz and Crossword Solutions from page 6

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

E	T	Y	M	O	L	O	G	Y
K	N	O						R
S	P	E	L	L	O	M	E	G
A	L	A	T					E
B	U	G	L	E	R	A	S	P
R	P	S	S	N	R			S
O	A	R	S	B	O	X	E	R
T	O	N	I	P				Y
C	A	C	T	I	T	E	M	P
A				A	E			S
O	R	I	G	I	N	A	T	E

MOVIE QUIZ

- 1a. Marlon Brando
2b. Elijah Wood
3b. Steven Spielberg
4a. Rick Blaine
5a. James Stewart
6b. Quentin Tarantino
7b. Sugar Kane
8b. Tom Hanks
9a. Alfred Hitchcock
10a. Bruce Wayne

Hub-Word: LABYRINTH

Some other words of
four letters or more con-
taining the hub letter N:
anil, anti, ayin, barn,
bran, hint, lain, lint, nail,
nary, rain, rani, rant, tarn,
than, thin, tiny, yarn,
bain (Scott), blain, brain,
brant, briny, inlay, rainy,
riant, train, binary, brainy,
in-tray, litany, ratlin, rhi-
nal, thinly.

WEEKLY ACTIVITIES

BUS TRIPS – Mondays and Fridays

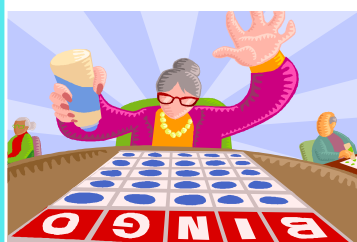
Wednesdays Heath House



Nail Pedicure Pampers - Monday mornings

Foot Spas - Monday and Thursday mornings each week

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



INDOOR BOWLS - Wednesdays 1.30pm

(Correa Lounge during renovations)



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

HAPPY HOUR EACH FRIDAY at 4.30 PM



TUESDAY - Street Walk 1.30pm

Afternoon Cards 3.15 pm

WEDNESDAY - Strength exercises 11.15am

Cooking classes 3.15pm

THURSDAY - Craft Group 3.15pm

FRIDAY - Video in Lounge 3.15pm

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

Yummy Afternoon Tea;

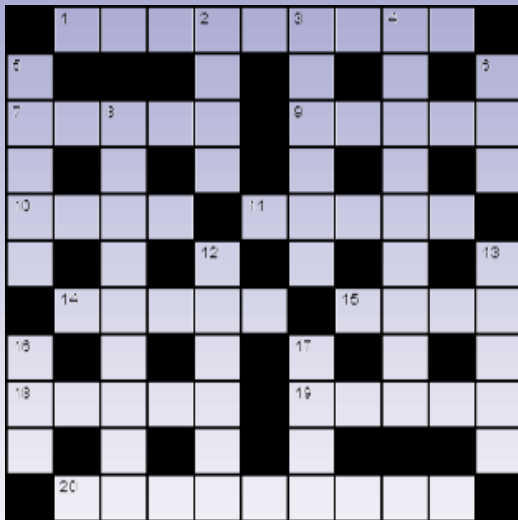
Milk Shakes; Iced Coffee

SUNDAY - Devonshire Afternoon Tea



COOKED BREAKFAST 1st Monday of Each Month

Mind Games



Across

1. Come into existence (9)
7. Desert plants (5)
9. Entice (5)
10. Paddles (4)
11. Pugilist (5)
14. Brass instrument (5)
15. Wood file (4)
18. Magical incantation (5)
19. Last letter of the Greek alphabet (5)
20. The history of a word (9)

Down

2. Profit (4)
3. Country (6)
4. Moderate (9)
5. Performer (5)
6. Pig pen (3)
8. Rotund (9)
12. Downhill ski race (6)
13. Lance (5)
16. Make a request (3)
17. Hard work (4)

HUB WORDS

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



MOVIE QUIZ

Who was Don Vito Corleone in the 1972 movie, *The Godfather*?

- a. Marlon Brando b. Al Pacino

2. Who was Frodo Baggins in the 2001 movie, *The Lord of the Rings*?

- a. Ian Holm b. Elijah Wood

3. Who directed the 2004 movie, *The Terminal*?

- a. Sam Mendes b. Steven Spielberg

4. What character did Humphrey Bogart play in *Casablanca*?

- a. Rick Blaine b. Mickey Spillane

5. Which actor starred in the 1954 movie, *Rear Window*?

- a. James Stewart b. Cary Grant

6. Who directed the 1994 movie, *Pulp Fiction*?

- a. Martin Scorsese b. Quentin Tarantino

7. What character did Marilyn Monroe play in *Some Like it Hot*?

- a. Sue Sweet b. Sugar Kane

8. Who was James Francis Ryan in the 1998 movie, *Saving Private Ryan*?

- a. Matt Damon b. Tom Hanks

9. Who directed the 1959 movie, *North by Northwest*?

- a. Alfred Hitchcock b. Stanley Kubrick

10. Who is *Batman*?

- a. Bruce Wayne b. Peter Parker



Solutions can be found on page 4.

CONTACTING STAFF

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

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

In Heath House Ring 626. In Melaleuca House Ring 627.

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

Please familiarise yourself with the position of these call points.

Wall phones are installed in the lounge areas at Heath House to provide greater accessibility to staff for families. Please make use of these 'phones as required.

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

FOR FAMILIES ringing from outside Havilah to speak to staff in **Melaleuca House** please call the nurses station on **54617486**, if there is no answer the call will be diverted to staff on the floor.

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

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

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

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

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

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

email: barbceo@havilah.org.au or **Director of Human Services Annie Constable**

54 617383 Internal Dial 383 email: dhs@havilah.org.au.

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

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

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

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

GENERAL ENQUIRIES

For any general enquiries: Families or residents can contact Havilah 24 hours a day, 7 days a week on Email: rhonda.treloar@havilah.org.au or Telephone: 54617387. Leave a message if it is out of office hours and staff will get back to you as soon as possible.

Residents can contact Rhonda simply by pressing the numbers 387 on room telephones.

ADMINISTRATION OFFICE HOURS

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



HAV'A'LAUGH



How do you describe an angry potato? Boiling Mad

A: Why are you late?

B: There was a man who lost a hundred dollar bill.

A: That's nice. Were you helping him look for it?

B: No, I was standing on it.

At an Army base, the annual trip to the rifle range had been canceled for the second year in a row, but the semi-annual physical fitness test was still on as planned. One soldier mused, "Does it bother anyone else that the Army doesn't seem to care how well we can shoot, but they are extremely interested in how fast we can run?"

A small boy is sent to bed by his father... Five minutes later: "Da-ad..." "What?" "I'm thirsty. Can you bring me a drink of water?" "No. You had your chance. Lights out." Five minutes later: "Da-aaaad..." "WHAT?" "I'm THIRSTY... Can I have a drink of water?" "I told you NO! If you ask again I'll have to spank you!" Five minutes later: "Daaad..." "WHAT?!" "When you come in to spank me, can you bring me a drink of water?"

THOUGHT OF THE DAY:

*Most people are about as happy as they make up their minds to be.
Abraham Lincoln.*

A three-year old walks over to a pregnant lady while waiting with his mother in a doctor's surgery. "Why is your stomach so big?" – he asks. "I'm having a baby." – she replies. "Is the baby in your stomach?" – he asks, with his big eyes. "Yes, it is." – she says. "Is it a good baby?" – he asks, with a puzzled look. "Oh, yes. A really good baby." – the lady replies. Shocked and surprised, he asks: "Then why did you eat him?"



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

