

HAVACHAT

Issue November 2019

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

HAVILAH WEBSITE: www.havilah.org.au



THE 2019 ANNUAL CHRISTMAS BARBEQUE

will be held on Wednesday 11th December
commencing at 5.30 pm.

Please advise your attendance numbers by
Wednesday 4th December

includes Retirement Village Residents, families, friends

All family and friends are welcome

There are no limits on numbers attending

Please advise Reception 5461 7387 (Mon—Fri)

or email mail@havilah.org.au

CHRISTMAS DAY

**Christmas Day Celebrations at Havilah
are lots of fun, with good food and good
cheer to be had by all.**

**Families and friends are welcome to join
residents for a 2-course lunch at a cost of
\$25.00 per head.**

**Bookings are essential, please RSVP by
Tuesday 10th December.**

**Please telephone Reception 54 617387 or
email mail@havilah.org.au for bookings.**



**Resident Meeting - Monday 11th November 2019 at 1.15pm in Callistemon Activities Room.
Resident Meeting Heath House - 18th November at 2pm in Heath House.**

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

PHOTO GALLERY



A great spring day for a drive to Bendigo for the bus outing, residents enjoyed a lovely afternoon tea indulging in milk shakes, scones, jam and cream at the Boardwalk Café on the edge of Lake Werroona.

Gout on the rise, underdiagnosed in aged care

Gout is a condition that affects approximately 187,000 Australians yearly. The global prevalence of gout is increasing and is highest in the Australasia region.

More prevalent in older people, instances of gout peak in the age bracket 75–84 years (up to 4 per cent) and as the population ages, these numbers will continue to rise.

New research from Macquarie University shows that gout affects up to 10 per cent of residents in aged care.

“Gout is severely debilitating because it causes extreme pain. People have likened the pain to childbirth, with most gout sufferers not even able to withstand having a sheet touching their toe in bed,” says lead author Dr Amy Nguyen of Macquarie’s Australian Institute of Health Innovation.

“Even though we feel the result is likely an under-representation – 10 per cent is still a very large proportion of people with gout in the residential aged care pop-

ulation.”

Of those residents, the most common comorbidities were hypertension (71.3 per cent), heart disease (37.9 per cent) and diabetes (33.0 per cent) and they were more likely to have renal disease and historical myocardial infarction.

“It has been shown that of all chronic conditions, gout has the lowest adherence rates. Gout patients need to be prescribed the long-term urate-lowering medications at the right dose, and they also need to take them.

“Diagnosis of gout is very important to ensure it is being managed to avoid putting residents in unnecessary pain. A lot more awareness about gout, especially in a RACF where residents such as those with dementia are unable to express they are feeling pain, is very important.”

Polypharmacy also impacts how gout affects the body. Some medicines disrupt the kidneys abilities to clear uric acid, thus

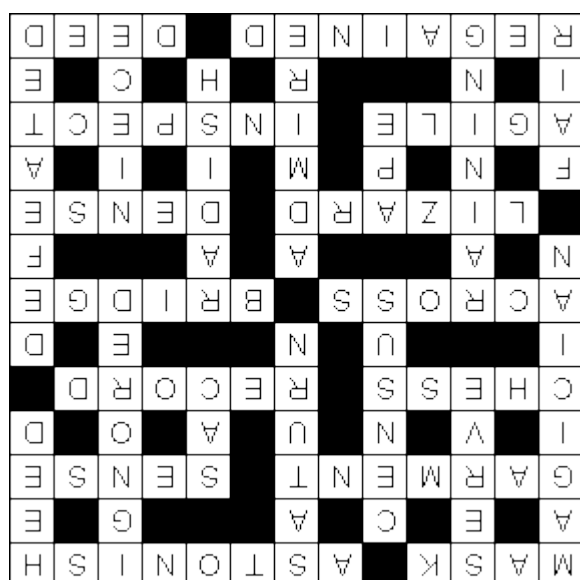
causing gout.

