

HAVACHAT

Issue September 2020

Please contact Andrew on 5461 7387 or email andrew.earl@havilah.org.au if you would like your Havachat sent via email

HAVILAH WEBSITE:



Special morning tea is still very popular with the residents every Tuesday, all enjoying a catch up with each other in a social environment. Recently the tables were graced with vintage sunbeam electric mixers and cooking wares, great discussions were had amongst both the women and men who attended.



Visitor Rules Update 5th August 2020.

New visitation limits have been imposed on aged care homes in Victoria, as the State Government continues to fight the spread of COVID-19 in aged care homes.

To decrease the risk of transmission, visitation has been restricted by the direction of the Victorian Government to those defined as "carers".

This means that the visit is:

1. to provide physical support such as feeding, showering, dressing;

OR

2. to provide emotional and social support that cannot be provided by electronic or non contact means.

Limited to one visitor once per day for a maximum of one hour (note that Havilah has currently set timeframes of 30 minutes).

For visitors travelling to visit it is a good idea to book your visit to ensure that you will be able to visit when you arrive. With the current legislation providing for only one visitor per day for visits under items 1 and 2 above, please be aware that if there has already been a visitor before you arrive it is then unlawful for another visit to take place. Please contact Reception telephone 54617387 between 9am and 5 pm to arrange this.

Havilah has staff available to assist residents with contact via electronic means to assist you to keep in touch.

OR

3. to provide care and support for residents with behaviours and psychological symptoms of dementia (BPSD) when this has been the normal practice. Limited to 1 person at any one time.

Visiting times and numbers of visitors are able to be relaxed in special circumstances such as during palliative/compassionate care.

For essential visits as above visiting hours are

VISITING HOURS ARE BETWEEN 10AM AND 4PM each day. Requests outside of these times should be made by contacting Reception

5461 7387 between 9am and 4pm each day. Requests will then be referred to the Director of Care for her attention. Requests should be made at least 48 hours in advance to provide time for a response to the request.

Visitors must visit with one resident within their room or within the external grounds of the facility. As a normal practice visitors cannot visit with any other residents. Where the same person is the main contact person for more than one resident reception should be advised so that these special visiting needs can be accommodated.

Social distancing is important and MUST be maintained to a range of 1.5 metres (5 foot).

All visitors are required to wear facemask, gloves and Harald Card for the entirety of each visit. These will be supplied each time visitors check in.

NO VISITING FROM RESTRICTED AREAS. Restricted areas are currently those covering Metro Melbourne

We request that people from the restricted areas do not visit at this time. This advice will be reviewed at the end of the current restriction period. People living within the restricted area can arrange a telephone or Skype call by contacting lifestyle staff or reception.

We understand that it is difficult to reduce contact to essential visits only, but we are at a critical stage of the COVID-19 outbreak in Victoria. If people believe their visit is essential and cannot be supported via electronic means with the assistance of our staff, please make contact with Reception as above. **Any visitors allowed from the restricted areas will be required to wear full PPE.**

Visitors are required to attend at the main Reception desk for screening; Heath House Visitors must also come first to the main reception prior to proceeding to Heath House for their visit. Once screening is complete visitors will be issued with a card and will be able to proceed to and enter the appropriate unit for their visit.

A person cannot visit if they:

- Have returned from overseas or

travelled on a cruise ship within the last 14 days.

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

- Have been in contact, within the last 21 days, with someone who is currently awaiting test results regarding COVID-19

- Have fever or symptoms of respiratory illness (sore throat, cough, shortness of breath, however mild).

- Have not been vaccinated against influenza (after 1/5/2020)

- Also note that under Victorian Legislation children aged 16 years or less are not permitted to visit

This is a changing situation day by day. Should we find more cases occurring in adjoining local government areas or within our local area then we may need to close to visitors altogether for a time.

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

Victorian legislation has not at this stage legislated to ease restrictions as per the National Visitor Code. This has been understandable with the outbreak in Melbourne and also in some regional areas. Great to see that this is now easing and we would expect to see some easing of these in the near future.

