

HAVACHAT

Issue July 2020

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HAVILAH WEBSITE: www.havilah.org.au



HAVILAH CELEBRATES 25 YEARS

Happy
BIRTHDAY

Residents celebrated the 25th Birthday of Havilah on the 25th June. All enjoyed attending the celebration lunch in the dining areas with social distancing. Havilah began on the 25th June 1995, with accommodation for 30 residents at the Harkness Street site,. Over the years the organisation has grown to 110 residents at Harkness and 30 units at Havilah on Palmerston along with a retirement community of 53 Retirement Units.



CHRISTMAS in JULY Wednesday 22nd July

Traditional Christmas luncheon will be served in the dining rooms and common areas for residents to enjoy each others company. Each area will be set up as per the maximum people allowed in an area and for social distancing.



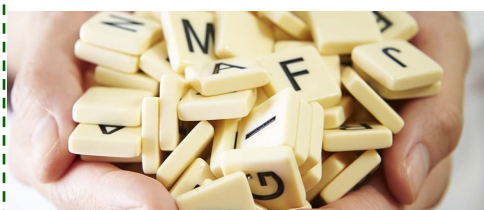


With activities in communal areas and visitors limited by strategies in place to control any outbreak of coronavirus within Havilah facilities, Ipads have been purchased so that residents are able

to have contact with family on face book, Skype, Zoom and other forms of social media. Residents can also use the Ipads to read newspapers and periodicals and play scrabble, other word games, solitaire and other card games, do art work, watch movies according to their various interests. Residents can use the Ipads in small groups or within their own room. It has been amazing how many residents

are now tech savvy. If you want to have a go please talk to our Life-style staff who will assist you to become familiar with using these.

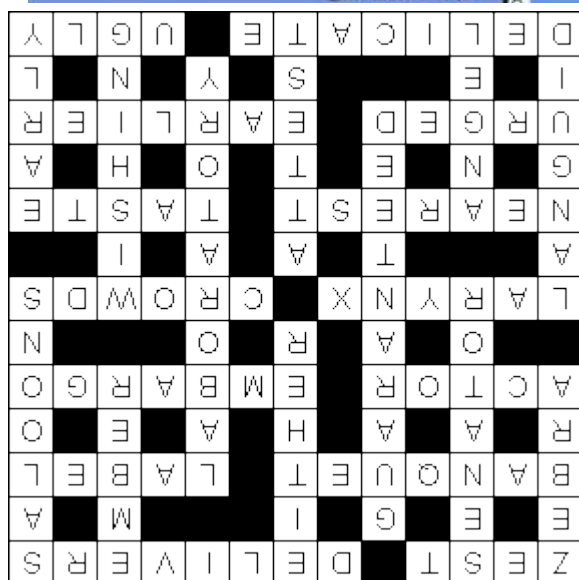
Desk top computers in common areas have also been updated.



WEIRD and WONDERFUL WORDS

EMMETROPIA: the normal condition of the eye; perfect vision

We know that residents may be missing their regular outings for meals and to shop. Please let us know where our staff can assist shopping or take away so that we can make life as normal as possible for you. Please let Lifestyle staff know any ideas of any special programs that you would like to see offered.



**Quiz and
Crossword
Solutions
from page 8**

Answers to Quiz

1. Libra
2. Magnum
3. Screwdriver
4. Nero



Visiting:

Due to the COVID-19 Pandemic all doors are locked. The main entry and Heath House (Burns Street) are the only accessible entry into Harkness Street, reception is manned 7 days, staff will let you in. Residents wishing to go for a walk in the grounds can exit through reception will be provided with a swipe card at Reception to re-enter the building, or alternatively can ring the bell.

Visiting is currently between the hours of 9 am and 5 pm. Visits are to be for a short duration only (up to 30 minutes) and visitors need to fill out a form and have their temperature tested prior to visiting.

There are a maximum two visitors each day. Visits can be two people at the one visit or one person for two separate visits. Visiting times and numbers of visitors are able to be relaxed in special circumstances such during palliative care or to provide care and support for residents with dementia if this has been the previous practice.

Visitors must visit with the one resident (or one couple) only within their room or within the external grounds of the facility. As a normal practice you cannot visit with any other residents. Special visiting needs can be accommodated where a person is the main social contact for more than one resident. Social distancing is important and needs to be maintained to a range of 1.5 metres (5 foot).

Visitors are still required to sign in and out on arrival and departure.

It is important that families liaise with each other prior to visiting.

