

HAVACHAT

Issue June 2019

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



Mother's Day was celebrated on the 12th of May, tables were decorated in pink and residents made many compliments as well as family who attended the luncheon and afternoon tea, it was a very special weekend for the for all ladies at Havilah.



Auto Lock Down: Due to the change of seasons, auto lock down has moved to 6.00pm.

Resident Meeting - Monday 8th July 2019 at 1.15pm in Callistemon Activities Room.

Resident Meeting Heath House - 17th June 2019 at 2pm in Heath House.

THESE MEETINGS ARE FORUMS FOR YOUR IDEAS AND NEW INITIATIVES—WE WELCOME YOUR INPUT

PHOTO GALLERY

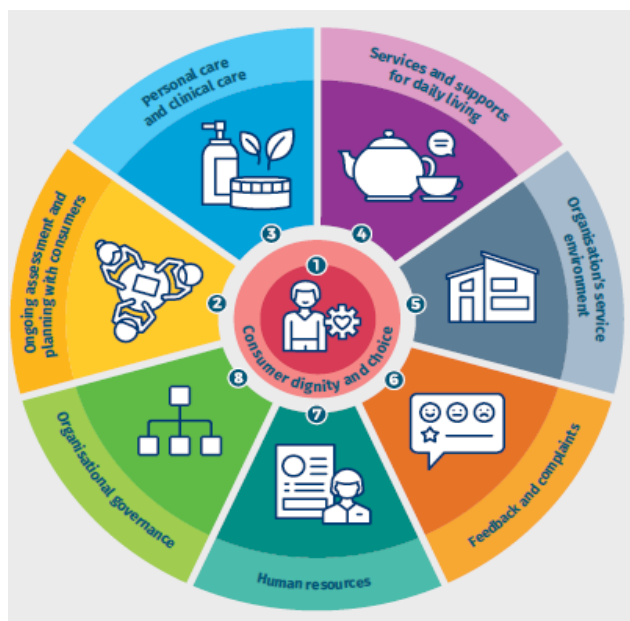
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Havilah are on board with the new “I care for aged care” campaign appealing to politicians to hear the plight of all Australian aged care communities and assist with more much needing funding in the aged care sector. During the month of May some of our staff had their say displaying their reason for #icare2019





The new Quality Standards are made up of eight individual standards:

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance.

More information on each of these new Standards can be found following on pages 5 - 12

As with the previous standards we will be required to demonstrate performance on an ongoing basis via at least one annual support visit and re-accreditation assessments all of which from 1 July will be assessed under the new standards. Where previously all sites received one unannounced visit each year, from 1 July 2018 ALL visits by the Aged Care Quality and Safety Commission Assessors have been unannounced.

Consumer focus and safe, quality care is key over all of the new standards which are designed to provide better, safer and more inclusive services for people living in aged care facilities. Havilah has always had resident focus at the centre of its care and services and as we have been transitioning towards these new Standards over the past 12 months it is unlikely that you will see major change happening on 1 July. As always our focus is on working with residents and families to actively seek and listen to the choices our residents make. Where you have special preferences or comments you would like to make please talk to a staff member or write these down and place them in the suggestion box which can be found in each foyer. You can also raise these matters or introduce new ideas through resident meetings.

We will continue to carry out monthly resident surveys

to inform us of resident satisfaction with current care and services.

There may be conflicting goals around resident preferences and the goals of staff and family around resident safety. This could be quite a challenge for staff and family members. Increased communication between residents, family, health professionals and staff will be needed to ensure resident preferences are met to the highest degree they can be. It is clear under the new standards that resident preferences need to be at the forefront even when there is risk involved. Hopefully none of our residents will want to take up sky diving but we will have to wait and see what the new legislation brings.

It will be an interesting period ahead.

New Charter of Aged Care Rights and New Aged Care Quality Standards Coming into Operation 1 July 2019.

The Charter sits side by side with the new Quality Standards also coming into operation on 1 July 2019 and it is easy to see the relationship between the requirements under each.

It is important to note that residents have always had rights and protections under the previous Charter and the previous Aged Care Standards.

Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services
2. be treated with dignity and respect
3. have my identity, culture and diversity valued and supported
4. live without abuse and neglect
5. be informed about my care and services in a way I understand
6. access all information about myself, including information about my rights, care and services
7. have control over, and make choices about, my care, personal and social life, including where choices involve personal risk
8. have control over, and to make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. my independence
10. be listened to and understood
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. personal privacy and to have my personal information protected
14. exercise my rights without it adversely affecting the way I am treated



Consumer dignity and choice

Standard 1 |

Consumer outcome

- 1(1) *I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.***

Organisation statement

- 1(2) *The organisation:***
- 1(2) (a) *has a culture of inclusion and respect for consumers; and***
- 1(2) (b) *supports consumers to exercise choice and independence; and***
- 1(2) (c) *respects consumers' privacy.***

Requirements

- 1(3)** The organisation demonstrates the following:
- 1(3)** (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.
- 1(3)** (b) Care and services are culturally safe.
- 1(3)** (c) Each consumer is supported to exercise choice and independence, including to:
- (i) make decisions about their own care and the way care and services are delivered; and
 - (ii) make decisions about when family, friends, carers or others should be involved in their care; and
 - (iii) communicate their decisions; and
 - (iv) make connections with others and maintain relationships of choice, including intimate relationships.
- 1(3)** (d) Each consumer is supported to take risks to enable them to live the best life they can.
- 1(3)** (e) Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.
- 1(3)** (f) Each consumer's privacy is respected and personal information kept confidential.



Ongoing assessment and planning with consumers

Standard 2 |

Consumer outcome

- 2(1) ***I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.***

Organisation statement

- 2(2) *The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer's needs, goals and preferences.*

Requirements

- 2(3) The organisation demonstrates the following:
- 2(3) (a) Assessment and planning, including consideration of risks to the consumer's health and well-being, informs the delivery of safe and effective care and services;
- 2(3) (b) Assessment and planning identifies and addresses the consumer's current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes;
- 2(3) (c) Assessment and planning:
- (i) is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer's care and services; and
 - (ii) includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.
- 2(3) (d) The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided;
- 2(3) (e) Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.



Personal care and clinical care

Standard 3 |

Consumer outcome

3(1) ***I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.***

Organisation statement

3(2) *The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being.*

Requirements

3(3) The organisation demonstrates the following:

- 3(3) (a) Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:
- (i) Is best practice; and
 - (ii) tailored to their needs; and
 - (iii) optimises their health and well-being.

- 3(3) (b) Effective management of high-impact or high-prevalence risks associated with the care of each consumer.
- 3(3) (c) The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.
- 3(3) (d) Deterioration or change of a consumer's mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.
- 3(3) (e) Information about the consumer's condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.
- 3(3) (f) Timely and appropriate referrals to individuals, other organisations and providers of other care and services.
- 3(3) (g) Minimisation of infection-related risks through implementing:
 - (i) standard and transmission-based precautions to prevent and control infection; and
 - (ii) practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.



Services and supports for daily living

Standard 4 |

Consumer outcome

- 4 (1) ***I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.***

Organisation statement

- 4 (2) *The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.*

- 4 (3) (c) Services and supports for daily living assist each consumer to:
- (i) participate in their community within and outside the organisation's service environment; and
 - (ii) have social and personal relationships; and
 - (iii) do the things of interest to them.
- 4 (3) (d) Information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.
- 4 (3) (e) Timely and appropriate referrals to individuals, other organisations and providers of other care and services.
- 4 (3) (f) Where meals are provided, they are varied and of suitable quality and quantity.
- 4 (3) (g) Where equipment is provided, it is safe, suitable, clean and well maintained.

Requirements

- 4 (3) The organisation demonstrates the following:
- 4 (3) (a) Each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life.
- 4 (3) (b) Services and supports for daily living promote each consumer's emotional, spiritual and psychological well-being.

Meaning of services and supports for daily living

Services and supports for daily living include, but are not limited to, food services, domestic assistance, home maintenance, transport and recreational and social activities.



Organisation's service environment

Standard 5 |

Consumer outcome

- 5(1) ***I feel I belong and I am safe and comfortable in the organisation's service environment.***

Organisation statement

- 5(2) *The organisation provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.*

Requirements

- 5(3) The organisation demonstrates the following:
- 5(3) (a) The service environment is welcoming and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function.
- 5(3) (b) The service environment:
- (i) is safe, clean, well maintained and comfortable; and
 - (ii) enables consumers to move freely, both indoors and outdoors.
- 5(3) (c) Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

Meaning of service environment

An organisation's service environment means the physical environment through which care and services are delivered, but does not include an individual's privately owned or occupied home at which in-home services are provided.



