

Please contact Jenni on 5461 7387 or email
jenni.dellavedova@havilah.org.au if you would
like your Havachat sent via email

HAVILAH WEBSITE:
www.havilah.org.au

Issued 3rd October 2014

HAVACHAT



You are cordially invited to attend

The 19th Annual General Meeting Of Havilah Hostel Inc

To be held on
Thursday October 9th 2014
At 8.00 pm
In the Heath House Meeting Room

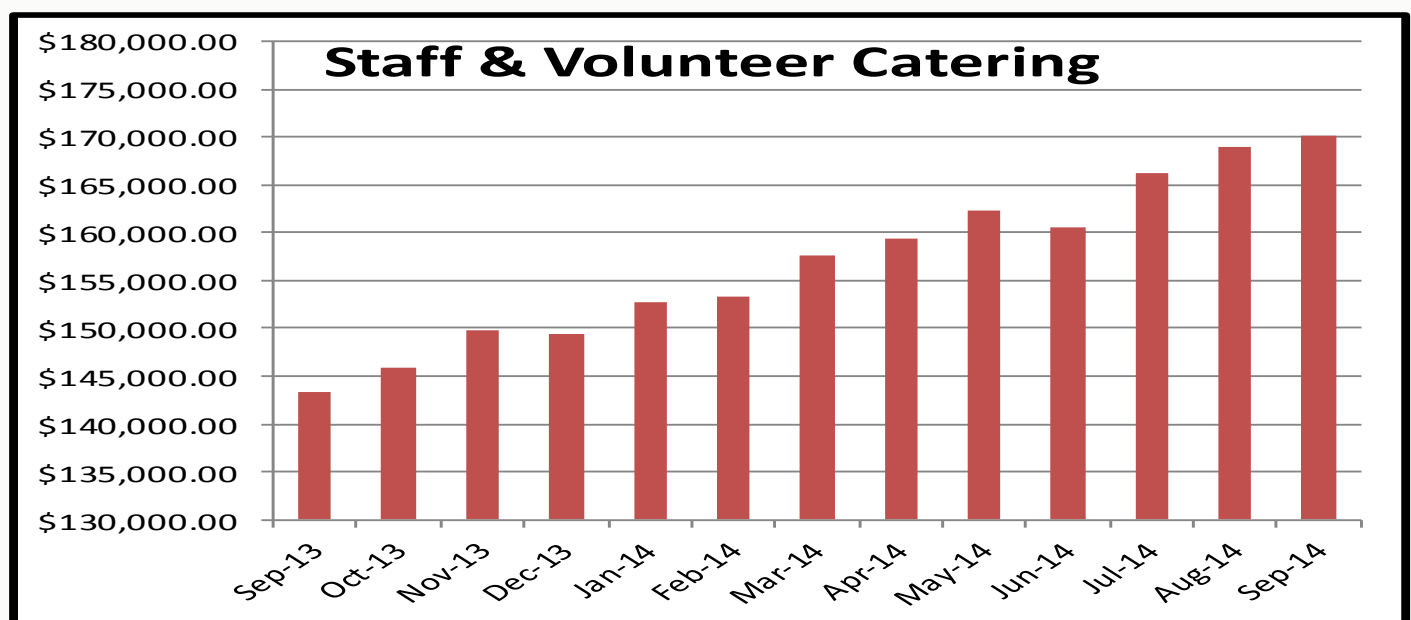
Resident Meeting—Monday 13th October—1.15 pm in Callistemon Activities Room

Resident Meeting Heath House—Monday 20th October — 2.00 pm Heath House

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

KIOSK

The resident kiosk situated in Acacia next to the Hairdressing salon is open each Thursday 10-12 am. It is stocked with goodies for you, and our volunteer staff will be happy to help you.



NOTICE FROM THE DIRECTOR OF CARE

Well the footy season is over and Hawthorn won. Congratulations to those that picked it, it was a great game and I hope all enjoyed watching the game, and enjoyed the festivities.

At Havilah we are committed to the pursuit of Continuous Improvement as there is no ceiling to the level of quality. It is not just about meeting the Standards, but when Standards have been met, the quality of service can always be improved, we at Havilah are always striving to raise the bar.

Residents, staff, visitors, contractors, and allied health professionals can all help contribute to our pursuit of Continuous Improvement. Listed below are some of the ways we identify areas of improvement.

Suggestions and compliments, continuous improvement forms, family conferences, resident meetings, staff meetings; we conduct audits to show areas for improvement, and have a Continuous Improvement plan that is regularly updated. Your input is important to us.

Dave BurrIDGE

HEATH HOUSE - DINNER DANCE

Families and friends of Heath House are invited to join us for a dinner dance.

Date: Saturday 22nd November

Time: 11.30 am

Place: Heath House

R.S.V.P. to 54617482

Look forward to having you join us.



Doctors' Visits

Residents are reminded to pick up paperwork from the Care Station prior to visiting your GP. This information should be handed in to the Care Station on your return. This is so that Havilah can keep up to date with Doctors instructions and comments re your health.