As from 1st of May persons are prohibited by legislation from entering aged care facility unless they

have had a current influenza vaccination. People will be asked to provide evidence so please ensure you have this with you when visiting. This has been legislated in varying forms by each state and territory in Australia, so totally out of Havilah's control. All of our staff have been vaccinated. Please let all family members know the importance of having a flu vax. We want family to be able to visit, this can't be stressed strongly enough.

Rules on visitors: Current Directions from the Victorian Chief Health Officer

In effect the rules are:

Visit must be for the purposes of "providing care or support" and a maximum two people per day over a maximum two visits

Exception if it is for end-of-life care –more visitors allowed.

You cannot visit if you:

Have returned from overseas within last 14 days.

Have been in contact with a confirmed COVID-19 case within last 14 days.

Have fever or symptoms of a respiratory illness, eg a simple cold or influenza, or a temperature greater than 37.5 degrees.

Are Under 16 (special circumstances permitted in the case of residents in palliative care).

Do not have a current influenza vaccination.

Visiting from Designated

Hotspots The Victorian Government has recently designated Hot Spots covering Melbourne and many surrounding suburbs. We request that you do not visit from these hotspots. If your visit is absolutely essential visits will be restricted to less than 15 minutes and you will be required to wear PPE throughout the visit. Please remember that special provisions will be made for palliative care.

Social Distancing Everyone please remain aware of maintaining social distancing. It is difficult not to give a hug and kiss when greeting your loved ones. Try to remember though that COVID-19 is spread by droplets so too close face to face is a problem. The best protection is social distancing and hand hygiene.

National Visitor Code

This has changed over recent weeks easing restrictions on visitors.

Each state must alter their own directions for this code to have effect in each particular state. To date Victoria has not eased restrictions to match the national code. We all understand why this is with the outbreak in Melbourne at the moment it is more important to keep everyone safe.

Changes to the National Code include that residents will be able to go out to attend "small family gatherings".

Once this is legislated in Victoria we will immediately let residents and families know. Under the code application would need to be made for any outing and Havilah would be responsible for screening to manage risk pre outing and post outing. So for example an outing may be able to happen without the need for quarantining on return if those the resident mixes with during the outing are small family groups (say less than 5), are not from an area with active COVID cases and who have not been in contact with any person who has visited or lived in an area with active cases; that physical distancing was complied with during the outing, etc. Hopefully the Victorian outbreak will soon be brought under control and restrictions will ease in line with the National Code.

PHOTO GALLERY



Last week residents went on a virtual outing to the Dunolly Bakery for afternoon tea. There were lots of Dunolly Bakeries set up throughout the facility. The bakery supplied many delicious treats consisting of Vanilla, Jelly and Lemon slices, Bee Stings, Eclairs, Apple Cakes and Neenish Tarts. Yumm!!!! Residents were presented with shopping bags from the Bakery. We look forward to actual outings in the future but everyone enjoyed the virtual outing with many more planned. A fantastic effort from our staff for setting this up. Thank You.

WEEKLY ACTIVITIES - MAIN BUILDING

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

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

WEDNESDAY

Strength Training 11.15am
Movie Afternoon 1.30pm
Marbowls 1.30pm

THURSDAY Foot Spa 9.30am
Bingo 1.45
Marbowls 1.30pm

FRIDAY Chairrobics 11.15am
Bingo 1.45pm

SATURDAY No Activities

SUNDAY Devonshire Afternoon Tea

Activities programs are being conducted in smaller groups in both BAC and Correa areas.



WEEKLY ACTIVITIES - HEATH HOUSE

MONDAY Activity Time/Craft 10.30am
Hand Care/Facials 1.30pm
Activity Hour 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

TUESDAY Special Morning Tea 10.00am
One on One 2.15pm
Daily Living Activity 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

WEDNESDAY

Activity Time 10.00am
Activity Time 1.00pm & 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

THURSDAY

Activity Time 10.30am,
Activities 1.30—3.00pm
Activity Hour 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

FRIDAY Activity Time 10.30am,
Games 1.00pm
Activity Hour 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

SATURDAY Activity Time 10.30am,
1.30pm & 6.00pm
Café 3.00pm
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

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 to your request.

Isaac Merritt Singer's solid sturdy invention will never die.

Made of steel with a treddle pedal, signature ornate black stand and beautifully crafted wooden drawers, Singer sewing machines were made to be repaired, not replaced.

A century later, they continue to be repurposed and reborn as end tables, liquor cabinets, planters, stools, shelves, chairs, stove tops, And, now, tiny tractors.

Tiny tractors that weigh a ton, that is, and are not to be toyed with.

"For a man cave, this would be the 'bomb'" said John Norris of Clinton, as he shows off a miniature green John Deere and a red Farmall tractor he recently created.