Feedback and complaints

Standard 6 |

Consumer outcome

- 6 (1) ***I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.***

Organisation statement

- 6 (2) *The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.*

Requirements

- 6 (3) The organisation demonstrates the following:
- 6 (3) (a) Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.
 - 6 (3) (b) Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.
 - 6 (3) (c) Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.
 - 6 (3) (d) Feedback and complaints are reviewed and used to improve the quality of care and services.



Human resources

Standard 7 |

Consumer outcome

- 7(1) ***I get quality care and services when I need them from people who are knowledgeable, capable and caring.***

Organisation statement

- 7(2) *The organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.*

Requirements

- 7(3) The organisation demonstrates the following:
- 7(3) (a) The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.
 - 7(3) (b) Workforce interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity.
 - 7(3) (c) The workforce is competent and members of the workforce have the qualifications and knowledge to effectively perform their roles.
 - 7(3) (d) The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.
 - 7(3) (e) Regular assessment, monitoring and review of the performance of each member of the workforce.



Organisational governance

Standard 8 |

Consumer outcome

8 (1) ***I am confident the organisation is well run. I can partner in improving the delivery of care and services.***

Organisation statement

8 (2) ***The organisations' governing body is accountable for the delivery of safe and quality care and services.***

Requirements

- 8 (3) The organisation demonstrates the following:
- 8 (3) (a) Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.
- 8 (3) (b) The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.

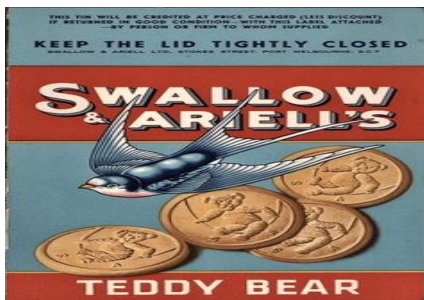
- 8 (3) (c) Effective organisation wide governance systems relating to the following:
- (i) information management
 - (ii) continuous improvement
 - (iii) financial governance
 - (iv) workforce governance, including the assignment of clear responsibilities and accountabilities
 - (v) regulatory compliance
 - (vi) feedback and complaints.
- 8 (3) (d) Effective risk management systems and practices, including but not limited to the following:
- (i) managing high-impact or high-prevalence risks associated with the care of consumers
 - (ii) identifying and responding to abuse and neglect of consumers
 - (iii) supporting consumers to live the best life they can.
- 8 (3) (e) Where clinical care is provided – a clinical governance framework, including but not limited to the following:
- (i) antimicrobial stewardship
 - (ii) minimising the use of restraint
 - (iii) open disclosure.

HAVILAH MAJOR RAFFLE

There early bird draws conducted for our Major Raffle Lucky Winners to date are;

Week one: Alan Duffin, Week two: Sharelle Mortlock, Week three: Wendy and Ivy Johnson Week four: Ernie Bandy, Week five: James Prime, Week Six: Peter Hooper, Week 7 Marita Turner Week 8 Red Shirt Girls (Havilah Lifestyle Staff)

All Tickets have been sold this year. **A big Thank you to Raeleen for another year of organising this fundraiser and to all of our supporters who bought and sold tickets.**



THINGS MY MOTHER USED TO SAY

Don't eat that, you'll get worms!

Don't ask me WHY. The answer is NO.

Don't make me come in there!

Don't run with a lollipop in your mouth.

WEIRD and WONDERFUL WORDS

GALLIGASKINS - A type of loose breeches worn in the 16th and 17th centuries.



FALLS PREVENTION

Have Blood Pressure checked regularly.

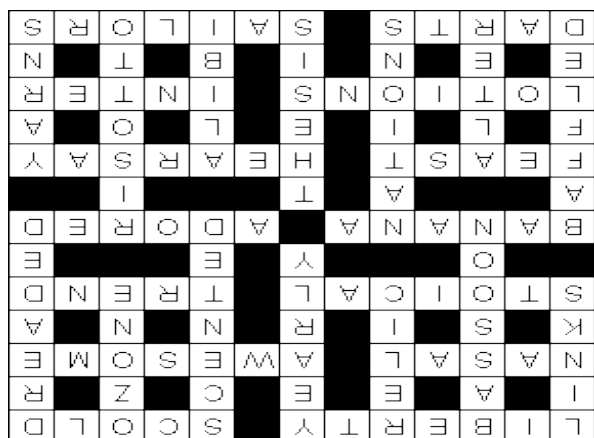
Address any foot problems with a podiatrist.