“This is compounded by the fact that gout patients usually also have renal impairments. Our next study involves looking at the medication profiles of these residents to see if they are being managed in concordance with gout guidelines,” Nguyen says.

In 2015–16, gout cost the Australian health system an estimated \$176.5 million and Nguyen says that holistic management of gout is needed in this population, with careful consideration of chronic comorbidities and treatments.

“Gout is more common than we think ... The good thing is that [there are] very effective treatments that can stop gout attacks from happening. The bad news is that many people aren’t prescribed this medication (and at the right dose).

“This means a lot of unnecessary – but preventable – pain,” she said.



Quiz and Crossword Solutions from page 8



Answers to Quiz

1. South Australia.
2. The Mahogany Ship.
3. Isaac Nichols.
4. Bert Sachse.

The story of an extraordinary Australian, Ross Smith, who rode to war at Gallipoli on horseback and by the end of the war, was one of the most highly awarded fighter pilots.

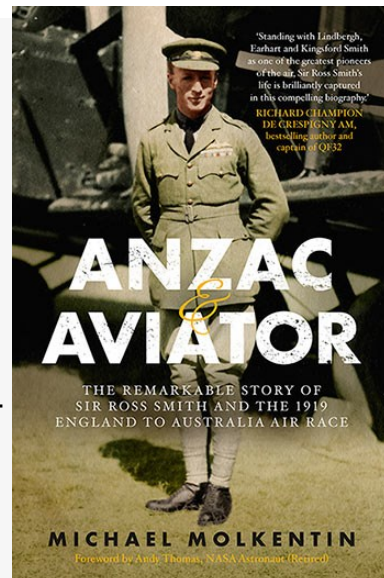
"He was courageous. He was ambitious. He was skilled. He was visionary. He could be ruthless. He was someone born of a new nation. But he was of a time now long past. And yet in the language of a later generation it could be said he had the "right stuff" . . . Michael Molkentin captures [Ross Smith] brilliantly." - Andy Thomas, NASA Astronaut (Retired)

In the smouldering aftermath of the First World War a young Australian pilot and his crew prepare to attempt the inconceivable: a flight, halfway around the globe, from England to Australia. The 18,000 kilometre odyssey will take 28 days and test these men and their twin-engine biplane to the limit. It is a trans-continental feat that will change the world and bring the air age to Australia. It will also prove to be the culminating act in the extraordinary and tragically brief life of its commander, Captain Sir Ross Smith.

Raised on a remote sheep station in the dying days of Australia's colonial frontier, there was little in Ross Smith's childhood that suggested a future as one of the world's great pioneering aviators. He went to war

in 1914, serving with the light horse at Gallipoli and in the Sinai before volunteering for the fledgling Australian Flying Corps. In a new dimension of warfare, Ross Smith survived two gruelling years of aerial combat over Palestine to emerge as one of the most skilled and highly decorated Australian pilots of the war. In 1919 he was a pilot on the first ever mission to survey an air route from Cairo to the East Indies, before gaining international fame as the winner of the government's £10,000 prize for leading the first aircrew to fly from England to Australia. His attempt to exceed this by circumnavigating the world by air in 1922 would end in disaster.

Drawing on the rich and extensive collection of Ross Smith's private papers, *Anzac & Aviator* tells, for the first time, the gripping story of a remarkable aviator, the extraordinary times in which he lived and the air race that changed the world.

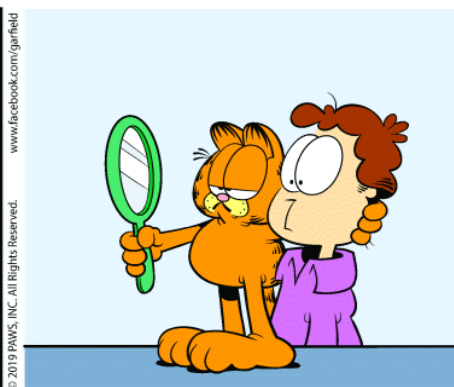
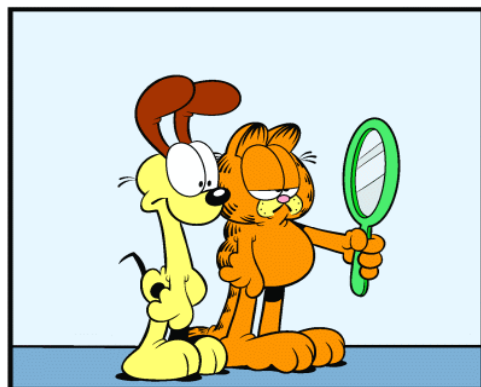


