

# HAVACHAT

Issue December 2019

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

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



*Wishing you and your family a very Merry Christmas.*

*May this joyful season greet you with health and happiness.*

## **FUNCTIONS FOR YOUR DECEMBER CALENDAR:**

**ANNUAL CHRISTMAS BARBECUE—WEDNESDAY 11th December at 5.30 pm.**

**All family and friends are welcome**

**There are no limits on numbers attending**

**RSVP appreciated, To respond—Please advise Reception 5461 7387 or email [mail@havilah.org.au](mailto:mail@havilah.org.au).**

**CHRISTMAS LIGHTS TOUR MON 16th and WED 18th DECEMBER**

**CHRISTMAS DAY AT HAVILAH**

**2 Course Lunch with drinks and chocolates \$25 per head.**

**Visitor Bookings essential.**

**RSVP by Friday 13th December at the latest.**

**NEW YEARS EVE - 3.30pm New Years Eve Dance, in main Dining Lounge area.**

**Resident Meeting - Monday 9th December 2019 at 1.15pm in Callistemon Activities Room.  
Resident Meeting Heath House - 16th December at 2pm in Heath House.**

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



## PHOTO GALLERY



Residents across the Harkness Street site experienced the Halloween theme with some very unsavoury monsters. In Heath House and Mela-leuca they had many little monsters visit them and a lot of fun was had by young and old. Activities staff dressed for the occasion making this a day that no-one will forget.



Residents from Heath House enjoyed an outing to Phillips gardens. They had fish and chips with lemon wedges of course and cold lemonade. After lunch a walk around the lake, taking in the grounds and the beautiful flowers and feeding the ducks. On the way back home a stop over at McDonalds for an ice-cream was a big hit with all.

The weather was very kind with the sun shining and a slight breeze, hats and sunscreen were required.

A huge thank you to staff who volunteered their own time to assist this outing and to staff who were working on this day. Also thank you to our volunteers and families who attended and helped out. A wonderful outing enjoyed by all.



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

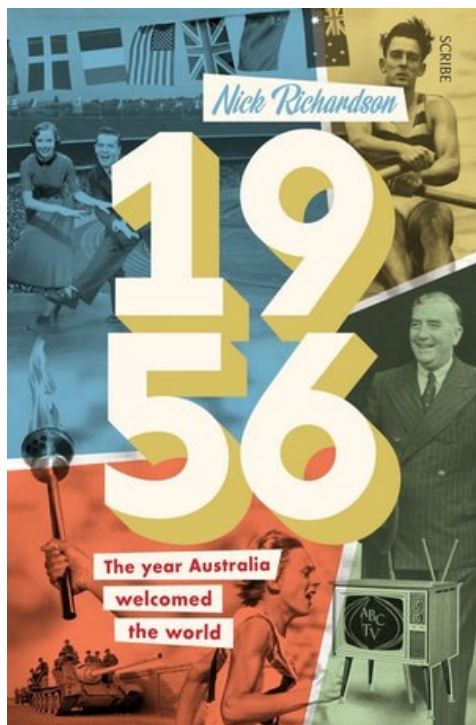
## Quiz and Crossword Solutions from page 8



## Answers to Quiz

1. Beer
2. Hands
3. Wattle
4. Chad Morgan





An engrossing account of a pivotal year in Australia's history. This book debunks one of the hardest clichés in Australian history- that the 1950s was a dull decade, when the nation seemed only interested in a quiet life, a cup of tea, and a weekend drive. The truth is that, by the time the '60s came around, Australia

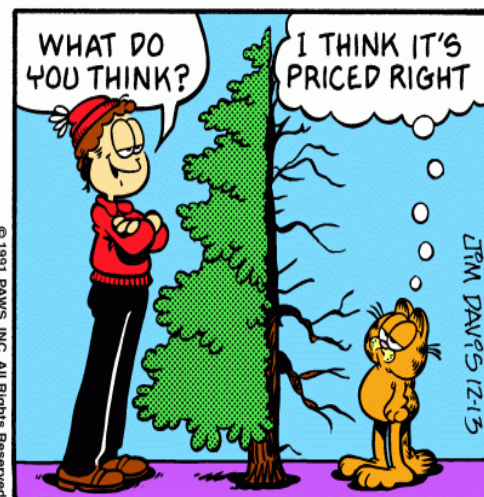
This was the year when Melbourne hosted the Summer Olympics, the first edition of the Games to be held outside Europe and North America. It also heralded the arrival of television in Australia. In this year, Prime Minister Robert Menzies grappled with world politics, when he opened the country's doors to refugees from the Hungarian uprising, allowed British nuclear tests at Maralinga, and tried to resolve the greatest diplomatic episode of the decade- the Suez Crisis.