Havilah is currently putting in place strategies ready for when residents can go out for small family gatherings while still keeping everyone safe. We hope this can soon happen. We will keep you all informed of any changes as soon as we can. In the meantime we will keep lots of special things happening at Havilah while outings are restricted.

PHOTO GALLERY



WEEKLY ACTIVITIES - MAIN BUILDING

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

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

WEDNESDAY

Strength Training 11.15am
Movie Afternoon 1.30pm
Bingo 1.30pm

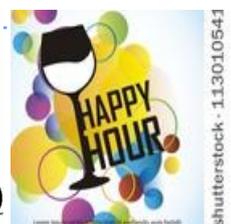
THURSDAY Foot Spa 9.30am
Bingo 1.45
Marbowls 1.30pm

FRIDAY Chairobics 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,
Activity 1.30—3.00pm
Activity Hour 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

FRIDAY

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

SATURDAY

Activity Time 10.30am,
1.30pm & 6.00pm

Sonas 4.00pm
Activity Time 6-7.30pm

SUNDAY

Activity Time 10.30am,
1.30pm & 6.00pm
Devonshire Afternoon Tea
3.00pm
Sonas 4.00pm

The secret to healthy ageing could be in your gut

By [Ben Squires](#) on September 4, 2020



Your gut probably isn't the first part of your body that springs to mind when you think of ageing well, but new research suggests it plays a significant role. Scientists from the Netherlands have linked bacteria and other microorganisms with dozens of conditions including high blood pressure and body mass index increases.

Small scale studies have been able to link human gut microbiome (basically microorganisms and bacteria in the gut and the digestive tract) with individual diseases in the past.

But this is the first study that shows the significant influence this has on sickness and health.

The study examined 422,417 unrelated individuals in the UK and found higher levels of 11 bacteria are associated with 28 health and disease outcomes.

The study's author, Dr Hilde Groot of the University Medical Centre Groningen, the Netherlands, said the information could eventually be used to develop novel treatment to disease.

"What we eat and drink is connected to microbiome content, so we studied the links with meat, caffeine, and alcohol. We observed a relationship between raised levels of Methanobacterium and drinking alcohol more often," she said.

Dr Groot says more research is needed, but it just goes to show – you are what you eat!



My memory is gone Mildred, so I changed my password to "Incorrect."

That way when I log in with the wrong password, the computer will tell me... "Your password is incorrect."



Calling on knitters and crochet enthusiasts Havilah is planning a project for remembrance day this year that requires many poppies. If you feel that you would like to contribute and make some

please contact Leisure and Lifestyle staff to obtain a copy of the patterns. Patterns available for all different skill levels of crochet and knitting.

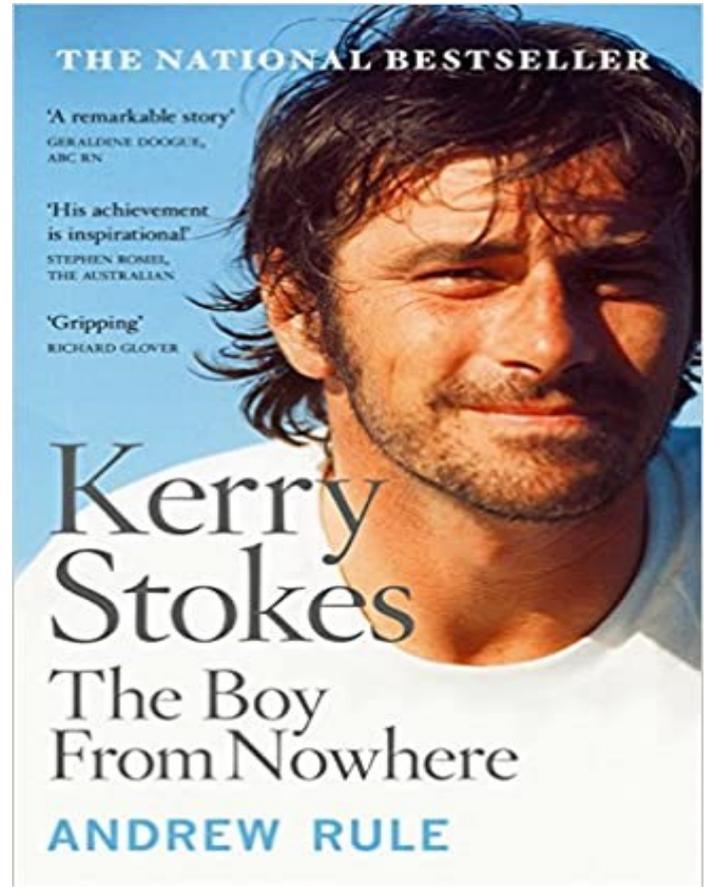
The inspirational, bestselling story of the rags to riches life of Kerry Stokes.