WEIRD and WONDERFUL WORDS

NACARAT - a bright orange-red colour

Auto Lock Down:

Due to the change of seasons and day light savings coming into effect and bringing longer days, auto lock down has moved to **7pm**.



Signing In and Out We ask that all residents and their families please complete the details in the Sign Out Book when leaving Havilah and when returning. **The information required includes: Residents Name, Where they are going, Who with, Time out, Approximate time due back, Returned time, Signature**

HAVILAH ANNUAL GENERAL MEETING

The 24th Annual General Meeting was held on 10th October with representatives from the community and staff attending the evening. President Shane Dellavedova gave a detailed report highlighting the achievements of Havilah during the past year, planning for the future which included the new development at Raglan Street, Harkness Street and the installation of solar power at both Raglan Street and Harkness Street sites, the amount of staff employed which contributes a significant growth to the Maryborough community and the relationship Havilah has with Allied Health and GP's to ensure a professional level of clinical care. Shane also expressed his thanks to the Lifestyle teams for their on going dedication in providing cultural, spiritual and lifestyle programs and to all staff of Havilah for their valuable contribution and also to the Central Goldfields community for their support.

Four staff members were awarded service awards, Heather Watts for 15 years service, and for 10 years service were Annette Bond,

Heather Johnson and Julie Kollmorgen. President Shane thanked and congratulated staff on achieving these service milestones. Annette was in attendance to receive her 10 year award and spoke on the changes she has experienced during her time at Havilah, and of the satisfaction and enjoyment derived from being a member of the Havilah team.

Long serving Board member, Brian O'Connor who has been an active member on the board for 20 years was also recognised for his involvement in the development of Havilah over that time.

Copies of the Havilah Annual Report are available at Reception.



Introducing the Havilah Hostel Inc board members for 2019/2020;

Top Left: Treasurer Brian O'Connor and President Shane Dellavedova.

Above: Randall Edwards

Above Right: Lenette McKnight, Danny Tatchell, (Vice President) and Robyn Jennings.

Left : Jacquie Durbridge



GREAT THINGS TO DO



Happy Hour Every Friday evening

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



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

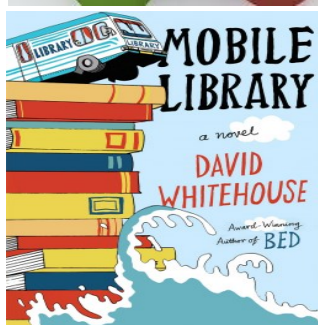
If you have an idea or suggestion for an outing, just let Lifestyle Staff know and we will do our best to arrange the outing for you.



Resident/Advocate Meetings

Next meeting Monday 11th November 2019 at 1.15 pm

Heath House Monday 18th November 2019 at 2pm



Mobile Library - October and November Dates:

November: 8th and 22nd

December: 6th and 20th

Commencing: **10.15 am**

Grevillea Atrium

Books Movies, Music CD's and Talking books are available

If you are not currently a member you can join on the day.



Church Services

UNITING CHURCH - 1st Tuesday each Month 10.30am

SALVATION ARMY - 2nd Wednesday each Month 10.30am

WATTLE CITY CHURCH - 3rd Wednesday each month 10.30pm

CATHOLIC CHURCH - 4th Wednesday each Month 10.30am

ANGLICAN CHURCH - 4th Tuesday each Month 10.30am

All church services are held in the Activities area behind the bird stained glass window.