THINGS TO PONDER:

- Quick sand works slowly.
- Boxing rings are square.
- If you have a box of odds and ends and you get rid of all but one, what do you call it.
- Why do you recite at a play and play at a recital?
- Why do we ship by truck and send cargo by ship?
- Why do feet smell and noses run?

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.

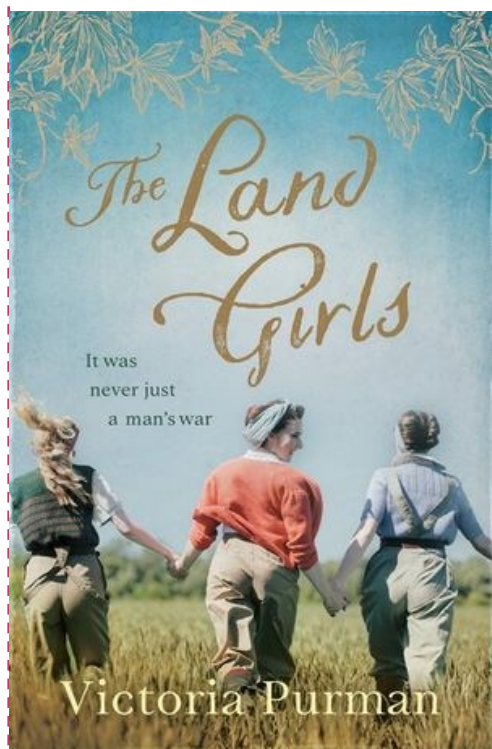


Quiz and Crossword Solutions from page 8



Answers to Quiz

1. Adaminaby.
2. Western Australia.
3. Queensland and South
4. 1804.
5. Japan.



A moving story of love, loss and survival against the odds.

It was never just a man's war...

Melbourne, 1942

War has engulfed Europe and now the Pacific, and Australia is fighting for its future. For spinster Flora Thomas, however, nothing much has changed. Tending her dull office job and beloved brother and father, as well as knitting socks for the troops, leaves her relatively content. Then one day a stranger gives her brother a white feather and Flora's anger propels her out of her safe life and into the vineyards of the idyllic Mildura countryside, a member of the Australian Women's Land Army.

There she meets Betty, a 17-year-old former shopgirl keen to do her bit for the war effort and support her beloved, and the unlikely Lilian, a well-to-do Adelaide girl fleeing her

overbearing family and the world's expectations for her. As the Land Girls embrace their new world of close-knit community and back-breaking work, they begin to find pride in their roles. More than that, they start to find a kind of liberation. For Flora, new friendships and the singular joy derived from working the land offer new meaning to her life, and even the possibility of love.

But as the clouds of war darken the horizon, and their fears for loved ones - brothers, husbands, lovers - fighting at the front grow, the Land Girls' hold on their world and their new-found freedoms is fragile. Even if they make it through unscathed, they will not come through unchanged.

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 resi-

dent 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.



LAUNDRY

The lost clothing department in the laundry has become full with unlabelled clothing once again. Residents and family members are encouraged to visit the laundry to see if they can identify any missing clothing.

Residents are reminded that after a month in the lost clothing unlabelled clothing is sent to the Carisbrook Opportunity shop. Residents requiring assistance with labelling clothing should talk to reception to arrange this.



BOTTLED WATER A reminder that 150 ml bottled water is available for purchase through the

kitchen or reception at 50cents a bottle. You are able to either pay for the water when you collect it or have it added to your fee ac-

count. Please ask staff to assist you if required.

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, Where they are going, Who with, Time out, Approximate time due back, Returned time, Signature and Date.

GREAT THINGS TO DO



Happy Hour Every Friday evening

Commencing at 4.30pm, Music, Finger Food, Hot & Cold Beverage, Ice-creams and Ice-cream in Cones.



Bus Trip Out - Monday and Friday afternoon, Wednesday afternoon for Heath residents, departing at 1.30pm for lots of fun points of interest throughout Central Victoria.

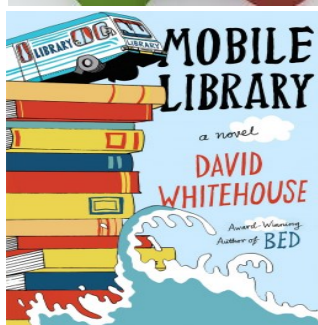
If you have an idea or suggestion for an outing, just let Lifestyle Staff know and we will do our best to arrange the outing for you.