Kerry Stokes is a remarkable Australian. Not because he is one of Australia's wealthiest and most powerful people, but because of what he overcame to get there and because he has endured when others didn't. His success and his rise have intrigued the business world for decades but there is so much more to him than multi-million dollar deals or mergers.

Behind the laconic front is a human story as tough and touching as a Dickens tale: Oliver twist with great self-expectations. It is the story of a poor boy who stared down poverty, ignorance and the stigma of his illegitimate birth to achieve great wealth and fulfilment. He's a backstreets battler who has become a power player. It's a compelling and inspiring story that, until now, he has not told. Now he oversees a multi-billion dollar media, machinery and property empire. He is renowned for his art collection and for philanthropy, spending millions of dollars to buy - among other things - Victoria Crosses from soldiers' families to donate to the Australian War Memorial.

But he's a private man. A man apart. He made his name in the West but kept his distance from the buccaneering band of entrepreneurs who forged fabulous fortunes in Perth from the 1960s until the 1987 crash. Bond went to jail, Holmes a Court died; Connell did both. Lesser lights flickered and faded but Stokes grew stronger, becoming a player alongside Murdoch, Pack-

er and Lowy. His story fascinates all the more because he has spent most of his life guarding it. But now he's telling it, to one of Australia's great storytellers. He is the boy who came from nothing, who had nothing to lose. And now he has everything. It's a great Australian journey



Coronavirus Australia app

Stay up to date with official information and advice about the coronavirus (COVID-19) situation. You