They're made with the main body of the sewing machine, including its spinning wheel, bobbin parts and needle plate. Norris added various items he's collected over the years or finds at thrift shops — small wheels, spatula for a tractor seat,

propane stove and conveyor belt parts.

"It's all metal, no plastic," he said.

Vintage Singer sewing machines in various states of undress sit on the counter top in Norris' tinker and tool kingdom, formerly known as his garage.

"This is a 1913 machine. This one is 1903," he said, pointing to a metal label that reveals the machine number and the year of production. "I take them completely apart. What's amazing is all the parts still move. They still work."

After welding or bolting pieces together, Norris, who describes himself as a "retired painter, now picker/artist," sands, primes and paints the parts into familiar farm machinery colours. He orders company decals online.

Norris admits it's not an original idea. Sewing machine tractors can be found for sale online and there are videos on how to make them. He's dreaming up other uses, may-

be turning a miniature tractor into a lamp with a swivel arm. Maybe not.

"I just did it for fun," Norris said. "I really didn't make them to sell." But he's gotten offers anyway, and requests to make more, especially from John Deere fans. "Man, they're really obsessed," he commented.

Norris also didn't make them to be functional. They may look like toy tractors to some or brightly painted miniature sewing machines ready to make miniature clothes to others.

"No, they don't work," Norris said, laughing. "It's folk art."

They also weigh a lot. He dropped one once and it dented his counter. Norris also turned a pipe wrench into a drag car. He calls it Pipe Dreams.

"Winter," Norris said, explaining his motivation. "I was bored."



Before COVID 2% of older Australians felt lonely in their own home, now it's 25% and more



'Isolation' has been the buzz word of the COVID-19 pandemic.

For nearly three months, the Prime Minister has had everyone across the country confined to their home, which has worked out well as Australia leads the world in locking the dreaded virus out of the country.

But for many older people, isolation has been a shock because, more than any other group, older people have discovered they are truly isolated.

Technology and Zoom video catch up with friends and family sounds great if you have an iPad and good Internet connections.

But if this is not you, and you live alone, you have been – well – alone.

And if your family live in another suburb, town or state, they too have been isolated and not able to stay in touch or support you if you need it. Even the reliable GP has not been available face-to-face.

The result is that the number of older people who now recognise they are lonely and isolated in their family home has jumped from a very small 2% to a very significant 25%!

Research commissioned by our sister company DCM Research in January 2018, surveying 1,109 people over the age of 65, found only 2% felt sufficiently lonely and isolated that they would consider moving to a retirement community.

DCM commissioned new research over the past three weeks, with 30 face-to-face interviews with people living in their own home. 25% said that they were experiencing strong feelings of loneliness and isolation, with another 35% stating they 'moderately' felt lonely and isolated. A huge change.

This makes sense. What it tells us is that in this new world we can't assume that everything will be OK, forever. We need to plan ahead to make sure that we set ourselves up for the surprises that life keeps serving.

Coronavirus Australia app

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

You can use the Australian Government Coronavirus app to:

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



Get the app



COVIDSafe app

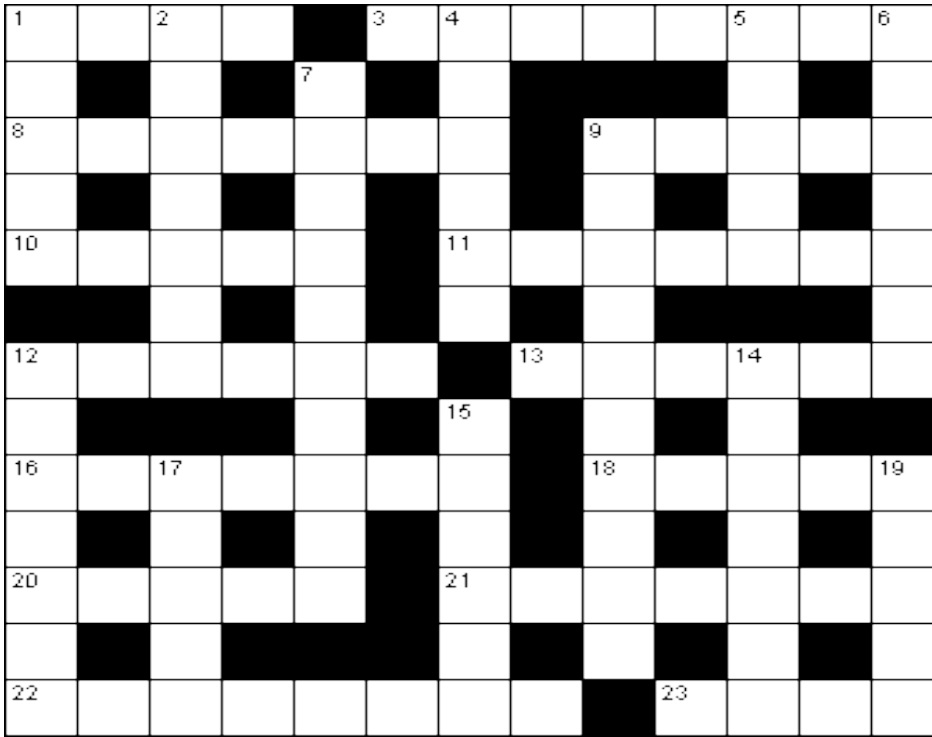


To help keep you safe and ease restrictions the COVIDSafe app is available to download onto your mobile phones now. This will be a great app to have once restrictions are eased and we all start getting about more. If we have been in contact with someone that tests positive, who also has the app installed, we will be able to be advised and act quickly. It will only work if most people download the app so a great safety measure as restrictions ease.

If you need assistance to download either of these free apps let us know at Reception.

Mind Games

8



ACROSS:

1. Gusto (4)
3. Brings to an address (8)
8. Feast (7)
9. Tag (5)
10. Performer (5)
11. Trade Barrier (7)
12. Voice box (6)
13. Large numbers of people (6)
16. Closest (7)
18. One of the senses (5)
20. Cajoled (5)
21. Before (7)
22. Fragile (8)
23. Unsightly (4)

DOWN:

1. Striped equine (5)
2. US legislator (7)
4. One or the other (6)
5. Hot remnants of fire (5)
6. Bars (7)
7. Secured by written agreement (10)
9. Research workplace (10)
12. Lackadaisical (7)
14. Hoping for (7)
15. Certify (6)
17. Spiritual being (5)
19. Ahead of time (5)

WORD SEARCH - Words & Music

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

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

ALTO, ANTHEM, ARIA, BALLAD, BAND, BARITONE, BASS, BLUES. CHOIR, CHORISTER, CLASSICAL, COMBO, CONTALTO, COUNTRY MUSIC, DUET, ETUDE, FOLK SONG, GOSPEL MUSIC, GROUP, OPERA, HIP HOP, HYMN, JAZZ, KARAOKE, LULLABY, MADRIGAL, MUSICAL, NEW WAVE, POP SONE, PSALM, RAPPER, REFRAIN, RHAPSODY, ROCK, SERENADE, SONATA, SOPRANO, SWING, SYMPHONY, TENOR.

QUIZ

1. Which sign of the zodiac is represented by the scales?
2. One and half litres of champagne is known as a what?
3. Phillips, London and Ratchet are all types of what?
4. Who is reported to have played his fiddle while Rome burned?

Andrew Kaye

Length of time at Havilah:

I have been a resident at Havilah for a short time, almost 3 months.

My Story:

I grew up in Carisbrook, the youngest of 3 children, I have one brother and a sister, I attended Carisbrook Primary School and went on to secondary schooling at Maryborough Technical College. When I left school, I gained an apprenticeship with the local Ford Dealer, Eclipse Motors as a motor mechanic. I married a local girl Mary, and have a daughter Lisa and son Paul. We operated a successful motor mechanic workshop in Carisbrook for many years and also founded Kaye's Ready Mix concrete, supplying concrete to local builders.

Things you used to do for fun:

As a child I enjoyed swimming at Deep Creek and riding my horse, I was always on hand to help my father with the dairy cows, getting up early on cold and dark winter mornings and during the heat of the summer, and doing it all again in the afternoon. I did not play any sport. I spent countless hours repairing and fixing heavy vehicles for the local farmers and business owners.

About where you have lived:

I have lived all my life in Carisbrook, was happy to do that and raise my family and run our business, my brother and sister moved away to Sydney and Melbourne.

Travel, sport, passions:

Many a road trip to Queensland was enjoyed by the family and when I retired Mary and I would embark on travels in the caravan to many varied places. I did not play sport, loved to tinker around with motors, always up for a challenge to fix anything and everything from broken water pipes, old fencing and old leaking taps. I had the name of "Handy Andy" within the family.

Things you enjoy to do now:

I don't do near anything I used to, look forward to family visiting and going for walks in the gardens at Havilah with the family.



Your favourite topics:

I would have to say my favourite topics of discussion would be my family and motors, I would be able to still tell anyone how to fix a truck or tractor.

Favourite Food and Music:

My favourite food would have to be a steak cooked to my perfection and I enjoy listening to classical music.