In these ways and more, the world came to Australia's doorstep in 1956, challenging rusted-on habits and indelibly shifting the nation's perception of itself. Nick Richardson peels back the layers to reveal Australia at a critical moment in time. He brilliantly recreates the broader events surrounding the Melbourne Olympics at the end of 1956, as well as the dramas of the Games themselves. Throughout, he also follows a range of men and women who were touched by this transformation, to illuminate the personal consequences of being part of Australia's pivotal year

was already expanding its outlook - politically, economically, and culturally - and central to this were the events of 1956.

## WEIRD and WONDERFUL WORDS

**CRITICASTER** - a minor or incompetent critic



### **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**





Cup fever was in the air at the start of November with residents participating in cup activities at Harkness and enjoying the cup day luncheon. A group of residents attended the Oaks Day celebrations at the Highland Society organised by the Rotary Club.



## 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.

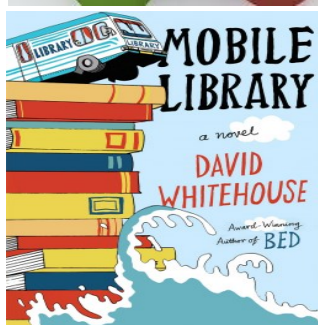
If you have an idea or suggestion for an outing, just let Lifestyle Staff know and we will do our best to arrange the outing for you.



### Resident/Advocate Meetings

Next meeting Monday 9th January 2019 at 1.15 pm

Heath House Monday 16th January 2019 at 2pm



### Mobile Library - December and January Dates:

December: 20th, Jan 24th 2020

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.

### HAVILAH KIOSK



### 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.



### 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

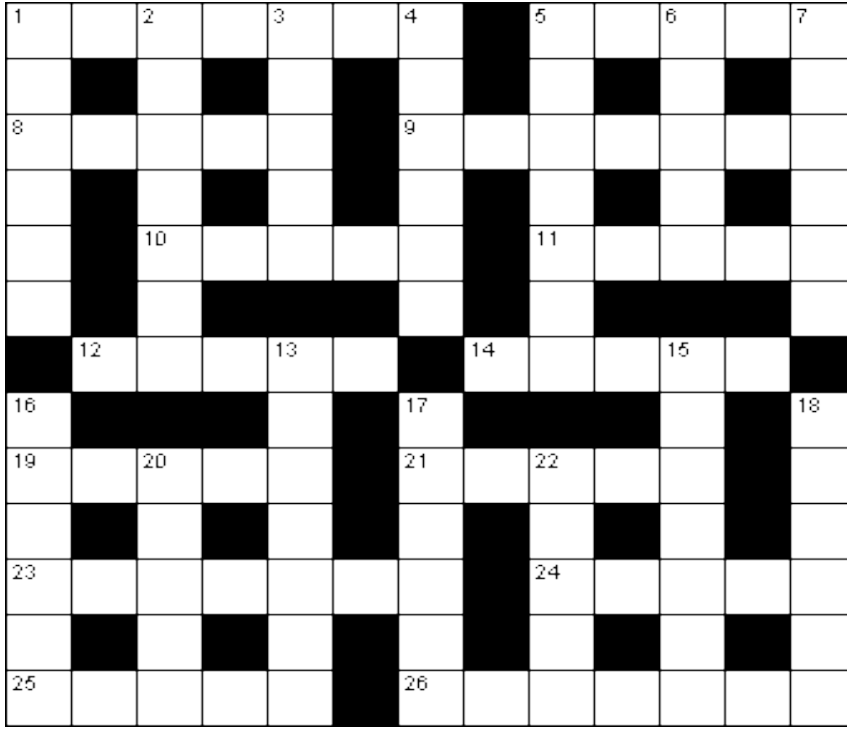
**SATURDAY** Activity Time 10.30am,  
1.30pm & 6.00pm  
Delta Dogs (2nd & 3rd Sat)  
1.30pm  
Café 3.00pm  
Sonas 4.00pm  
Activity Time 6-7.30pm

**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. Major prize (7)
5. Sentinel (5)
8. Circus performer (5)
9. Skittish (7)
10. Synthetic fabric (5)
11. Relating to the moon (5)
12. Proficient (5)
14. Mild and pleasant (5)
19. A closed litter for one passenger (5)
21. One more time (5)
23. Copy (7)
24. Rabbit shelter (5)
25. Locations (5)
26. Assimilates (7)