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



gent information and up-



fications
dates



of ur-

Get the

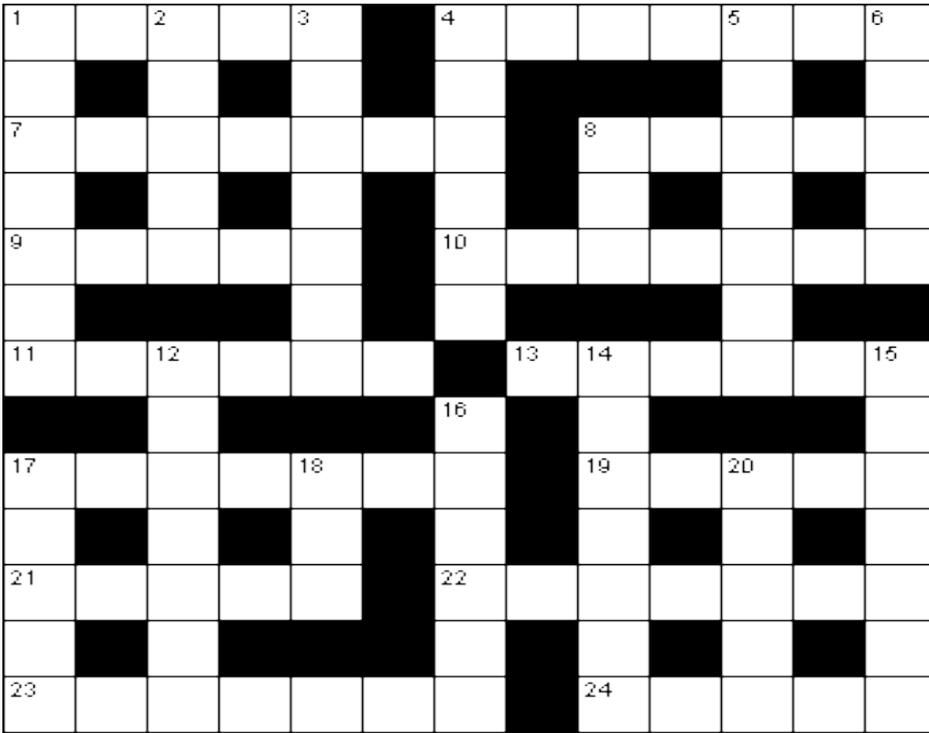
app



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 measurer as restrictions ease.

Mind Games



ACROSS:

1. Garret (5)
2. Communicative interaction (7)
7. Hassle (7)
8. Smithy's block (5)
9. Tooth (5)
10. Reaches out (7)
11. Pact (6)
13. Strategy (6)
17. Time off (7)
19. Stroll (5)
21. Rough (5)
22. Eight-sided polygon (7)
23. Imagined (7)
24. Watercourse (5)

DOWN:

1. Try (7)
2. Supernatural creature (5)
3. Floorshow (7)
4. Mentally quick and resourceful (6)
5. Go forward (7)
6. Stories (5)
8. Pertinent (3)
12. Gourmet (7)
14. Disorderly (7)
15. Everlasting (7)
16. Unit of time (6)
17. Perspicuous (5)
18. Employ (3)
20. Start (5)

WORD SEARCH - Face the Music

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

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

ACCENT, BASS, BEAT, CADENCE, CHORD, CHROMATIC, CLEF, COUNTERPOINT, CRESCENDO, DIATONIC, FLAT, HARMONY, INTERVAL, KEY, KEYNOTE, LEDGER LINE, MAJOR, MEASURE, MELODY, MINIM, MINOR, MODULATION, NATURAL, NOTATION, NOTE, OCTIVE, PITCH, QUAVER, REST, RHYTHM, SCALE, SEMIBREVE, SHARP, STAFF, TEMPO, THEME, TONE, TONIC, TREBLE, TRIAD, TUNE.

QUIZ

1. In rhyming slang, what is meant by "frog and toad"?
2. On the Australian Coat of Arms, which animals on the left - kangaroo or emu?
3. In what decade did the Sydney Harbour Bridge Open?
4. Which current AFL coach is nicknamed Woosha?
5. Which Australian TV legend married Pati McGrath in 1974?

Robert McNabb

Length of time at Havilah:

I have been a resident here at Havilah since May this year.

My Story:

I was born at the Castlemaine hospital, my parents and grand parents farmed sheep and fowls at Newstead. I had a brother and sister. I attended the Newstead Primary school and went on to secondary education at the Castlemaine Technical College and commenced a diploma in electrical and mechanical engineering but left when the war commenced, As a child there were rabbits everywhere, we would wander around with ferrets and a rifle and had great fun, everybody knew one another and looked after each other, there was never any trouble we would ride our bikes for miles to attend the local dances. I met my wife at a dance in Ballarat we married and raised 4 boys and 1 girl, I have 7 grandchildren. After 40 years on the farm, I gained employment at the "Alexander" aged persons home in Castlemaine until I retired at 60 years of age.

Things you used to do for fun:

As a child we would roam the country side rabbiting, and as I got older I attended the local dances, I have been involved in different organisations over the years in Newstead and Castlemaine. I was an active member of the Newstead Rural Fire Brigade and established the radio communication system, I also hold an amateur radio licence, attended the senior citizens and men's shed in Castlemaine. I also have been involved in square dancing, have played lawn bowls and had an interest in vintage cars.