Resident/Advocate Meetings

Next meeting Monday 8h July 2019 at 1.15 pm

Heath House Monday 17th June 2019 at 2pm



Mobile Library - June and July Dates

June 21st and July 5th and 19th commencing 10.15 am
Grevillea Atrium

Books Movies, Music CD's and Talking books are available
If you are not currently a member you can join on the day.



Church Services

UNITING CHURCH -	1st Tuesday each Month 10.30am
SALVATION ARMY -	2nd Wednesday each Month 10.30am
WATTLE CITY CHURCH -	3rd Wednesday each Month 10.30am
CATHOLIC CHURCH -	4th Wednesday each Month 10.30am
ANGLICAN CHURCH -	4th Tuesday each Month 10.30am



HAVILAH KIOSK

Kiosk Hours: 10am—12noon every Thursday

The kiosk is situated in Acacia House next to the Hairdressing salon. Our volunteer staff will be happy to help you.

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

WEEKLY ACTIVITIES - MAIN BUILDING

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
Marbowls 1.30pm
Street Walk 1.30pm
Bingo 1.45pm
Afternoon Cards 3.15pm

WEDNESDAY
Strength Training 11.15am
Indoor Bowls 1.30pm
Bus Trip (Heath House) 1.30pm
Cooking classes 3.15pm

THURSDAY Foot Spa 9.30am
Bingo 1.45pm
Craft Group 3.15pm
Music DVD 3.15pm

FRIDAY
Chairobics 11.15am
Bus Trip 1.30pm
Bingo 1.45pm
Video in Lounge 3.15pm
HAPPY HOUR
4.30 pm– 5.30pm

SATURDAY Morning Activities 9.30am
Special Bingo 1.30pm

SUNDAY Devonshire Afternoon Tea in
Main Lounge 3.00pm



WEEKLY ACTIVITIES - HEATH HOUSE

MONDAY Activity Time/Craft 10.30am, 3.00pm
& 6.00pm
Hand Care/Facials 1.30pm
Sonas 4.00pm

TUESDAY Special Morning Tea 10.00am
Activity Time 10.30am & 6.00pm
One on One 2.15pm
Daily Living Activity 3.00pm
Sonas 4.00pm

WEDNESDAY
Organ Music 10.00am
Bus Trip or Movie 1.30pm
Guitar Music 2.00pm
Activity Time 3.00pm & 6.00pm
Sonas 4.00pm

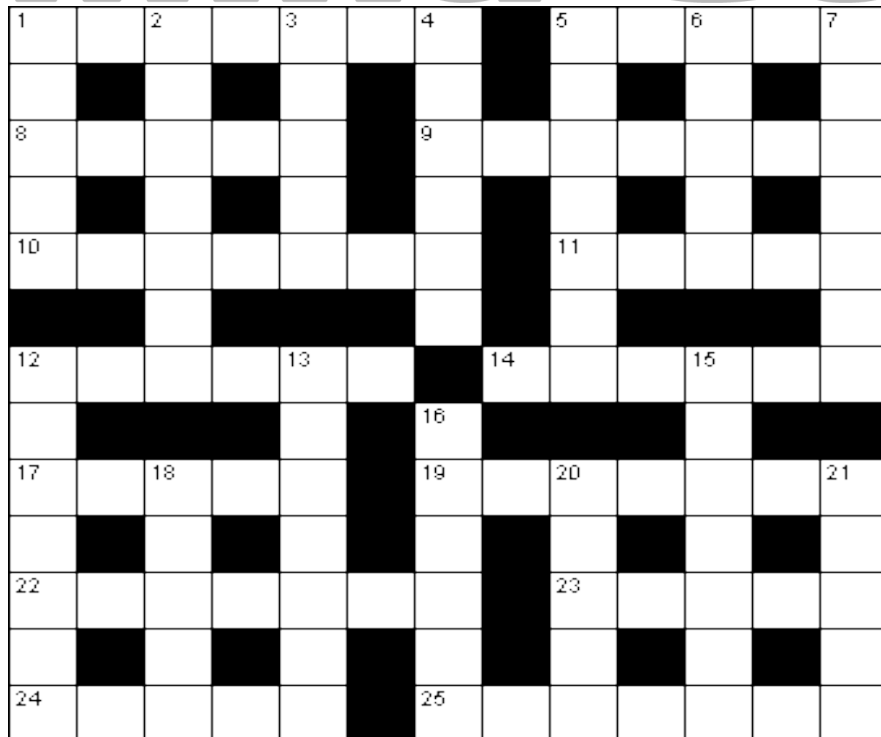
THURSDAY
Activity Time 10.30am,
1.45pm & 6.00pm
Cooking 1.30pm
Sonas 4.00pm

FRIDAY
Activity Time 10.30am,
3.00pm & 6.00pm
Group Games 1.45pm
Sonas 4.00pm
Happy Hour 4.30pm

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

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.