July 2020

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	31		

Falls Prevention

Get up slowly from sitting or lying position,

Pause before taking a step.,

Walk more slowly.

Stay seated if you are dizzy or sit down immediately.



The 2020 AFL Football season has finally had the official bounce, with very limited games held in Melbourne over the last few weeks and now all clubs have relocated to the various states. At present the tipping competition is tight between first and third tipsters. In first place is Pat Wright on 30 points, Reg Solomano, Sandra Eversham and Greg Regan share 2nd place with 29 points and Lawrie Marshall is third with 28 points.

There is lots of footy on TV from Thursday night through to Sunday if you like to watch the game. Ask staff to put a game on for you if you need assistance.



MESSAGE

Havilah have their own Resident masseuse who is available for massages at a cost of \$30 per session. If you would like to enquire about booking a session please contact Sue or Jo on 5461 7390.



RESIDENT SURVEY May 2020

Of the 42 residents surveyed at Harkness:

98% of residents surveyed indicated that most of the time or always the staff explain things to them.

100% of residents surveyed said that most of the time or always they liked the food here.

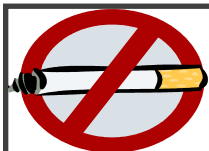
100% of residents agreed or strongly agreed when surveyed that if they are feeling a bit sad or worried there is staff they can talk to.

93% of residents surveyed agreed or strongly agreed that the staff know what they are doing.

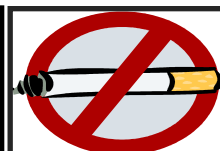
Invitation to read your Care Plan and take part in your Care Plan Review

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

the care plan review on entry. Your involvement can either be in person or by telephone. We wish all residents and/or representatives to feel they are consulted about changes made to care in response to assessed needs. We also make changes as per your individual choices and requests. You are invited to talk to staff at any time should your needs or wishes 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.**



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.



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.

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



NEWSPAPERS:

Newspapers and periodicals will not be supplied in communal areas during the pandemic.

If you would like to have your own personal paper this can be ordered through the local Newsagency and will be delivered to you at your own cost. Please ask at Reception if you need assistance to order your own

papers and periodicals or arrange for family to organise.

Havilah also request if you do receive newspapers that you do not share with co-residents.

IPads equipped with news services are available for resident use on request.



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 resident 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.

HAVILAH MAJOR RAFFLE:



A bit of history about the raffle.

Havilah has been running this raffle since around 1997, **raising almost half a million \$'s in that time.** The first two years a car was raffled and it has been \$'s to be spent wherever you like since then. CEO Barb Duffin remembers well the meeting held to plan raffling of a car, ticket price to be \$2. Bill Rootes and Doug Rowe were involved in the meeting to decide how to manage selling 20,000 \$2 tickets. Who would take turns sitting outside IGA and Woolies every week? Barb said, we all agreed

we couldn't do it and the 400 tickets at \$100 raffle was born. The idea was 40 people selling 10 tickets each. Bill Rootes in the first year sold over 80 tickets. He travelled the country side each day visiting his former customers on the land. We could see where he had been each day by the addresses on the tickets. The record stood until last year when Lenette McKnight passed Bill's total. Havilah continues to have tremendous support for this fundraiser.

Pretty fantastic, we really value the support we receive from the Havilah and wider community.

The Lucky Winners Early Bird Draws

Week 1: Joan & Wendy Hartley
Week 2: Sam Griffiths
Week 3: MACKS Girls Syn
Week 4: Alan & Colin Nicholson
Week 5: Peter Matthews
Week 6: Linda Murray
Week 7: Donna Marchant
Week 8: Troy Driscoll
Week 9: Erin McKinley
Week 10: HACC Dept Shire