About where you have lived:

I haven't moved to far in all the years, born and bred in the Newstead and Castlemaine area before moving to Maryborough to enter Havilah.

Travel, sport, passions:

I have travelled to New Zealand, but had many years of enjoyment travelling around this great country of ours in a camper van with a fellow workmate. I wasn't into sport as a youngster but have played golf and bowls and enjoy watching the football.

Things you enjoy to do now:

I am still very much into the amateur radio and using my computer. I attend many activities that are offered here at Havilah to interact with other residents.



Your favourite topics:

I enjoy having a chat with other residents, we all have something interesting to talk about, and family is important.

Favourite Food and Music:

I would have to say my favourite meal would be Fish and Chips and even though I am tone deaf, I love to hear old time dance music.

September 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				

Falls Prevention

Wear well fitting shoes.

Remove all hazards, items laying around on the floor.

Have adequate lighting in rooms



The AFL has done a great job to stage games this season and now we can look forward to the finals being played out. All Victorian teams were relocated other

After all home and away games for Rob McNabb finished on top of the leader board with 94 points, in second place with 93 points was Betty Fleming and in joint third place was Jackie Mason and Jim Beasy on 90 points. Shirley Nicholson and Bob Nevill both scored 62 points holding up the final ladder.

states so we missed the Victorian home ground advantage this year with no finals at the MCG. The games are played with minimal crowds in attendance due to social distancing rules. The Havilah Tipping Competition was a closely contested competition this year.

During the season lucky tipsters were Hazel Dewhurst, Bob Hooper, Andrew Kaye, Elaine Krause, Rob McNabb, Nancey McQuienn x 2, George Stuart and Marie Martin.

Congratulations to all winners.

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 - July 2020

Of the 41 residents surveyed at Harkness:

100% of surveyed residents indicated they hear staff announce themselves before they enter their room most of the time or always.

100% of residents stated that most of the time or always they receive information about activities and events occurring here.

98% of surveyed residents agreed or strongly agreed that they find Havilah comfortable and homely.

100% of residents surveyed agreed or strongly agreed staff ensure their teeth, glasses and hearing aids are clean.

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 There is a lost clothing section in the laundry. Residents/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.

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



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. 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.

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.

Some residents have requested to return to eating meals in the dining rooms and plans are underway to set this up, for lunch to begin with, with social distancing, for those residents wishing to do this.

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.

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.

Care in the nursing home: making telehealth the norm in Australia's aged care sector



What a difference a few months can make. Experts here in Australia and around the world have been putting up a convincing use case for telehealth for close on three decades now. They know it can improve access to healthcare services for individuals living in rural and remote locations, facilitate better outcomes for patients who don't have to travel to receive treatment and save serious money for the healthcare system.

Recent years have seen the cost of the technology needed to deliver and access telehealth services plummet too. What, back in the 1990s, called for extremely expensive, fixed video conferencing equipment and costly connectivity can today be achieved with everyday internet access and economical and reliable mobile devices – Apple's iPad being, for our money, far and away the best in breed.

Despite these factors, it's taken a global health crisis to push this alternative mode of healthcare delivery into the Australian mainstream. On 30 March, federal Health Minister Greg Hunt introduced whole of population telehealth services, following the declaration of the COVID-19 pandemic. As a result, patients eligible for Medicare can now receive treatment by any qualified practitioner for any condition, provided it's safe and clinically appropriate.

The digital health revolution

The trend is not unique to Australia. Across the world, healthcare practitioners have turned to technology to help them care for patients during the COVID-19 crisis. We expect the next couple of years will see telehealth become far more prominent globally, as vendors focus on developing solutions which harness the extraordinary power of digital to

deliver lower cost, more responsive care to a greater number of patients. At Apple's June 2020 Worldwide Developer Conference, CEO Tim Cook told attendees the biggest contribution the company had yet to make was in the realm of health. Throwing Apple's weight behind the creation of apps to help individuals monitor their health and wellbeing is likely to lead to a wave of digital innovation.