Across:

1. Freedom (7)
5. Berate (5)
8. Rhinal (5)
9. Amazing (7)
10. Impassive (7)
11. Tendency (5)
12. Fruit (6)
14. Loved (6)
17. Banquet (5)
19. Gossip (7)
22. Embrocations (7)
23. Entomb (5)
24. Arrow (5)
25. Mariners (7)

Down:

1. Golf course (5)
2. Woodwind instrument (7)
3. Object surviving the past (5)
4. Annual (6)
5. Perfumed (7)
6. Earth's protective layer (5)
7. Feared (7)
12. Perplexed (7)
13. Countries (7)
15. Rice dish (7)
16. Dissertation (6)
18. Change (5)
20. Legal excuses (5)
21. Tall tales (5)

WORD SEARCH - TAKE a BREAK

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

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

CALM DOWN, CATNAP, CHILL OUT, COMFORT, COOL OFF, DAYDREAM, DOZE, EASE, FREEDOM, HOLIDAY, LEAVE, LEISURE, LOOSEN UP, LUXURIATE, PEACE, PICNIC, QUIETEN, RECESS, RELAX, RELIEF, REPOSE, REPRIEVE, RESPITE, REST, SABBATICAL, SERENITY, SETTLE DOWN, SIESTA, SIMMER DOWN, SIT BACK, SLACKEN, SLEEP SLUMBER, TAKE A BREAK, TAKE IT EASY, TIME OFF, TIME OUT, UNCOIL, UNWIND, VACATION.

Solution's to puzzles on page 4

QUIZ

1. Where would you find the Giant Trout?
2. In which state would you find Yanchep?
3. Through which two states does the Birdsville Track run?
4. In which year was the city of Hobart founded?
5. Prisoners of which nation participated in the Cowra Breakout?

Tillie

Length of time at Havilah: I have been a constant visitor to Havilah residents over the past 2 years.

My Story: I was born in Ballarat on December 20th 2014. I was adopted by my mum and dad Jo and Phil and big brother and sister, Jordie and Mia on Valentines day 2015 (showered with love from the onset). I have to bark and say that I am very spoilt and loved by all who meet me especially all my friends at Havilah.

Things you used to do for fun: I love to chase a ball, go on long walks and cuddle up to my mum, (which I still do all of these), having naps is also a great past time. I love to watch a classic Lassie movie, Aunty Shirley has a few Lassie DVD's. she may loan me .

About where you have lived: I live with my family in our house on 8 acres. I have plenty of space to run around. I love to sleep on my mum and dads for the night, make myself very cosy, they say I am may be little but I take up all the bed.

Travel, sport, passions: My favourite passion is to visit Havilah every Monday morning, be escorted around the building visiting residents, I get so excited every Monday morning as Uncle Gus is waiting for me, I jump into his lap for a big cuddle. Gus and I walk around and visit all my friends who spoil me.

Things you enjoy to do now: I love to eat all the treats that the residents give me on my visits, Elsie, Joan, Hilda and Faye give me lots of cuddles and scratches on my belly to my delight. Uncle Gus has my treats and my own drinking bowl under cover and brings out every Monday. I am pleased that I can give a lot of enjoyment to all the residents.



Your favourite topics: My favourite topics is food, plenty of pats, cuddles and belly scratches, and I make sure everyone knows that I am in residence with my high pitched bark of excitement.

Favourite Food and Music: I enjoy a bowl of any type of food, if it is the I eft overs from dinner or some exotic cuisine that my mum buys for me, best music is that is good on my ears is "Who let the dog's out."

If you would like a visit from Tillie, let the Activities staff know and they will arrange.

June 2019

Mon	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						



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. For residents bringing in fridges (or other electrical items) please let reception know so that test and tagging of the items can be arranged.



The AFL Footy season is getting to the half way mark in the season with 10 rounds already been played. The ladder has got some very mixed results with Bill Maher holding first position with 60 points.

In second position with 57 points is Faye Share, Gwen Nicholson, Brian Dam and Neeta Dowling and in third place with is held jointly with 56 points is Judy Britten and Phillip Ervin,

The wooden spooner at present is Jean McLean on 38

points.

From the 10 rounds already played there has only been 3 tipsters who have picked a full house in round 6 and 7.