HAVILAH KIOSK

Kiosk Hours: 10am—12noon every Thursday

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

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

WEEKLY ACTIVITIES - MAIN BUILDING

MONDAY Nail Manicure Pamper 9.30am
Foot Spa 9.30am
Bus Trip 1.30pm
Bingo 1.45pm

TUESDAY Special Morning Tea 10am
Chairrobics 11.15am
Marbowls 1.30pm
Street Walk 1.30pm
Bingo 1.45pm
Afternoon Cards 3.15pm

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

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

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

SATURDAY Morning Activities 9.30am
Special Bingo 1.30pm

SUNDAY Devonshire Afternoon Tea in
Main Lounge 3.00pm



WEEKLY ACTIVITIES - HEATH HOUSE

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

TUESDAY Special Morning Tea 10.00am
Activity Time 10.30am
One on One 2.15pm
Daily Living Activity 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

WEDNESDAY
Organ Music 10.00am
Bus Trip or Movie 1.30pm
Guitar Music 2.00pm
Activity Time 3.00pm & 6.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

THURSDAY Activity Time 10.30am,
Cooking 1.30pm
Activity Hour 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

FRIDAY Activity Time 10.30am,
Group Games 1.45pm
Activity Hour 3.00pm
Sonas 4.00pm
Happy Hour 4.30pm
Activity Time 6-7.30pm

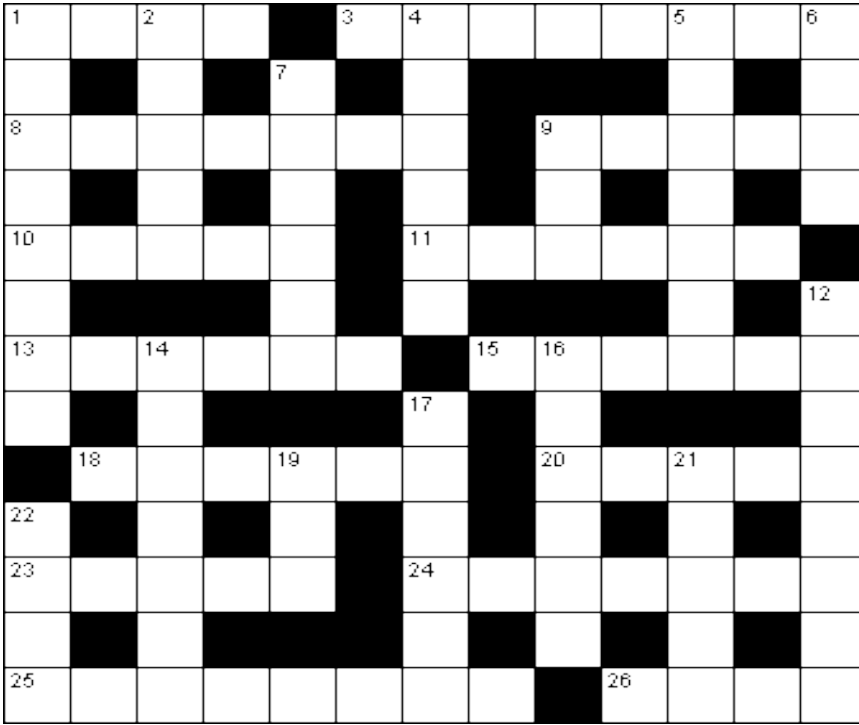
SATURDAY Activity Time 10.30am,
1.30pm & 6.00pm
Delta Dogs (2nd & 3rd Sat)
1.30pm
Café 3.00pm
Sonas 4.00pm
Activity Time 6-7.30pm

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.