Major Draw

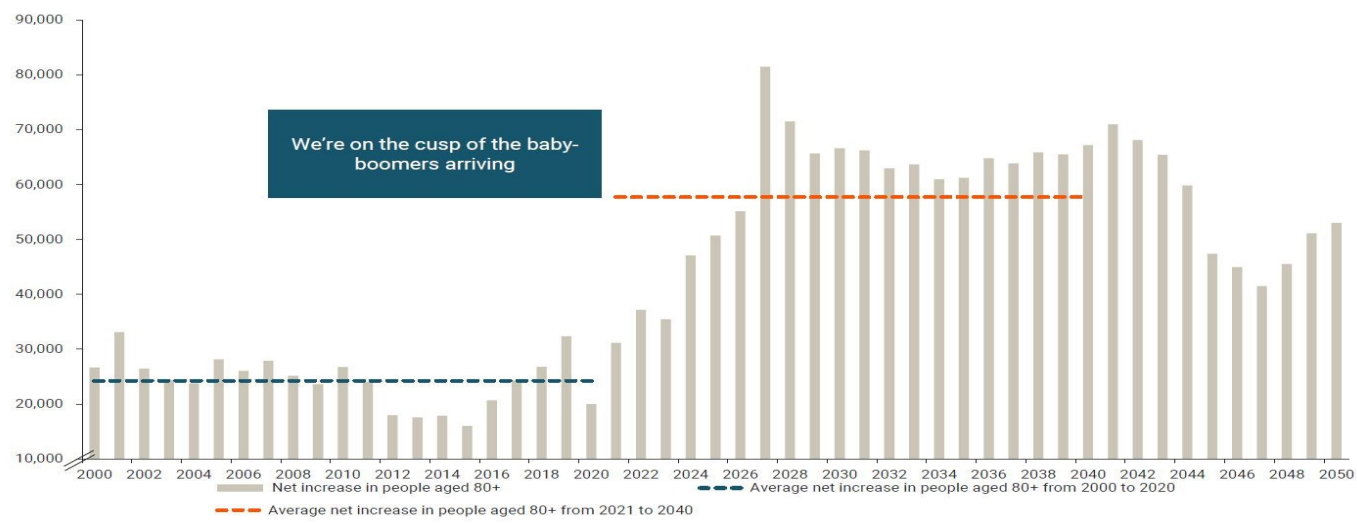
\$10,000.00 David Branch
\$5,000.00 Jill and John Stewart.
Congratulations to all winners. For the rest of us we will have to wait until next year.

Confirming the need for aged care and retirement living in the future take a look at the diagram below prepared by Australian Unity.

Demand for health & aged care already growing

180
YEARS

Austral
U
Real Well



Grevillea Café Following Board approval last month, the cappuccino machine has been ordered. Installation will allow for a café to be established in Grevillea House. As part of these works it has been decided to remodel the Grevillea Kitchenette to provide increased bench space by installation of an under-bench oven and also including food service standard benchtops which will allow for food preparation in the area if required at any time in the future. The design allows for more space between the benchtop and overhead cupboards for improved working space and for the microwave to be built in freeing up fur-

ther bench space. The Board has approved these additional works today at a cost of around \$10,000.

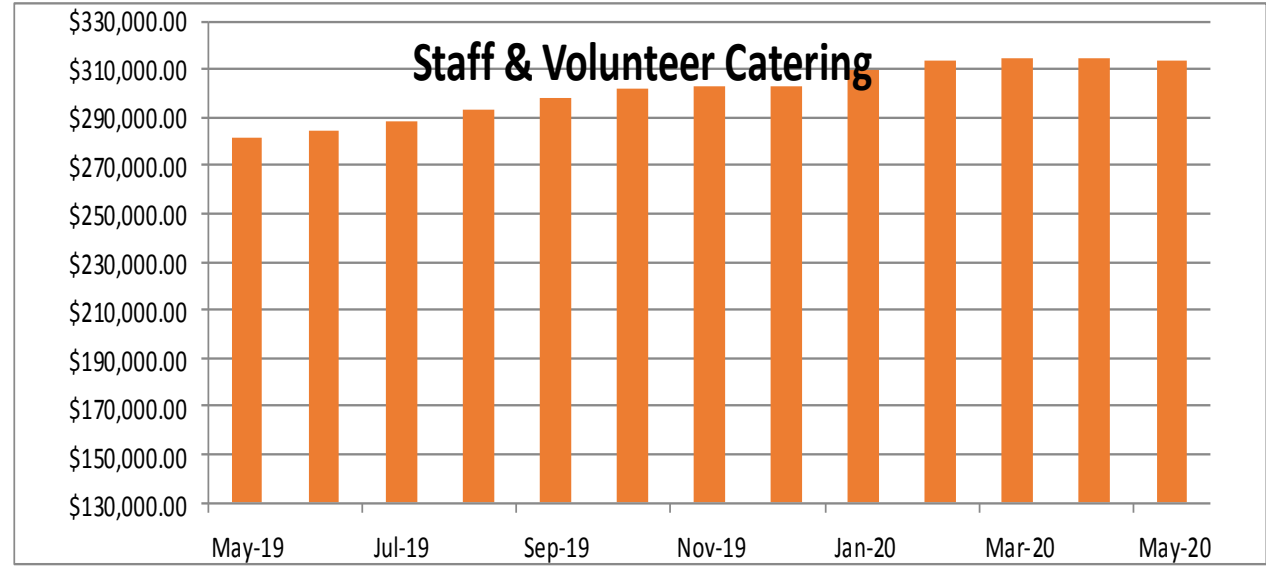
Parking rear of Melaleuca and at Correa House (off Harkness Street)

With only one entrance into the main building at Harkness Street and Melaleuca at present parking, which has always been an issue is more of an issue than normal .