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

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

Winners for the overall competition will be awarded with their winnings and certificate at Happy Hour prior to the AFL grandfinal.

RESIDENT SURVEYS - April 2019

Of the 26 residents surveyed at Harkness:

96% of surveyed residents stated that they are given sufficient emotional support most of the time or always.

100% of residents indicated in the survey that most of the time or always are able to access the GP, podiatrist and other health professionals when needed.

95.65% of residents agreed or strongly agreed that they know that they can use the kitchenettes and lounge areas.

100% of surveyed residents strongly agreed that their call bell is assessable when they are in their room.



Sales in spy cameras spike as families say they're 'fearful' of aged care abuse

By Jill Donaldson on May 10, 2019

The owner of an Australian website that sells hidden cameras said he's seen a spike in the number of families fearful that their parents or grandparents are being abused, and believe the technology (which can cost between \$300 and \$400 a camera) could give them peace of mind.

This sales spike may be a result of the very sad stories we've seen coming out of the Royal Commission – which has already heard plenty of calls for the mandatory use of CCTV cameras in all common areas of aged care homes (and private areas, with the consent of residents) – keeping in mind most homes already do use cameras.

And the Government is clearly paying attention to these calls.

In our newsletter last month, we told you about the Australian-first, Government-funded \$500,000 trial of CCTV cameras across five aged care homes in South Australia – using cameras from the UK-based surveillance tech company, Care Protect.

But there are legal aspects to consider

Of course, it is very understandable that families want to guarantee the highest level of safety and care for their Mums and Dads, but legal experts are also urging anyone who is seriously considering the use of cameras in a loved ones' home to make sure they're doing their research before installing a device – and consider any potential legal consequences.

Firstly, if you are considering the use of a camera, it's vital that you first get consent from the facility you plan to use it in.

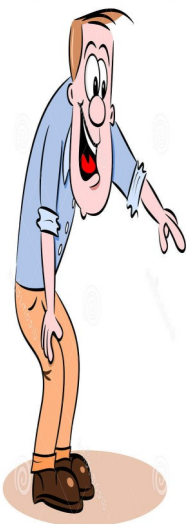
It is illegal to secretly install surveillance without the facility's knowledge – because it's not just the privacy of your loved one or other residents that is involved, but also the privacy of aged care staff who work in the home.

Secondly, it is incredibly important that the person whose room you want to install the camera in gives their permission too – and is completely aware of all aspects of the surveillance.

And even in the instance that you obtain consent from both the facility and a resident, remember that publicly publishing the footage you record may not be legal either.

We certainly recommend seeking legal advice before moving forward with any use of a camera.





The mother-in-law stopped unexpectedly by the recently married couple's house. She rang the doorbell and stepped into the house. She saw her daughter-in-law standing naked by the door.

"What are you doing?" she asked.

"I'm waiting for my husband to come home from work," the daughter-in-law answered.

"But you're **NAKED!**" the mother-in-law exclaimed.

"This is my Love Dress," the daughter-in-law explained.

"Love Dress? But you're naked!"

"My husband loves me to wear this dress! It makes him happy and it makes me happy. I would appreciate it if you would leave because he will be home from work any minute." The mother-in-law was tired of all this romantic talk and left.

On the way home, she thought about the Love Dress. When she got home she got undressed, showered, put on her best perfume and waited by the front door.

Finally, her husband got home. He walked in and saw her standing naked by the door.

"What are you doing?" He exclaimed.

"This is My Love Dress." She replied.

"Needs ironing," he said.



John and Jessica were on their way home from the bar one night and John got pulled over by the police. The officer told John that he was stopped because his tail light was burned out. John said, "I'm very sorry officer, I didn't realize it was out, I'll get it fixed right away."

Just then Jessica said, "I knew this would happen when I told you two days ago to get that light fixed."

So the officer asked for John's license and after looking at it said, "Sir your license has expired."