## Down:

1. Nocturnal canine (6)
2. Enthroned (7)
3. Appointed committee (5)
4. Lessee (6)
5. Large ape (7)
6. Fruit of the oak (5)
7. Wilderness (6/7)
13. Writing implements (7)
15. Leviathan (7)
16. Takes over without authority (6)
17. Elongated fruit (6)
18. Treasure (6)
20. Terminus (5)
22. Dull pains (5)

## WORD SEARCH - Take It or Leave It

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

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

ABANDON, ACCEPT, ADOPT, BANISH, BORROW, CAST OFF, CHOOSE, CALIM, CLIUTCH, COLLECT, CONFISCATE, DECLINE, DISCARD, DISOWN, DISPOSE, DROP, DUMP, ESCHEW, GRAB, IMPOUND, LEAVE, OBTAIN, PICK, PILFER, PINCH, PLUNDER, POSSESS, PURCHASE, PURLOIN, RECALL, RECEIVE, REFUSE, REJECT, RESIST, SEIZE, SELECT, SEQUESTER, SHED, SHUN, SNAP UP, SPURN, STEAL, TAKE, THROW AWAY, TURN DOWN, WELCOME, WITHDRAW.

## QUIZ

1. In Australian slang, what drink is nicknamed "amber fluid"?
2. In which part of the human body are the metacarpal bones?
3. What is the official floral emblem of Australia?
4. Which comic country singer is nicknamed "The Sheik of Scrubby Creek"?



# Ivy Wood

**Length of time at Havilah:** I have been a resident here at Havilah for just over 3 years.

## My Story:

I was born in Kearsley , Lancashire England on 5th July 1930, I of 10 children, I attended the local schools and when I finished my education gained employment in several jobs as a cook, a bookkeeper or in factories making blankets. I married in 1953 and raised 4 children, Lesley, Tony , Gary and Joanne. In 1965 the family migrated to Australia and went straight to Adelaide to live with my in-laws, we moved several times and finally ended up in Maryborough..

## Things you used to do for fun:

As a child I enjoyed playing games, running around , playing rounders. I loved going to the dance hall as a teenager, an English actor named Frank Finlay was one of my dance partners, I also played cards and had a lot of fun doing séances.

## About where you have lived:

I lived in Kearsley, Lancashire, when I arrived in Australia originally lived in Adelaide, moved to the Barossa Valley, Elizabeth, Melbourne, Gold coast then to Maryborough.

## Travel, sport, passions:

I have travelled back to England to visit family, have travelled from Canada, Niagara Falls then to New York and have also caravanned to many part of Australia. I enjoy watching soccer and have a passion going to play the pokies at the local clubs.

## Things you enjoy to do now:

I enjoy listening to music, going on outings with family for lunch and drives, and playing the pokies. I play games on the Ipad, attend activities here at Havilah with co-residents, joining in with the cards afternoon and bingo sessions.



## Your favourite topics:

I like to talk about life in general, my family and friends, I get great enjoyment when family visit.

## Favourite Food and Music:

I enjoy listening to all sorts of music, mainly modern but especially Rod Stewart, (I'm a bit of an old rocker). I enjoy the high cholesterol foods, such as egg and bacon sandwiches, fish and chips and the good old meat pie.



## December 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	31					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

# Falls Prevention

- Ask for assistance when lifting or moving objects
- Remove clutter around room
- Cleaning up spills to avoid wet floors



## HAVILAH HAIRDRESS- ER

\$10.00



- Clipper Haircuts  
\$10.00
- Mens Haircuts  
\$20.00
- Wash & Dry

- Ladies Trims  
\$25.00
- Ladies Sets  
\$25.00
- Blow Wave  
\$25.00
- Your Colour & Blow Wave  
\$60.00
- Hair Colour & Blow Wave  
\$80.00

## LIFESTYLE

Havilah have their own Resident masseur 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 Ocotber 2019 Of the 32 residents surveyed at Harkness:

97% of surveyed residents indicated that they most of the time or always are able to find information about

activities easily

97% of residents surveyed are assisted to maintain friend-

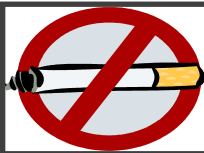
- ships within Havilah most o f the time or always.
- 100% of residents surveyed agreed or strongly agreed that they have the choice if their door is opened or closed.
- 100% of resident strongly agreed that the gardens are well maintained at Havilah



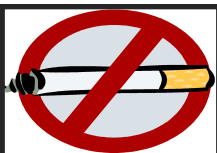
## Invitation to read your Care Plan and take part in your Care Plan Review

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.**







Congratulations to Beth Sewell, Melaleuca resident who recently celebrated her 100th Birthday. Beth thoroughly enjoyed the day with many visitors. Beth received letters and cards from the Queen, Prime Minister, and Vet Affairs. Beth's nursing career spanned many years, in the army and also as a civilian nurse. Beth is the only surviving nurse who served in Darwin when it was bombed and is one of the 2 surviving nurses who served in WWII.