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



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

GREAT THINGS TO DO IN OCTOBER

HAPPY HOUR EACH FRIDAY

Live entertainment in main Dining Room.

Happy Hour activities continue at Heath House



LUNCH OUT EACH THURSDAY – leaving Havilah 11.45 am

Thurs 2nd

Cambrian Hotel

Thurs 9th

Golf Club

Thurs 16th

Park Hotel

Thurs 23rd

Highland Society



CHURCH SERVICES – all Services begin at 10.30 am

Wed 1st

Uniting Church

Wed 8th

Salvation Army

Wed 15th

Wattle City Church

Tue 21st

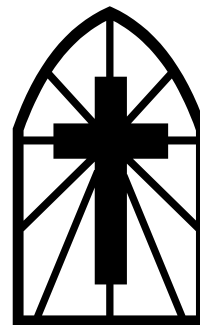
Anglican Church

Wed 22nd

Catholic Church

Wed 29th

No Church



SPECIAL EVENTS

Sat 4th

Alby Hansen - Concert in Main Lounge at 1.30pm

Sat 25th

Concert with Veronica in Main Lounge at 2pm

WEEKLY ACTIVITIES

BUS TRIPS – Mondays and Fridays

Wednesdays Heath House



Nail Pedicure Pampers - Monday mornings

Foot Spas - Monday and Thursday mornings each week



BINGO at 1.45pm every Monday, Tuesday, Thursday & Friday (Callistemon Activities Room)

INDOOR BOWLS - Wednesdays 1.30pm (Main Dining Room)



SPECIAL MORNING TEA - Tuesdays 10.00am (Main Dining Room)

HAPPY HOUR EACH FRIDAY at 4.30 PM



TUESDAY -

Street Walk 1.30pm

Afternoon Cards 3.15 pm



WEDNESDAY -

Strength exercises 11.15am will not be on until 20 Oct as Rhonda is on a well earned break.

Cooking classes 3.30pm

THURSDAY -

CHOIR with VERONICA 3.15pm

FRIDAY -

Video in Lounge 3.15pm

SATURDAY -

Heath House “CAFÉ” 3.00pm

Yummy Afternoon Tea;

Milk Shakes; Iced Coffee



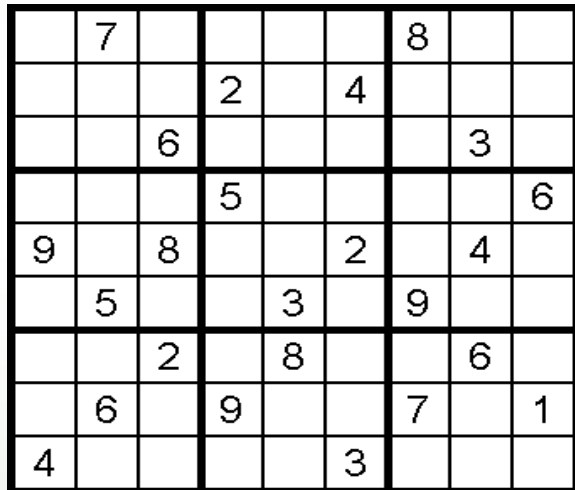
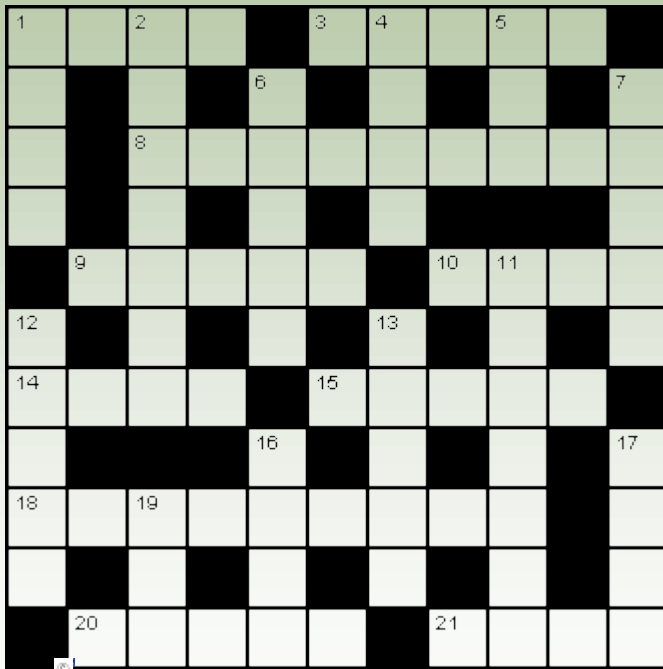
SUNDAY -

Devonshire Afternoon Tea



COOKED BREAKFAST 1st Monday of Each Month

Mind Games



Across

1. Metallic element (4)
3. Fruit (5)
8. Insular (9)
9. Bend (5)
10. Female relative (4)
14. Portent (4)
15. System of reasoning (5)
18. With identity concealed (9)
20. Proverb (5)
21. Jealousy (4)

Down

1. Nothing (4)
2. Roman counterpart of Greek Poseidon (7)
4. Step (4)
5. Garland (3)
6. Courageous (5)
7. Arboreal mammal (5)
11. Imaginary creature (7)
12. Poisonous (5)
13. Subject (5)
16. Highly excited (4)
17. Diminutive (4)
19. Type of fish (3)

RESIDENT SURVEY - August 2014

Of the 68 residents that were surveyed (Harkness = 47 and Raglan = 21)

90% of residents feel accessing the Allied Health professionals on site is of benefit to them, 1% said no benefit and 9% said N/A as they don't use these services.