And again John apologized and mentioned that he

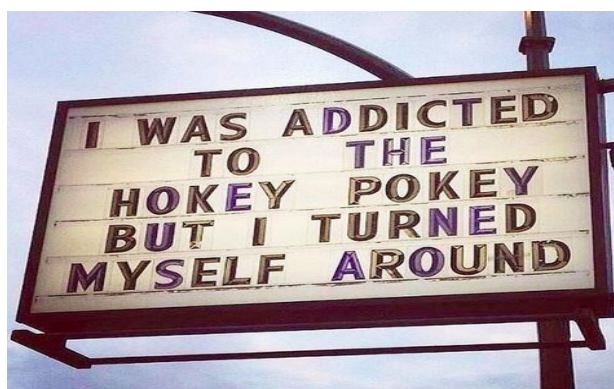
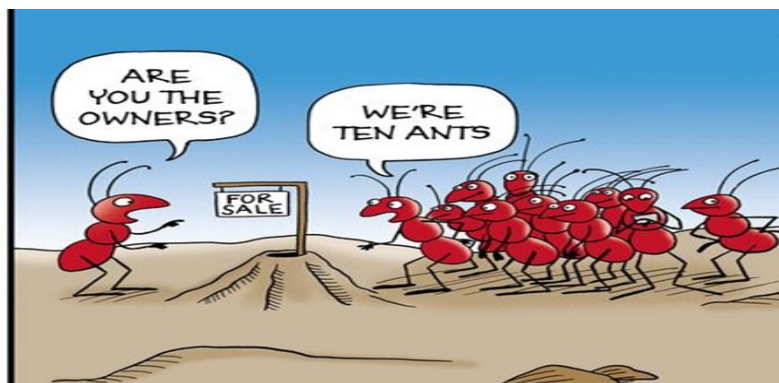
didn't realize that it had expired and would take care of it first thing in the morning.

Jessica said, "I told you a week ago that the state sent you a letter telling you that your license had expired."

Well by this time, John is a bit upset with his wife contradicting him in front of the officer, and he said in a rather loud voice, "Jessica, shut your mouth!"

The officer then leaned over toward Jessica and asked, "Does your husband always talk to you like that?"

Jessica replied, "only when he's drunk."



The Central Highlands Library service visits Harkness Street every second Friday in the month.

Come and talk to Kerry the Librarian who will help you find the book you are after.

There is a great range of books to select from and if there is something that you specifically want they can arrange this for you on the next visit.

The mobile Library is set up in Grevillea Atrium from 10.15am - 11.15am.



FROM THE KITCHEN :

The menu for each day is displayed on the dining tables. 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 kitchen staff at breakfast or up to 10.00am if you would like one of the Lunch alternates rather than what is being offered as first or second choice. For those who have breakfast in your room the daily menu is included on your breakfast tray. Please inform the care staff of your choices for the day.

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 have 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.

MEALS FOR FAMILY MEMBERS AND GUESTS.

We welcome resident guests for meals at a cost of **\$8.00** per head for all meals, with exception for special occasions, eg Christmas Day, Mothers Day when special prices are set. Guests can attend at Happy Hour, Special Morning Tea on Tuesdays and Sunday Devonshire afternoon tea without charge. Tea and coffee making facilities and biscuits are on hand in the kitchenettes for residents and visitors.

Please advise the relevant kitchen prior to 10.00am by phoning the : Main Kitchen Harkness Street. 5461 7388 Heath House Kitchen. 5461 7482

When booking meals for more than 5 people, please notify the kitchen the day before.

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.

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: 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

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.



RETIREMENT LIVING RESIDENTS ARE WELCOME TO ATTEND ACTIVITIES OVER BOTH SITES Please contact **Kim Davidson** for **Havilah on Palmerston and Raglan House**
 Phone: 5459 0169 OR
Sue Edmondson 54617390 for **Harkness Street**

HAVILAH AT HARKNESS	
INDOOR BOWLS	Each WEDNESDAY 1.30 pm
MOVIES AT HARKNESS	Check out the NOW SHOWING in the Greville Theatre
CARDS (show Poker)	Each TUESDAY 3.15 PM in Callistemon
STRENGTH EXERCISES	Each WEDNESDAY 11.15 am in Callistemon
HAPPY HOUR	Each FRIDAY 4.30 pm in the Main Lounge
WEEKEND ACTIVITIES	Each SATURDAY at 1.30 pm
BINGO	Alternate SATURDAYS 10.30 a.m. Correa
MARBOWLS	Lounge
	Wednesday 17th July Variety of festive foods for main and sweets
HAVILAH ON PALMERSTON	
	2nd WEDNESDAY of the month 10.00AM START Great chance for the men to get together and chat about secrets men's business, first floor Raglan House.
TAI CHI AT PALMERSTON Room 7 High School Centre	Each MONDAY and WEDNESDAY 10.30 - 11.30
STRENGTH EXERCISES	Each MONDAY at 2.30 pm at Raglan House
HAPPY HOUR Rooms 1 & 2 High School Centre	Each FRIDAY 5.00 pm