

Please contact Jenni on 5461 7387 or email [jenni.dellavedova@havilah.org.au](mailto:jenni.dellavedova@havilah.org.au) if you would like your Havachat sent via email

HAVILAH WEBSITE:  
[www.havilah.org.au](http://www.havilah.org.au)

Issued 5th June 2015

# HAVACHAT



**Resident Meeting—Tuesday 9th June —1.15 pm in Callistemon Activities Room**

**Resident Meeting Heath House—Monday 15th June — 2.00 pm Heath House**

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

## RE-ACCREDITATION AUDIT RESULTS

As many of you are already aware, on the 26th and 27th of May we had our three yearly re-accreditation audit. The assessors spoke to residents, families and staff and checked our systems and processes. We are very proud to say that we achieved all 44 standards. Our lovely refurbishment was completed in the nick of time and provided a fresh uplifting environment in which to welcome the assessors. An amazing job by all to get the new offices and areas up and functioning.

A special thank you to everyone involved for the positive feedback and input provided. We have a wonderful facility here, which is the result of ongoing team work striving to improve our services on a continuous basis.

## VISITORS SIGN IN/OUT BOOKS

We now have Visitor Books located at the main entries to the Havilah buildings. All visitors are required to sign in when entering Havilah and to sign out when leaving. Your assistance with this is appreciated. The Resident Books are still to be completed when residents leave and return. Please note also that an area is to be added to both books to record food either you or your visitors bring in. This in no way limits family bringing in special treats but does provide a record for us in the event of a salmonella outbreak or the like.

## NEWSPAPERS

Please do not remove newspapers or magazines from the dining room tables to take to rooms. Residents requiring their own newspapers will need to order from the newsagent, and they will be delivered. If you need assistance with this please ask at Reception. You will receive an account from the Newsagent should you order your own newspaper/s. and periodicals.

## HAVILAH MAJOR RAFFLE

**1<sup>ST</sup> Prize \$10,000 Goods/Services Retailer/s of choice**

**2<sup>nd</sup> Prize \$5,000 Goods/Services Retailer/s of choice**

**Plus 10 x \$500 early bird prizes Goods/Services Retailer/s of choice.**



### OUR \$500 PRIZE WINNERS SO FAR:

**Draw 1: The Shire Girls**

**Draw 2: Karen Cain**

**Draw 3: Sophie Bell**

**Draw 4: MEC Admin Staff**

**Draw 5: Geoff Wright**

**Draw 6: Robyn & Noel Jennings**

Please remember tickets need to be paid for in full by the 26th of June in time for our Major Draw on the 27th of June. **Good Luck !**



## RESIDENT SURVEYS - April 2015

Of the 60 residents surveyed (Harkness = 41 and Raglan = 19)

100% of residents surveyed said they receive prompt assistance from maintenance when something needs fixing.

98% said the meals they receive are warm enough and 2% said they could be warmer.

100% of residents said they found the lighting sufficient throughout the buildings.

100% of residents said they know how to make a suggestion or a complaint.