100% said they know they can attend the dinner dance at Heath House.

98% of residents surveyed said they found the resident newsletter useful reading material to keep them up to date and 2% said they did not.

98% said they feel overnight is reasonably quiet to enable them to have a good nights sleep, and 2% said they did not.

CONTACTING STAFF

You can contact staff by using your **room phone**

In the main building Ring 370 between 7am and 11 pm; or 367 between 11 pm and 7 am

In Heath House Ring 626. In Melaleuca House Ring 627.

The call system is for emergency calls so where possible for other than emergency issues please use your telephone to contact staff. This will ensure prompt action when you are in an emergency situation. There are call points in public areas for residents and family members to use when requiring staff attendance.

Please familiarise yourself with the position of these call points.

Wall phones are installed in the lounge areas at Heath House to provide greater accessibility to staff for families. Please make use of these 'phones as required.

FOR FAMILIES ringing from outside Havilah to speak to staff in **Heath House** please call **54617481**, if there is no answer on this number the call will be diverted to staff on the floor.

FOR FAMILIES ringing from outside Havilah to speak to staff in **Melaleuca House** please call the nurses station on **54617486**, if there is no answer the call will be diverted to staff on the floor.

For all other areas of Havilah dial 54617300 and follow the prompts.

COMMENTS, COMPLIMENTS, SUGGESTIONS AND COMPLAINTS FORMS ARE AVAILABLE IN THE FOYERS OF BOTH BUILDINGS

Residents and families are encouraged to communicate any issues they may have. There is a **Director of Care (RN1)** 54 617489 or internal dial 489. Email dave.burridge@havilah.org.au

The RN Nursing Supervisor can be contacted on 54617394 or by internal dial 394.

Heath House **Team Leader Patricia Boyd or Lesley Mackey.** 54 617461 or Internal Dial 461

You can also contact: **CEO Barb Duffin** 54 617381 Internal Dial 381 Mobile 0429 617380

email: barbceo@havilah.org.au or **Director of Human Services Annie Constable**

54 617383 Internal Dial 383 email: dhs@havilah.org.au.

If you report an issue to any staff member they will fill out a form on your behalf.

Complaints can be made openly, anonymously or your name can be kept confidential.

Havilah respects the right of residents and families to raise complaints anonymously, however it is more difficult to obtain the best outcome from anonymous complaints or feed back to the complainant the actions taken as a result of the complaint.

We welcome your input as to the things you don't like and the things that you do as this assists us in providing a quality service.

GENERAL ENQUIRIES

For any general enquiries: Families or residents can contact Havilah 24 hours a day, 7 days a week on Email: rhonda.treloar@havilah.org.au or Telephone: 54617387. Leave a message if it is out of office hours and staff will get back to you as soon as possible.

Residents can contact Rhonda simply by pressing the numbers 387 on room telephones.

ADMINISTRATION OFFICE HOURS

MON-FRI 9.00 am—4.00 pm for account payments and enquiries



HAV'A LAUGH



A woman gets on the bus with her baby. The driver says “Ugh, that’s the ugliest baby I’ve ever seen!” The woman walks to the back of the bus and sits down, fuming. She says to a man next to her “The driver just insulted me!” The man says “You go up there and tell him off. Go on, I’ll hold your monkey for you.”

A man goes on a 2-month business trip to Europe and leaves his cat with his brother. Three days before his return he calls his brother.

Brother 1: So how is my cat doing?

Brother 2: He's Dead

Brother 1: He's Dead! What do you mean He's Dead! I loved that cat. Couldn't you think of a nicer way to tell me! I'm leaving in 3 days. You could of broke me to the news easier. You could of told me today that she got out of the house or something. Then when I called before I left you could of told me, Well, we found her but she is up on the roof and we're having trouble getting her down. Then when I call you from the airport you could of told me, The Fire Department was there and scared her off the roof and the cat died when it hit the ground.

Brother 2: I'm sorry...you're right...that was insensitive I won't let it happen again.

Brother 1: Alright, alright, forget about it. Anyway, how is Mom doing?

Brother 2: She's up on the roof and we're having trouble getting her down.

Two aerals meet on a roof—fall in love—get married. The ceremony was rubbish - but the reception was brilliant.



I rang up Telecom, I said “I want to report a nuisance caller” He said “Not you again”.

Doc, I can’t stop singing the ‘Green, green grass of home.’ He said “ That sounds like Tom Jones Syndrome.” “Is it common?” I asked.

“It’s not unusual” he replied.

If at first you don’t succeed, Skydiving is not for you!