Mind Games

8



Across:

1. Block out (4)
3. Amaze (8)
8. Article of clothing (7)
9. Meaning of a word (5)
10. Board game (5)
11. An extreme attainment (6)
13. To the opposite side (6)
15. Upper deck of a ship (6)
18. Reptile (6)
20. Thick (5)
23. Nimble (5)
24. Look over carefully (7)
25. Get back (8)
26. Notable achievement (4)

Down:

1. Prestidigitator (8)
2. Tennis stroke (5)
4. Planet (6)
5. Disregarded (7)
6. Pay close attention to (4)
7. Periodic population count (6)
9. Pouch (3)
12. Vanquished (8)
14. Precipitating (7)
16. Pungent edible root (6)
17. Look up to (6)
19. Simian (3)
21. Female relatives n(5)
22. Impartial (4)

WORD SEARCH - Painters

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

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

BOTTICELLI, CANALETO, CEZANNE, CONSTABLE, DALI, DA VINCI, DEGAS, GAINSBOROUGH, GAUGUIN, GOYA, HOLBEIN, KLIMT, MANET, MATISSE, MICHELANGELO, MONET, PICASSO, POLLOCK, RAPHAEL, REMBRANDT, RENOIR, TURNER, VAN GOGH.

QUIZ

1. Where would you find Andamooka?
2. Claimed to buried near Warrnambool is which 400 plus year old ship?
3. In 1809, who was the first Australia's Post master?
4. Who created the Pavlova in 1935?

Janice Morse

Length of time at Havilah:

I have been a resident for a short time—only 3 months.

My Story:

I was born in Maryborough on 15th August 1937, I was an only child to Wally and Lorna Gourley. I attended primary school at the west school 404 and continued on to secondary education at the Maryborough High school (Raglan House site) Upon leaving school I gained employment at a milk bar in Newton Street, went onto work at Williams the Shoeman for 5 years and Dickens—the first self service grocery store in Maryborough. Married my husband Ray and we raised 4 children and drove buses for our family business.

Things you used to do for fun:

Growing up was also fun, as I had plenty of cousins to play with,. I enjoyed playing tennis and golf over the years and when the children were younger, being mum's taxi to their sporting commitments.

About where you have lived:

I was born and bred in Maryborough, have had no regrets that I never moved away, Maryborough has been a great town to live in and raise my family.

Travel, sport, passions:

When we retired from the business, my husband and I travelled to Queensland for 6 years to get away from the colder weather and caravanned when the children were younger. Golf and tennis were the 2 sports that I participated in over the years.

Things you enjoy to do now:

These days, I watch a lot of TV, enjoy reading and catching up with family and friends, having regular visit from both. I enjoy going out on trips when I am able.



Your favourite topics:

My favourite topic of discussion is my family and listening to my friends with all their news, I enjoy meeting new people and making new friends here at Havilah.

Favourite Food and Music:

I enjoy listening to music by artists such as Elvis Presley and Kamahl and in later years too an interest in John Farnham and I love sweet and sour chicken.

November 2019

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|-----|-----|-----|-----|-----|-----|-----|
| | | | | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | |

Falls Prevention

Ensure the height of your bed or chair is appropriate.

Always use walking aids in the correct manner.



HAVILAH HAIRDRESSER



Clipper Haircuts

\$10.00

Mens Haircuts

\$20.00

Wash & Dry

\$10.00

Ladies Trims

\$25.00

Ladies Sets

\$25.00

Blow Wave

\$25.00

Your Colour & Blow Wave

\$60.00

Hair Colour & Blow Wave

\$80.00

Perms

\$80.00



ENERGY BREAKTHROUGH ROAD CLOSURES

Please note that access to Havilah via Holyrood Street - Burns Street will be closed from Wed 20th November until Sun 24th. Havilah can still be accessed from the North end of Burns Street from Tullaroop Road.

RESIDENT SURVEY - September 2019



Of the 41 residents surveyed at Harkness:

76% of the residents surveyed stated they liked the food here most of time or always.

97% of surveyed residents indicated that most of the time or always

staff follow up issues when they raise things with them.

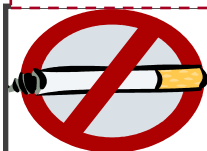
For residents where Havilah do their washing 71% agreed or strongly agreed that they are happy with the laundry service/facility.

94% of surveyed residents agreed or strongly agreed that they feel the staff are well trained and have the knowledge and skill to meet their needs.