Plans are being drawn up for consideration by the Building and Grounds Committee to provide a paved parking area behind Melaleuca House to provide up to 10 parking spaces and additionally

this work will link up to other pathways to provide a paved walking path around the building. Included will be drawings for a driveway to Correa House Ambulance pickup and disabled pick up and drop off. Four car parks will be provided off this new driveway.

Proposed works to create increased spaces in the Carpark at the front of the building have not been able to be scheduled due to current access requirements to the front of the building. These proposed works would be able to be completed without compromising current access to the building.



LIFESTYLE INITIATIVES FOR OUR RESIDENTIAL CARE COMMUNITY DURING COVID-19 RESTRICTIONS

As you will all know lifestyle activities have continued during the COVID-19 period although with smaller groups and confined to specific units. Restrictions ease in relation to gatherings we want to be able to offer some special functions around "virtual outings". So for example over re-

cent weeks we have had the 25th Birthday Celebrations, Virtual Outing to the Dunolly Bakery, our virtual Italian Restaurant Luncheon. Christmas in July will be celebrated on 22nd July. Staff are working on a virtual visit to Kentucky Chicken and Peach Village. Staff have managed very well in staging these virtual outings within the 4 square metre rule and total number of people allowed to gather in one room. Lifestyle staff

have done a great job setting the scene for these outings so a big thank you to them. We think it is important that these occasions can be seen as an outing and that residents feel they are going out for a special occasion rather than just for instance a normal lunch. We appreciate your ideas on what you would like to do so please let staff know your ideas.

We think it will be a lot of fun.

FOR HAVILAH'S RETIREMENT COMMUNITY

As with our residential care community the retirement community have been staying at home and keeping safe. They have not been having their usual outings or gatherings for Sunday lunch, Happy Hour or special morning tea. Many of our retirement community volunteer at Havilah and they have not been able to do this either. At the beginning of restrictions on gatherings we

offered take-away meals and many have taken this up which has been incredibly popular with many take-away meals being served out of the Havilah kitchens. Great work by the kitchen in managing the uplift in demand during this period. We have also been having "virtual" happy hour and "virtual" special morning tea. We are loving that our retirement community have got into the "virtual" age that we are all forced to endure

at the moment.

Following the success of our Pizza Delivery night, Chinese Take away is planned for this Friday Evening.

Jack and Caitlyn from Peach Village will very generously provide the meals at a discounted price.

Uber Eats Delivery "girls" Raeleen and Barb are set to deliver 57 meals. Andrew has offered to join the Uber team (he doesn't know it yet)

AND FOR OUR STAFF

The only thing that is constant at the moment is change. Guidelines for prevention and management of COVID-19 in Residential Aged Care Facilities and in the community generally are changing every day. Our staffs' continuing commitment to keep themselves and therefore fellow staff and residents safe is vitally important. We commend them for the way they have conducted themselves outside of working hours. We want our staff to know we really appreciate the efforts they are making inside and outside of working hours. Kerri McInnes has taken on the task of organising the surprise treats all staff are

receiving at the moment. This might be small bags of lollies or chocolates left on our desk, special morning tea and lucky draws.

We will celebrate Aged Care Employee Day on 7th August.

#Thanks for Caring is the theme this year. This special day honours the more than 365,000 passionate and professional individuals, who dedicate their careers to caring for and supporting around 1.3 million older Australians. There is even greater emphasis on this day in 2020. On the 7th of August and in the lead up, we hope that people will reach out to those they know who work in aged care and say 'thanks for caring'

There are a lot of added things happening at present whether it is the increased monitoring of residents and staff, recording and monitoring of visitors increased communication to families and residents and many many other things that are evolving each week on top of the normal working day.

Staff cannot come to work if even slightly unwell. They are responsible for answering the screening questions accurately and recording their temperature each day prior to commencing their shift. If they have any of the listed symptoms, however minor they must not come to or stay at work and must get tested.

HAV'A'LAUGH



Medical transcription errors

To paraphrase Mark Twain: Be

careful of medical transcripts; you may die of a misprint.

Social history reveals this one-year-old patient does not smoke or drink and is presently unemployed.

On the second day, the knee was better, and on the third day, it disappeared.