### NEWSPAPERS:

Newspapers and periodicals are supplied in communal areas for the enjoyment of all residents. Residents are asked not to take these back to their rooms.

If you would like to have your own personal paper this can be or-

dered 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.

Thank you for your assistance with this.

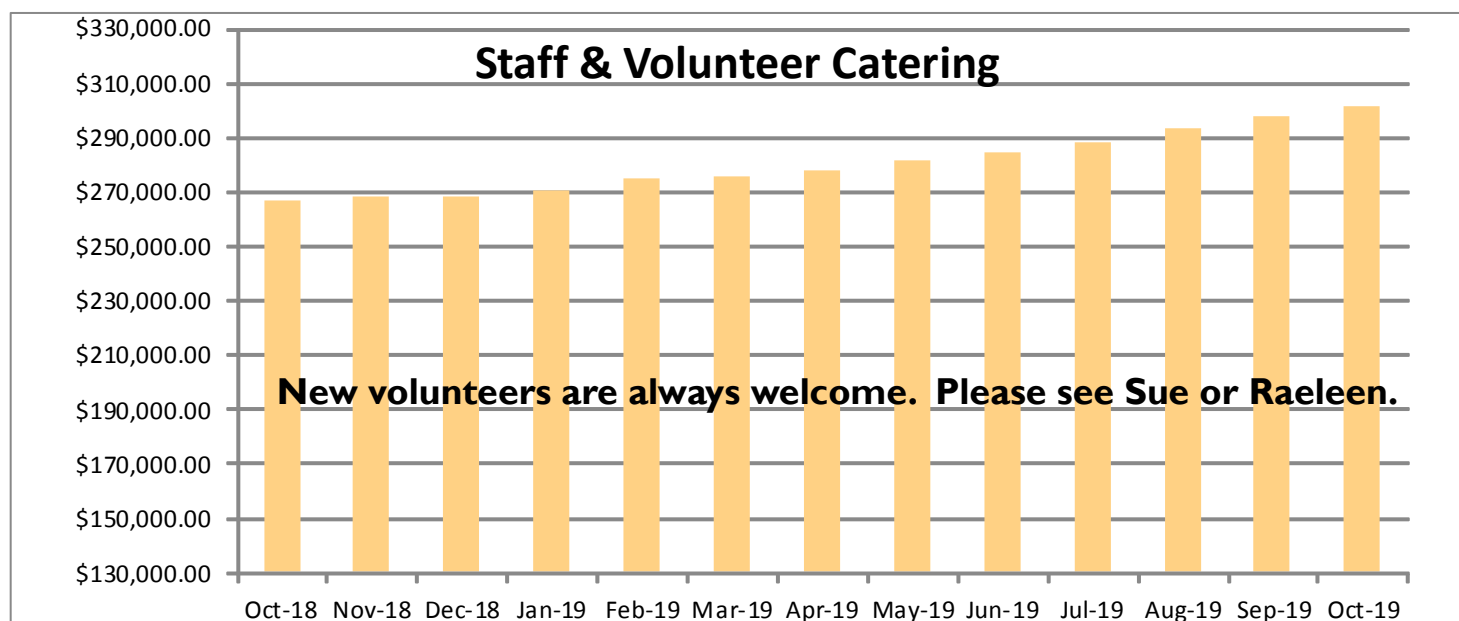
### NON PRESCRIBED TREATMENTS

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.



## HAV'A'LAUGH



So there was this female business executive who was late for a meeting.

She is going 65 on a street where the speed limit is 40.

A police officer pulls her over and says "ma'am, can I please see your license?"

She says "I'm sorry, officer, but I got it revoked two years ago for drunk driving."

His brow furrows and he straightens up. "Well, can I please see the registration of your car?"

She says "I stole the car and I killed the driver; he's in the trunk."

"Ma'am, DON'T MOVE, I'm calling for backup."

He mutters furiously into his walkie-talkie...