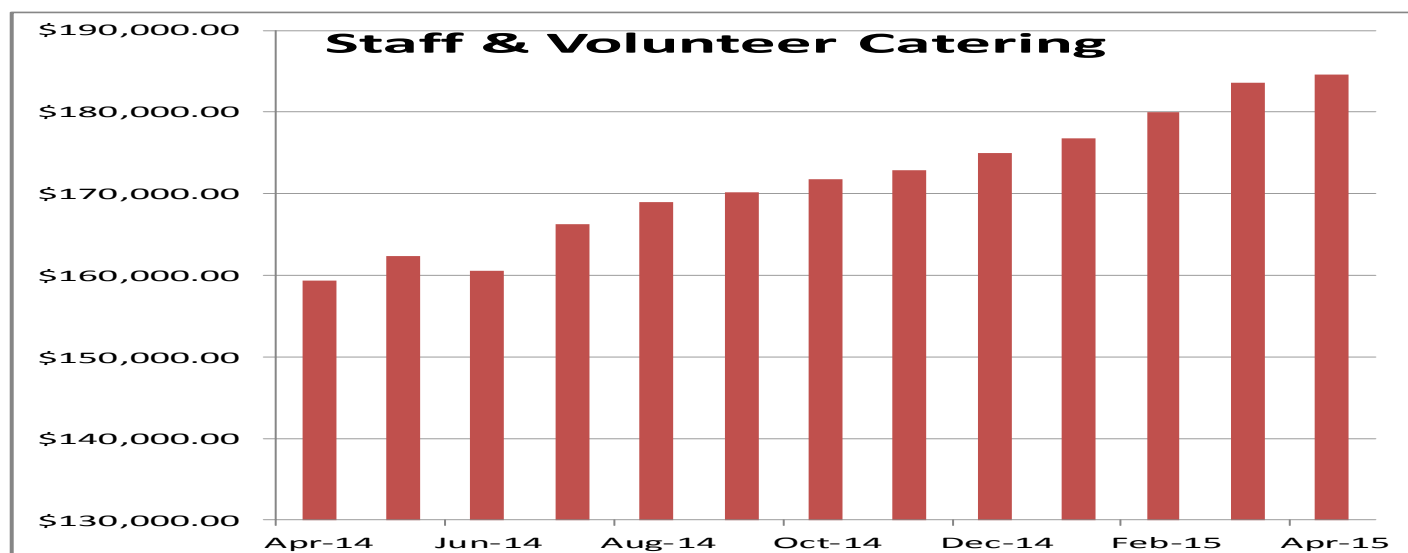
## MONEY and VALUABLES

Residents are asked to limit the amount of money or valuables kept on their person or in their rooms. There is a locked drawer in each room for residents who have the capacity to ensure that they will keep money and valuables locked away. We request that large sums of money are not kept in residents rooms. EFT facilities are available at reception and purchases at the kiosk, hairdressing, footcare etc can be added to the monthly accounts.

**Havilah will not be responsible for any missing money or valuables.**

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.



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



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

## GREAT THINGS TO DO IN JUNE

### 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 3<sup>rd</sup>

Uniting Church

Wed 10<sup>th</sup>

Salvation Army

Wed 17<sup>th</sup>

Wattle City Church

Tue 22<sup>nd</sup>

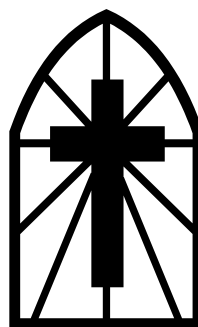
Anglican Church

Wed 23<sup>rd</sup>

No Church

Wed 30<sup>th</sup>

No Church



### SPECIAL EVENTS

Sat 20<sup>th</sup>

Special Bingo 1.30pm



### Sudoku, Quiz and Crossword Solutions from page 6

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

10. Tom Cruise  
9a. Stanley Kubrik  
8b. Richard Gere  
7b. Martin Scorsese  
6a. Tim Robbins  
5a. Dustin Hoffman  
4b. Peter O'Toole  
3b. Jack Nicholson  
2a. Steven Spielberg  
1b. Harrison Ford

### MOVIE QUIZ ANSWERS

Some other words of four let-  
ters or more containing the hub  
letter **B**:  
abet, able, about, bail, bait, bale,  
bate, beat, beau, belt, beta, bile,  
bite,  
blae (Scot), blue, flab, flub, tabi,  
tuba, tube, beaut, befit, bleat,  
built,  
fable, tabe, tubal, albeit, albite,  
fibula, tubful, tubule.

Hub Word—BEAUTIFUL

## 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

(Main Dining Room)



**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;

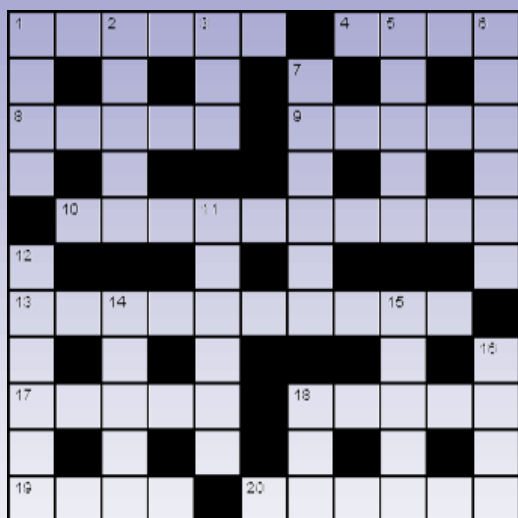
Milk Shakes; Iced Coffee

**SUNDAY -** Devonshire Afternoon Tea



**COOKED BREAKFAST 1st Monday of Each Month**

# Mind Games

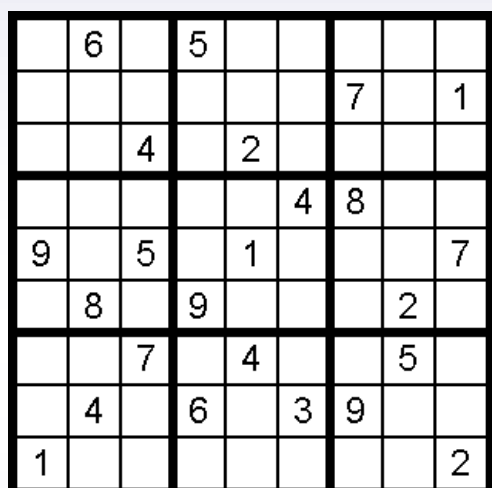


## Across

1. Constant (6)
4. Evidence of past injury (4)
8. Haggard (5)
9. Fiends (5)
10. Salutory (10)
13. Clearly (10)
17. Dialect (5)
18. Copious (5)
19. Part of an egg (4)
20. Pressing (6)