Protecting the health of senior Australians in 2020 and beyond

Minister Hunt's decision to open up telehealth to the masses has been a boon for older Australians, particularly those living in aged care facilities who were deemed to be at significant risk from COVID-19.

Being able to access treatment from familiar healthcare practitioners has provided this cohort of vulnerable patients with continuity of care and extraordinary reassurance during a time of immense upheaval and uncertainty.

In fact, the success of the COVID-19 telehealth initiative has arguably created an imperative for aged care providers to continue to facilitate this model of care, for residents willing to access it, even as restrictions ease and life returns to normal. While some senior Australians are digitally savvy and can navigate their way around apps with the same ease as their digital native descendants, others require a little or a lot of help to make use of the technology. For aged care providers, there are a couple of ways this senior 'skills gap' could be addressed. Acquiring a fleet of communal devices and configuring them for ease of use would eliminate the need for residents to invest in technology and training, thus putting paid to the main barrier to adoption.

For smaller facilities which don't have in house IT resources, partnering with a services provider to maintain and manage the equipment and software may make sense. Providers may also choose to deploy a mobile device management solution to automate the process of configuring, updating and securing multiple tablets.

Time to act

Thanks to the COVID-19 pandemic, telehealth has suddenly become a viable alternative to in-person consultations for all Australians. The onus is now on aged care providers to put it within reach for their residents, through a modest investment in technology and **services**.

LIFESTYLE ACTIVITIES 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. Bingo and marbowls. The weekly organised functions where residents can gather with social distancing have included the Italian restaurant, Dunolly Bakery, Happy Hour, Christmas in July, French Patisserie. A fish and chip shop experience was very well received

along with a recent virtual trip to Hawaii. Lifestyle and Catering Teams are currently thinking about how these types of functions can be planned and staged within each area keeping in mind the 4 square metre rule will still apply. Hopefully within weeks we will be back to Stage 4 with greater freedoms to come if numbers remain low. Your ideas are welcome. There is a lot of work involved in setting this up and we appreciate the efforts of our Lifestyle and Catering Staff. We have also had significant contribu-

tions from local businesses in setting up these virtual activities which we are grateful for.

Many of our residents are taking advantage of the better weather for walks outdoors which is great to see. Please see Andrew at reception and he will assist you with exit and entry. External sitting areas off each unit are also being organised for easier access to the outdoors from within each unit.

COVID INITIATIVES FOR OUR RETIREMENT LIVING 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. Havilah's offer for takeaway meals from Havilah kitchens has been incredibly popular. 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. Residents are issued with Happy Hour or Special Morning Tea packs. We are loving that our retirement community have got into the "virtual" age that we are all forced to endure at the moment, and the comments from them are very positive and appreciative.

We hope that with the easing of restrictions we can plan other treats. Make sure you are keeping your diaries up to date as this is very good for contact tracing should you need it. You will have

noticed on the news in NSW often they will have a call out to people who have been at certain venues. Keeping a diary of where you have been and who you see each day is useful in these situations. For those in the retirement community who would like to be issued with a "Contact Harold" card please see Raeleen or Andrew. This is useful only when in contact with others also wearing the card for example contractors or other visitors. Raeleen and Andrew can provide further information for you re this.

AND FOR OUR STAFF Our staff commitment to keeping themselves and therefore their fellow staff and residents safe is vital and we thank them for this. Surprise treats are organised for our staff each week. A big thank you to Kerri McInnes for thinking of different things and organising these each week. We also have staff lucky draws on a weekly basis. Staff are required to be screened each day prior to commencing their shift. There is a set of questions they need to answer in relation to their health, where they have been and details around their close contacts, and

they are required to have their temperature taken. Staff cannot come to work even if slightly unwell. If they have even the slightest of sore throats or sniffles they are required to have a COVID test and stay at home until they have the results. If a close contact requires to have a test due to a minor sore throat for example again our staff member cannot come to work until the close contact has the results of their test returned.