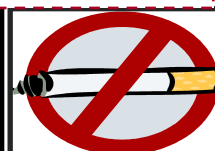
Invitation to read your Care Plan and take part in your Care Plan Review

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.



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





How weird is this – a cake made with mayonnaise and stout?

We're living in an era of weird and wacky food, thick cronuts, wild milkshakes, burgers made of donuts, pizza in a cone — our foodies are experimenting with their baking.

21-year-old cafe manager Laura broke with tradition in the first episode of the Great Australian Bake Off with a chocolate and orange butter cake filled with mayonnaise and stout (yes, beer), while the chocolate icing was made with avocado and cauliflower.

Judges Maggie Beer and Matt Moran were stumped when faced with Laura's **'hipster'** mix.

"I've never heard of that before in my life," Moran told her, while Beer pulled a mortified face.

Laura's **'weird baking'** paid off when Beer agreed with Moran about the unusual mixture.

"It's actually a really good cake to eat, it's like a chocolate mud cake," Moran said, with Beer agreeing, **"Yeah but without the heaviness. I just can't get over the moistness of it from the mayonnaise."**

So there you go, swap the butter or oil for mayo in your next baking experiment, but I'll keep the mayo for the burgers.

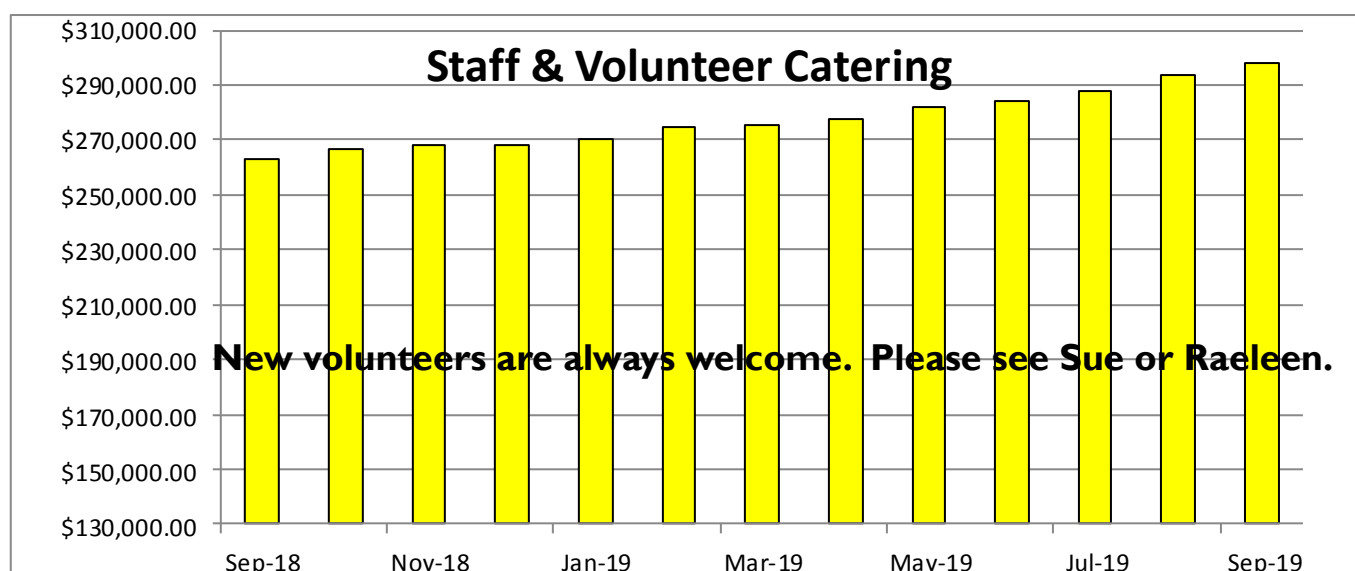
NON PRESCRIBED TREATMENTS

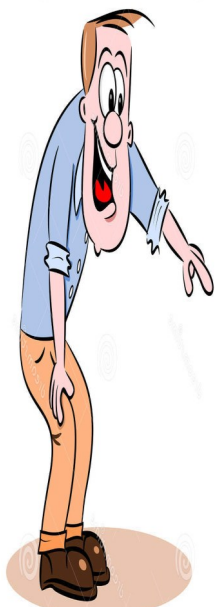
You may not consider over the counter medications, creams or alternate herbal remedies as medications but as it is a requirement of the Department of Health and Ageing that these are included on resi-

dent medications charts.