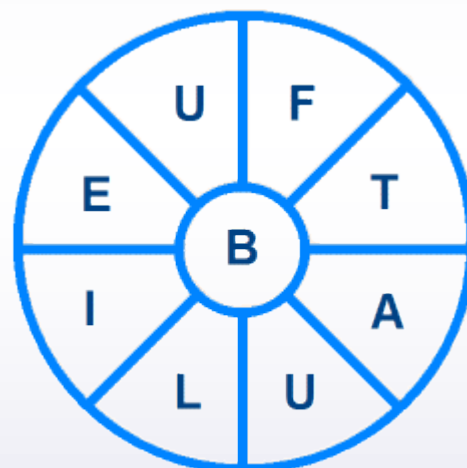
## Down

1. Mentor (4)
2. Evade (5)
3. Point (3)
5. Breed of dog (5)
6. Answer (6)
7. Outcome (6)
11. Mystery (6)
12. Collector's item (6)
14. Motionless (5)
15. Oversight (5)
16. Portable shelter (4)
18. Atmosphere (3)



## HUB WORDS

How many words can you make from the letters in the wheel? Each word must contain the hub letter **B**. Can you find a 9-letter word and at least 20 other words of four letters or more avoiding proper nouns?



## MOVIE QUIZ

Who starred in the 2002 movie, *Hollywood Homicide*?

- a. Bruce Willis b. Harrison Ford

2. Who directed the 2002 movie, *Catch Me If You Can*?

- a. Steven Spielberg b. Roman Polanski

3. Who starred in the 2002 movie, *About Schmidt*?

- a. Kevin Spacey b. Jack Nicholson

4. Who starred in the 1962 movie, *Lawrence of Arabia*?

- a. Michael Caine b. Peter O'Toole

5. Who starred in the 2003 movie, *Confidence*?

- a. Dustin Hoffman b. Jon Voight

6. Who was Andy Dufresne in the 1994 movie, *The Shawshank Redemption*?

- a. Tim Robbins b. Robin Williams

7. Who directed the 2002 movie, *Gangs of New York*?

- a. Quentin Tarantino b. Martin Scorsese

8. Who was Billy Flynn in the 2002 movie, *Chicago*?

- a. Matt Damon b. Richard Gere

9. Who directed the 1980 movie, *The Shining*?

- a. Stanley Kubrick b. Sam Mendes

10. Who was Dr William Hartford in the 1999 movie, *Eyes Wide Shut*?

- a. Brad Pitt b. Tom Cruise



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](mailto: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](mailto:barbceo@havilah.org.au) or **Director of Human Services Annie Constable**

54 617383 Internal Dial 383 email: [dhs@havilah.org.au](mailto: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](mailto: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



Fred (to the doctor): "Doctor, can you diagnose my illness?"

Doctor: "Your eyesight seems to be poor."

Fred: "How did you come to that conclusion?"

Doctor: "You seemed to have missed noticing the sign, hung outside. This is a veterinary hospital."

What's up a clean nose?      Fingerprints



My Doctor told me to stop having intimate dinners for four.  
Unless there are three other people. — Orson Welles

The sergeant-major growled at the young soldier, "I didn't see you at camouflage training this morning." "Thank you very much, sir."

A man and a woman who have never met before find themselves in the same sleeping carriage of a train. After the initial embarrassment, they both manage to get to sleep, the woman on the top bunk, the man on the lower. In the middle of the night the woman leans over and says, "I'm sorry to bother you, but I'm awfully cold and I was wondering if you could possibly pass me another blanket." The man leans out and with a glint in his eye said "I've got a better idea, let's pretend we're married." "Why not," giggles the woman. "Good," he replies. "Get your own blanket."

## KIOSK HOURS—10am—12noon every Thursday

The resident kiosk is situated in Acacia next to the Hairdressing salon.

It is stocked with goodies for you, and our volunteer staff will be happy to help you.