Our compliance with current restrictions will keep our families and the Havilah community and our wider community safe and

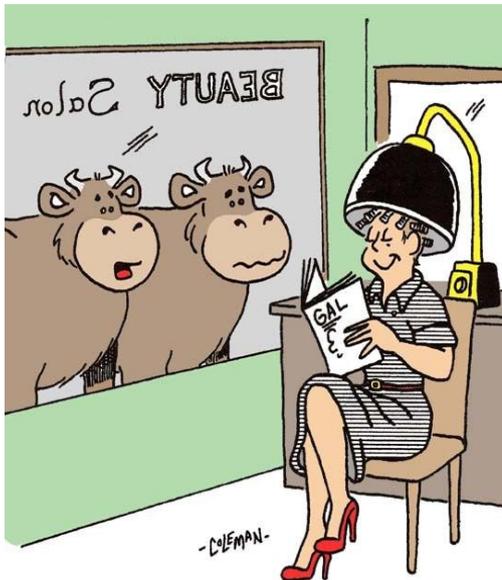
allow for lessening of restrictions as this becomes safe for everyone. It is absolutely vital that our staff do not come to work if even slightly unwell and Havilah has systems in place to ensure that our staff are not worse off financially by their need to take leave. Staff are required to wear face masks throughout their shift and additionally face shields when in close contact for care of residents. Staff moving between units to provide care are required to wear full ppe. This will be difficult for residents to get used to and we thank you for your understanding.

HAV' A' LAUGH

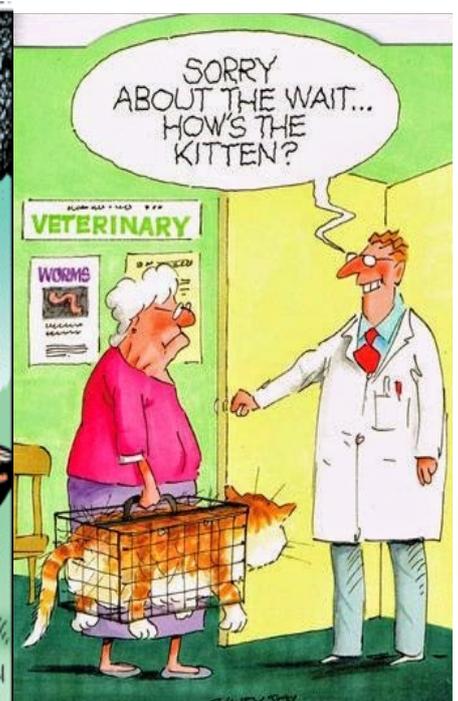


Joe was a steward for Fly High airlines. He watched as an older lady boarded the plane holding a dog in a cage. "Excuse me," said Joe "dogs are not allowed on board, you have to check it in with the baggage." The lady wasn't happy, but Joe was an experienced steward and succeeded in convincing the lady without much of a scene. Upon arrival,

Joe took a peek in the cage, and to his great surprise, saw that the dog was dead! Frantic that they may get sued, Joe quickly sent one of his underlings out to town to buy a dog that looked exactly the same. Just in the nick of time the underling arrived with the dog. They quickly switched dogs and breathed a sigh of relief. "This isn't my dog!" said the lady as soon as she saw it. "I'm sure it is" insisted Joe "I was very careful about where I put it." "It's not my dog" argued the lady, "you see, I was bringing my dog to my home town to have him buried, and this dog is alive!"



"I DUNNO...LOOKS LIKE SOME KIND OF MILKING MACHINE - BUT SHE'S WEARING IT ALL WRONG..."

