

Please contact Tracey on 54617382 or email
tracey.wardlaw@havilah.org.au if you would
like your Havachat sent via email

HAVILAH WEBSITE:
www.havilah.org.au

Issued 4th July 2014 HAVACHAT

HEATH HOUSE DINNER DANCE was held on Saturday 7th June.



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



Resident Meeting—Tuesday 8th July —1.15 pm in Callistemon Activities Room

Resident Meeting Heath House—Monday 21st July — 2.00 pm Heath House

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



PARKING

Please be aware that parking is available at many areas, other than the front car park. We also have parking options at the rear of the facility (Correa entrance), which you can use and then walk through the facility to applicable area. Also the north end entry (right side of Heath House, blue stones) which has parking for a few cars. Lastly, street parking is also available on Harkness Street.

We do have undercover pick-up and drop-off designated areas, at the Main entrance and Heath House entrance. Residents are encouraged to wait in the foyer at both entrances while you park/pick-up your car from alternative parking options.

CONGRATULATIONS TO OUR MAJOR RAFFLE WINNERS

1ST Prize \$10,000 Goods/Services Retailer/s of choice

Ticket No. 14 RON GILES

2nd Prize \$5,000 Goods/Services Retailer/s of choice

Ticket No. 235 ABCD SYNDICATE



Congratulations to our early bird weekly prize winners of \$500.

Week 1 - Joan Fryer, Week 2 - Anne Jardine, Week 3 - Marlene Currie, Week 4 - Jeff Hooper, Week 5 - Joan Hartley, Week 6 - Bernie Crameri, Week 7 - L & R Emerson, Week 8 - Bartlett Girls, Week 9 - Di Hooper, Week 10 - Sandhurst Cleaning Supply

RESIDENT MASSEUR

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 on 54617390. Limited places are available. One off massages are only available where space is available.

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.

RESIDENTS BE AWARE

At times residents receive phone calls from persons claiming that they are a representative of a telephone and electricity companies, asking for bank account details to clear outstanding balances. This type of phone call should at all times be ignored.

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

HEATH HOUSE DINNER DANCE

Many residents, family and friends attended the Dinner Dance held in June at Heath House.



AFL FOOTBALL TIPPING

Round 11 is completed and our leaders are: **Brian Dam (60)**. Closely followed by Dot Sinclair, Alf Freemantle and Ivy Page (59), and then Honky Howarth, Jim Jordan, Margaret Little, Nancy Tonkin and Sybil Freemantle (58).

A very close competition so far!.

RESIDENT SURVEY - May 2014

Of the 64 residents that were surveyed (Harkness = 41 and Raglan = 23)

89% Knew where to put your compliment/complaint form (Staff gave explanation to residents who answered no)

NB: Information is included in monthly Havachat, as well as monthly Resident Meeting

97% Felt they were given adequate nutrition and hydration

95% Felt that their individual needs were taken into account when planning activities (3% N/A, 2% No, Resident prefers to read)

100% Felt their living environment catered for their needs

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.

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

GREAT THINGS TO DO IN JUNE

HAPPY HOUR EACH FRIDAY

Live entertainment in main Dining Room.

Happy Hour activities continue at Heath House



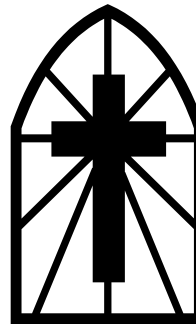
LUNCH OUT EACH THURSDAY – leaving Havilah 11.45 am

- Thurs 3rd** Cambrian Hotel
- Thurs 10th** Golf Club
- Thurs 17th** Park Hotel
- Thurs 24th** Highland Society
- Thurs 31st** Lunch Out



CHURCH SERVICES – all Services begin at 10.30 am

- Wed 2nd** Uniting Church
- Wed 9th** Salvation Army
- Wed 16th** Wattle City Church
- Tue 22nd** Anglican Church
- Wed 23rd** No Church



SPECIAL EVENTS

- Sat 5th** Alby Hansen - Concert in Main Lounge at 1.30pm
- Tue 22nd** Xmas in July Luncheon and Concert with Rita & Co in Dining Room
- Thu 24th** Concert in the Dining Room at 1.30pm