Three bulls were drinking at the local watering hole when the first year bull raised his head and asked, "What would you do if you won Tattsлото?"

"I know what I'd do."

"What's that?"

"I'd go to university, get a degree and I'd be set up for life."

"What would you do?" he said, looking at the second-year bull.

"I think I'd travel. Go to Europe, visit every country from Amsterdam to Rotterdam, then I'd come back here and settle down. What about you?" as he looked at the mature bull.

"None of that bulldust for me," he said. "I'd just stay here for heifer and heifer."

Five minutes later, half the squad pulls up, the Chief of Police walks over to the woman's window.

"Ma'am, can I see your license?" he asks sternly.

"Of course, officer," she smiles demurely and pulls out a license from her purse.

He squints warily at it. "This looks legitimate," he mumbles.

"Can I see the registration to this car?"

She pulls it out of the glove compartment and hands it to him.

"Ma'am, stand back!"

He bangs open the trunk of the car and flinches: but it was completely empty...

The woman brandishes a finger at the first cop and says accusingly, "And I'll bet that liar told you I was speeding too!!"



An old nun, who was living in a convent next to a construction site, noticed the coarse language of the workers and decided to chat with them to correct their ways.

She put her lunch in a brown bag and waked over to where they were eating.

With a big smile she said "Any of you men know Jesus Christ?"

They shook their heads and looked at each other, confused.

One worker looked up into the steelworks and yelled out:

"Anybody up there know Jesus Christ?"

One yelled back down: "Why?"

He yelled back: " Because his mother's here with his lunch."





The conversations of life

## Why do we age and what's going on?

By Lauren Broomham on October 4, 2019



**Free radicals**  
**We're a complex system of cells with many components, and we're fragile.**

Our bodies can't fully repair themselves, and that's considered ageing.

Free radicals are thought to play a part in our ageing process and a natural by product of breathing and metabolism.

Free radicals are unstable atoms (atoms are the basic units of matter that define a structure) which in turn can damage cells, causing illness and ageing. To stave off free radicals avoid foods rich in refined carbohydrates and sugars, processed meats, don't overuse cooking fats and limit red meat and alcohol.

## Evolution in action

The disposable **soma theory** predicts that ageing is caused by the body having increasingly fewer resources to allocate towards repairing wear and damage to tissues. (Kirkwood and Austad, 2000).

## Do proteins make us age?

Mikhail Blagosklonny, a professor of oncology in New York suggests that the cause of ageing are proteins (and the genes responsible for making them). Some of these proteins are enzymes, among them one called **TOR**.

## Could there be a connection between TOR, nutrition and diseases of old age?

Recent **studies** show that TOR is also directly related to neurodegenerative diseases. For example, the activity of the TOR enzyme in the brains of people with Alzheimer's is much higher compared with healthy brains.

To keep the enzyme TOR active longer eat well, paying attention to foods high in protein.

None of the current, or past theories on ageing have found the answer to **eternal youth**, but what scientists do say is that ageing is strongly linked to the way we're individually made and there's not a lot we can do about that – **just yet!**



## RESIDENTS BE AWARE

At times residents receive phone calls from persons claiming that they are a representative of a telephone and electricity companies or alike asking for bank account details to clear outstanding balances. This type of phone call should at all times be ignored. We advise residents to simply hang up and inform staff.

**PLEASE DO NOT ADVISE YOUR BANK DETAILS TO ANYONE OVER THE PHONE AND REPORT ALL SUCH CALLS TO STAFF.**

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 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 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.

**A SOUP OF THE DAY** has been recently been introduced with each Chef making the choice on what soup to serve each day in accordance with the resident preferences in their unit. The **SOUP OF THE DAY** will be written on the blackboard in the Dining Room and included on menus to rooms for those residents having tray service. Tomato Soup will remain a choice each day. 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](mailto: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](mailto: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**

### 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

#### BINGO

#### MARBOWLS

Each SATURDAY at 1.30 pm

Alternate SATURDAYS 10.30 a.m. Correa Lounge



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 13TH December

### HAVILAH ON PALMERSTON

#### time to talk

2nd WEDNESDAY of the month

10.00AM START

Great chance for the men to get together and chat about secrets men's business, first floor Raglan House.

#### TAI CHI AT PALMERSTON

Room 7 High School Centre

Each MONDAY and WEDNESDAY 10.30 - 11.30

#### STRENGTH EXERCISES

Each MONDAY at 2.30 pm at Raglan House

#### HAPPY HOUR

Rooms 1 & 2 High School Centre

Each FRIDAY 5.00 pm