PLEASE ADVISE STAFF OF ANY MEDICATIONS OR TREATMENTS YOU KEEP IN YOUR ROOM AND SELF ADMINISTER. We will then be able to arrange for the required documentation to be put in place to

accommodate you. **YOU WILL BE ABLE TO SELF ADMINISTER THESE AS BEFORE.** We would very much appreciate your co-operation with this.





The local news station was interviewing an 80-year-old lady because she had just gotten married for the fourth time.

The interviewer asked her questions about her life, about what it felt like to be marrying again at 80, and then about her new husband's occupation.. "He's a funeral director," she answered. "Interesting," the newsman thought... He then asked her if she wouldn't mind telling him a little about her first three husbands and what they did for a living.

She paused for a few moments, needing time to reflect on all those years. After a short time, a smile came to her face and she answered proudly, explaining that she had first married a banker when she was in her 20's, then a circus ringmaster when in her 40's, and a preacher when in her 60's, and now - in her 80's - a funeral director. The interviewer looked at her, quite astonished, and asked why she had married four men with such diverse careers.

She smiled and explained, "I married one for the money, two for the show, three to get ready, and four to go."

An elderly man finally invested in a hearing aid after becoming virtually deaf. It was one of those invisible aids.

"Well , how do you like your new hearing aid?" asked the doctor.

" I Like it great, I've heard sounds in the last few weeks that I didn't know existed."

"Well, how does your family like your hearing aid?"

"Oh, nobody in my family knows I have it yes. Am I having a great time! I've changed my will three times in the last two months."



A man is dining in a fancy restaurant and there is a gorgeous redhead sitting at the next table. He has been checking her out since he sat down, but lacks the nerve to talk with her. Suddenly she sneezes, and her glass eye comes flying out of its socket towards the man. He reflexively reaches out, grabs it out of the air, and hands it back.

Oh my, I am so sorry, " the woman says as she pops her eye back in place. "Let me buy your dinner to make it up to you, " she says.

They enjoy a wonderful dinner together, and afterwards they go to the theatre followed by drinks.

They talk, they laugh, she shares her deepest dreams and he shares his. She listens.

After paying for everything, she asks him if he would like to come to her place for a nightcap and stay for breakfast. They had a wonderful, wonderful time.

The next morning, she cooks a gourmet meal with all the trimmings. The guy is amazed! ! Everything had been SO incredible! ! ! "You know, " he said, "you are the perfect woman. Are you this nice to every guy you meet? "

"No, " she replies... ""You just happened to catch my eye."



Invitation Maryborough Oaks Day 2019

You are cordially invited to Maryborough Rotary's
Oaks Day Luncheon on Thursday 7 November 12 noon to 3 pm
at the Maryborough Highland Society.

Our theme is beauty, femininity, style and grace – pastel tones and floral.

Enjoy a delicious luncheon and complimentary drink.

We would love you to come and host a table with your friends and to have fun with
the race sweeps, raffles and competitions.

The Oaks Day proceeds will go to Rotary Youth Programs which help develop our
younger leaders at seminars and camps.