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

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

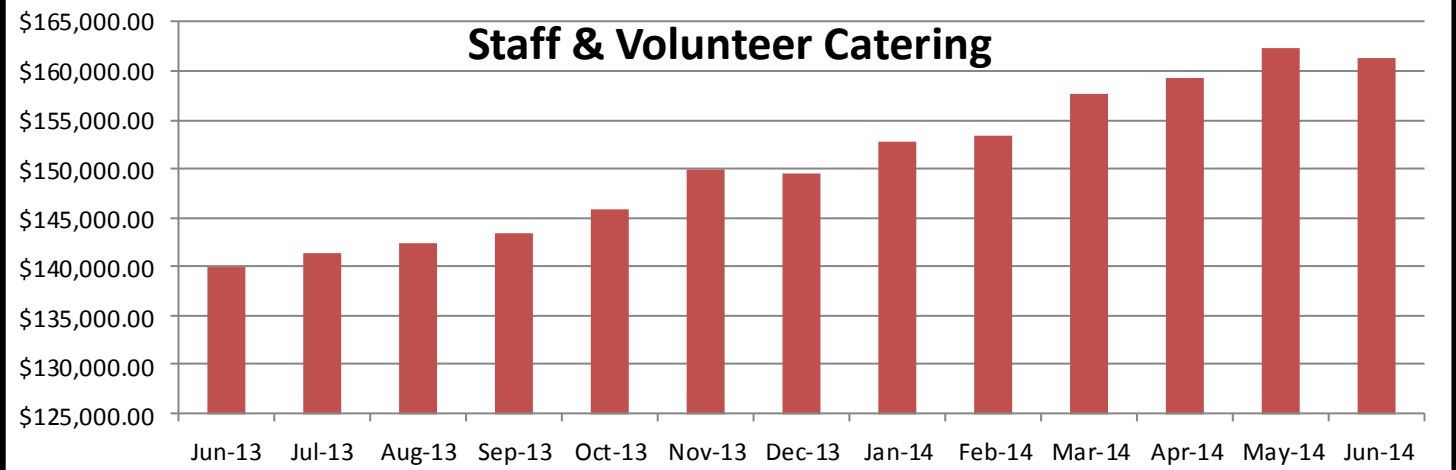


COOKED BREAKFAST 1st Monday of Each Month



NEWSPAPERS

Please do not remove newspapers or magazines from the dining room tables to take to rooms. Residents requiring their own newspapers will need to order from the newsagent, and they will be delivered. Responsibility for payment will be yours.



FROM THE KITCHEN

Residents are reminded that it is possible to order an alternate meal. Selection should be made from the dishes listed as available on the menu or on the whiteboard in the Dining Room. Please let the kitchen know of lunch time requests in the morning and alternate evening meal requests by Lunchtime.

LAUNDRY

The lost clothing department in the laundry has become full with unlabelled clothing once again. Residents and family members are encouraged to visit the laundry to see if they can identify any missing clothing. Residents are reminded that after a month in the lost clothing they are sent to the Carisbrook Opportunity shop.

WHEN THE FIRE ALARM SOUNDS

Residents and Visitors should remain where they 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 it would only be for residents in the affected compartment. In the first instance. The fire alarm automatically alarms at the fire station and the Brigade is here within minutes. **YOU WILL BE KEPT INFORMED VIA STAFF AND THROUGH THE PUBLIC ADDRESS SYSTEM.**

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 54617396 or by internal dial 396.

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



"Write It Down"

A couple in their nineties are both having some short term memory loss. While in for a checkup, the physician says that physically they're okay, but since they're having trouble remembering things, they might want to start writing things down. Later that evening they're sitting and reading, when the husband gets up. "Would you like anything from the kitchen?" he asks. "Some vanilla ice cream," his wife replies. "Okay." "Shouldn't you write it down so you don't forget it?" she asks. "Don't worry, I won't forget." "Well," she says. "A few raspberries on top would be great. You want to write that down?" "I've got it, honey. A bowl of vanilla ice cream with raspberries on top." "And chocolate sauce, too. Maybe you'll forget that. Want me to write it down for you?" A little miffed, he replies, "I've got it! Ice cream, raspberries and chocolate sauce. I don't need it written down, for gosh sakes!" He waddles out to the the kitchen. A half hour later, he comes back with a plate of ham and scrambled eggs, and gives it to his wife. She stares at the plate a few seconds, then says, "You forgot my toast."

Other Funnies