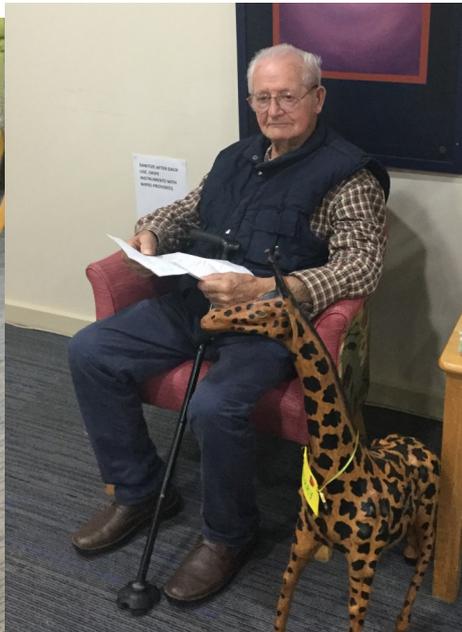


It was Timmy's 5th birthday and he was joyfully opening all the presents he received. He saved the biggest for last, so it took a while until he got to opening Grandma's present. "Wow" Timmy exclaimed in delight, upon seeing the mini drum set that his Grandmother got for him. "Thanks Grandma this is just what I wanted." It was after Timmy

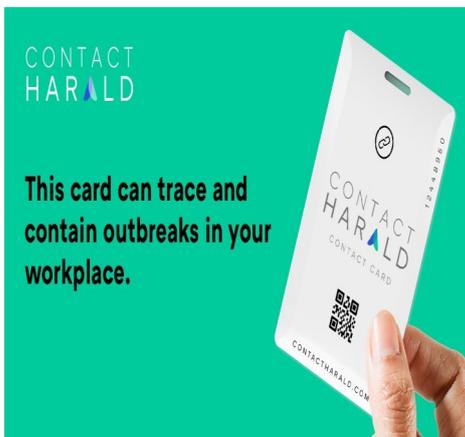
went to bed that Timmy's mother approached her mother. "Ma, I'm surprised at you, don't you remember how it used to drive you crazy when we used to play the drums in the house growing up?" Grandma smiled and then said "I remember, of course I remember."

Jack strode into 'John's Stable' looking to buy a horse. "Listen here" said John, "I've got just the horse your looking for, the only thing is, he was trained by an interesting fellow. He doesn't go and stop the usual way. The way to get him to stop is to scream heyhey the way to get him to go is to scream Thank God. Jim nodded his head, "fine with me, can I take him for a test run?" Jim was having the time of his life this horse sure could run he thought to himself. Jim was speeding down the dirt road when he suddenly saw a cliff up ahead "stop!"

screamed Jim, but the horse kept on going. No matter how much he tried he could not remember the words to get it to stop. "yoyo" screamed Jim but the horse just kept on speeding ahead. It was 5 feet from the cliff when Jim suddenly remembered "heyhey!" Jim screamed. The horse skidded to a halt just 1 inch from the cliff. Jim could not believe his good fortune, he looked up to the sky, raised his hands in the air, breathed a deep sigh of relief and said with conviction "Thank God."



Heath House and Melaleuca staff have created the story of Gerry the Giraffe, diarising the trials and tribulations of Gerry on a daily basis. Gerry has become very familiar to staff and residents in the area, he gives much amusement to all who come into contact with him. Gerry can be mischievous and also loving and the residents and staff look forward to being involved in his antics.



Contact Harald is up and running within both Harkness and Raglan house sites, all staff and residents have their own cards, regular contractors, visitors and professional people have also been issued with their own cards. The information the system generates will help to trace any form of a report of a positive case of corona –virus. The cards are activated 24 hours a day, the cards that are issued to a visitor will be activated and registered to that person and then when returned after the visit will be uploaded and kept ready for the next visitor. Constant visitors will be issued with their own cards.

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 creams that your keep in your room and self administer.** We will then be able to arrange for the required documen-

tation to be put in place to accommodate you. **You will be able to self administer these as before..** We very much appreciate your co-operation with this.



HAVILAH HAIRDRESSER

Onsite hairdresser Colleen has resumed the service within the guidelines of the covid restrictions, Colleen will attend to trims and comb ups, and perms as time permits.

Colleen is using the salons in the main building, Heath House and Correa and each are all sanitised as per regulations between each resident's appointment.

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.**