We hope you can join us for a great afternoon with our VIP Guest
to be announced in the Maryborough Advertiser

Tickets \$35 purchase at Country Trends: 176 High St Maryborough 5461 1018

Esther Waters - Chair of Rotary Oaks Day Committee 0407 952 57



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

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

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

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



FROM THE KITCHEN :

The menu for each day is displayed on the dining tables. If residents do not wish to have the 'First Choice' for lunch please notify the catering staff that you would like the 'Second Choice' shown on the menu. The first and second choice change every day. There are also choices listed for soft and pureed diets including sweets. Just in case you do not like either choice offered there are additional alternatives available every day and these are listed on the menu. Please advise kitchen staff at breakfast or up to 10.00am if you would like one of the Lunch alternates rather than what is being offered as first or second choice. For those who have breakfast in your room the daily menu is included on your breakfast tray. Please inform the care staff of your choices for the day.

At tea time there is a selection of two soups, two mains and two sweets on the menu.

Additional tea time alternatives each day are - Salads, raisin toast and sandwiches. Please advise the kitchen prior to 3pm if you would like one of these alternate choices.

So that staff can have your meal ready for you at mealtime please take special note of the times for ordering of alternate meals, therefore at breakfast or by 10 a.m. for lunch and by 3pm for tea.

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

MEALS FOR FAMILY MEMBERS AND GUESTS.

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

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

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

REPORTING FOOD BROUGHT IN FOR RESIDENTS

As all food prepared by Havilah is closely monitored under the Food Safety Standards it is a requirement that **All food brought in to Havilah** by residents or their families/visitors must be reported. There is a register available in each Foyer and in the Kitchen for you to record this. Food put in the fridges must have the resident's name and the date clearly marked. Your assistance with this is appreciated.

If there is food that you enjoy that you would like to see on the menu you can discuss this with Food Services Manager Di Jackson or alternatively fill out a form and place in the Suggestion Box.

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.

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

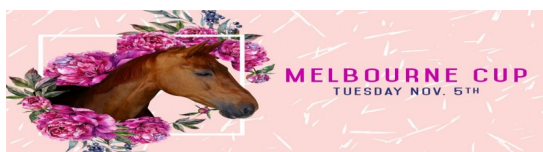
Please remain where you are and wait for staff to instruct you on evacuation. If you can see the fire you should move away from the immediate area and wait for instruction from staff. If the fire is in your room you should leave the room and close the door behind you. Havilah is a very safe facility 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.**



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

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|----------------------------|--|
| HAVILAH AT HARKNESS | |
| INDOOR BOWLS | Each WEDNESDAY 1.30 pm |
| MOVIES AT HARKNESS | Check out the NOW SHOWING in the Grevillea Theatre |
| CARDS (show Poker) | Each TUESDAY 3.15 PM in Callistemon |
| STRENGTH EXERCISES | Each WEDNESDAY 11.15 am in Callistemon |
| HAPPY HOUR | Each FRIDAY 4.30 pm in the Main Lounge |
| WEEKEND ACTIVITIES | Each SATURDAY at 1.30 pm |
| BINGO | Alternate SATURDAYS 10.30 a.m. Correa Lounge |
| MARBOWLS | |



Melbourne Cup Celebration at both Harkness Street and Raglan House, race day luncheon, sweeps and games afternoon.

| | |
|--|---|
| OAKS DAY—MARYBOROUGH HIGHLAND SOCIETY | THURSDAY 7TH NOVEMBER 12NOON TO 3PM \$35 A HEAD CONTACT SUE IN LIFESTYLE IF YOU WOULD LIKE TO ATTEND 54617390 |
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2019 annual Christmas Barbecue
 WEDNESDAY 11TH December
 Family and Friends Welcome Please advise Reception of Numbers attending



2019 Christmas Lunch
 \$25/head 2 course meal
 Family and Friends Welcome RSVP 10TH December

HAVILAH ON PALMERSTON



| | |
|---|--|
| TAI CHI AT PALMERSTON Room 7 High School Centre | 2nd WEDNESDAY of the month 10.00AM START Great chance for the men to get together and chat about secrets men's business, first floor Raglan House. |
| STRENGTH EXERCISES | Each MONDAY and WEDNESDAY 10.30 - 11.30 |
| HAPPY HOUR Rooms 1 & 2 High School Centre | Each MONDAY at 2.30 pm at Raglan House |
| | Each FRIDAY 5.00 pm |