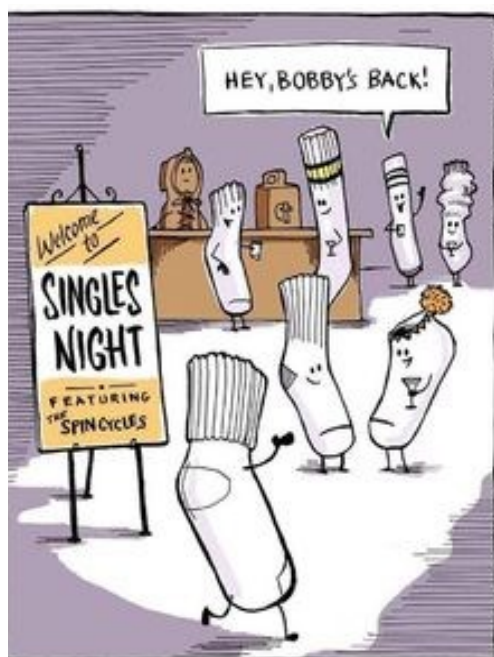
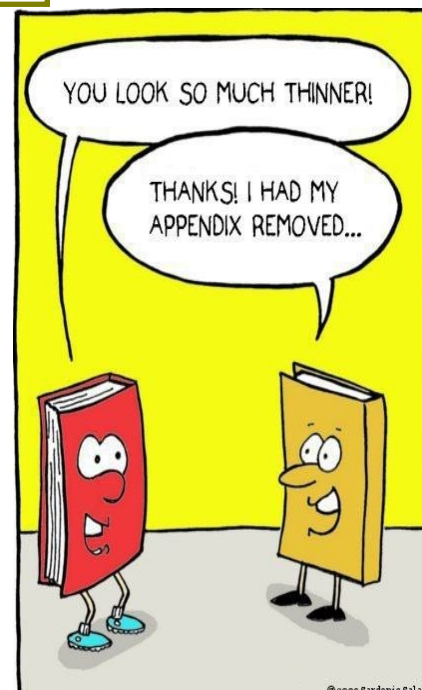
Discharge status: alive but without permission.

Exam of genitalia reveals that he is circus sized.

Occasional, constant infrequent headaches.

Bleeding started in the rectal area and continued all the way to Los Angeles.

She is numb from her toes down.



It's a sunny morning in the Big Forest and the Bear family is just waking up. Baby Bear goes downstairs and sits in his small chair at the table. He looks into his small bowl. It is empty! "Who's been eating my porridge?" he squeaks. Father Bear arrives at the table and sits in his big chair. He looks into his big bowl. It is also empty! "Who's been eating my porridge?" he roars. Mother Bear sticks her head out the kitchen door and yells, "For Pete's sake, how many times do we have to go through this? It was Mother Bear who got up first. It was Mother Bear who

woke everybody else in the house up. It was Mother Bear who unloaded the dishwasher from last night and put everything away. It was Mother Bear who went out into the cold early morning air to fetch the newspaper. It was Mother Bear who set the table. It was Mother Bear who put the cat out, cleaned the litter box and filled the cat's water and food dish. And now that you've decided to come down stairs and grace me with your presence, listen good because I'm only going to say this one more time: I haven't made the porridge yet!"

Paddy and Murphy are having' a pint in the pub, when some scuba divers come on the TV. Paddy says, "Murphy, why is it them deep sea divers always sit on the side of the boat with them air tanks

on their backs, and fall backwards out of the boat?" Murphy thinks for a minute then says, "That's easy. It's 'cos if they fell forwards, they'd still be in the boat!"



FROM THE KITCHEN :

If residents do not wish to have the 'First Choice' for lunch please notify the catering staff that you would like the 'Second Choice' shown on the menu. The first and second 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 staff by 10.00am if you would like one of the Lunch alternates rather than what is being offered as first or second choice.

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 choose whatever cereals and breads they wish. Please notify the kitchen who will arrange to get this in if it is not held as normal stock.

FAMILY MEMBERS AND GUESTS.

We apologise that we cannot welcome resident guests for meals and look forward to the time when residents can once again host family and friends for meals and special occasions. You can be assured we will have a very big party as soon as we are able.

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 residents and visitors.

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.

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 member to assist you.

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.

HAVILAH HAIRDRESSER

Onsite hairdresser Colleen has resumed the service within the guidelines of the covid restrictions, Colleen will attend to trims and comb ups, the salons are sanitised after each client.

Colleen is using the salons in the main building,

Heath House and Correa.

Leisure and Lifestyle staff Sam is continuing to wash and set residents hair upon request.



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: 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 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.**

