

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 September 2014

HAVACHAT



Heath House Dinner Dance



NOTICE FROM THE DIRECTOR OF CARE - Dave Burrridge

Hi from the desk of a dejected Pie, well 2015 is coming around and we will be strong, looking forward to some magnificent games in the coming month. My congratulations to the winner of the footy tipping comp Brian Dam.

We have come through winter and spring is in the air but I would still like to remind visitors who may have cold or flu symptoms to take precautions as your relative or friend may not have as robust an immune system. As we age we become more frail and susceptible to viruses, also our residents live in a more controlled environment which again can decrease our immune system.

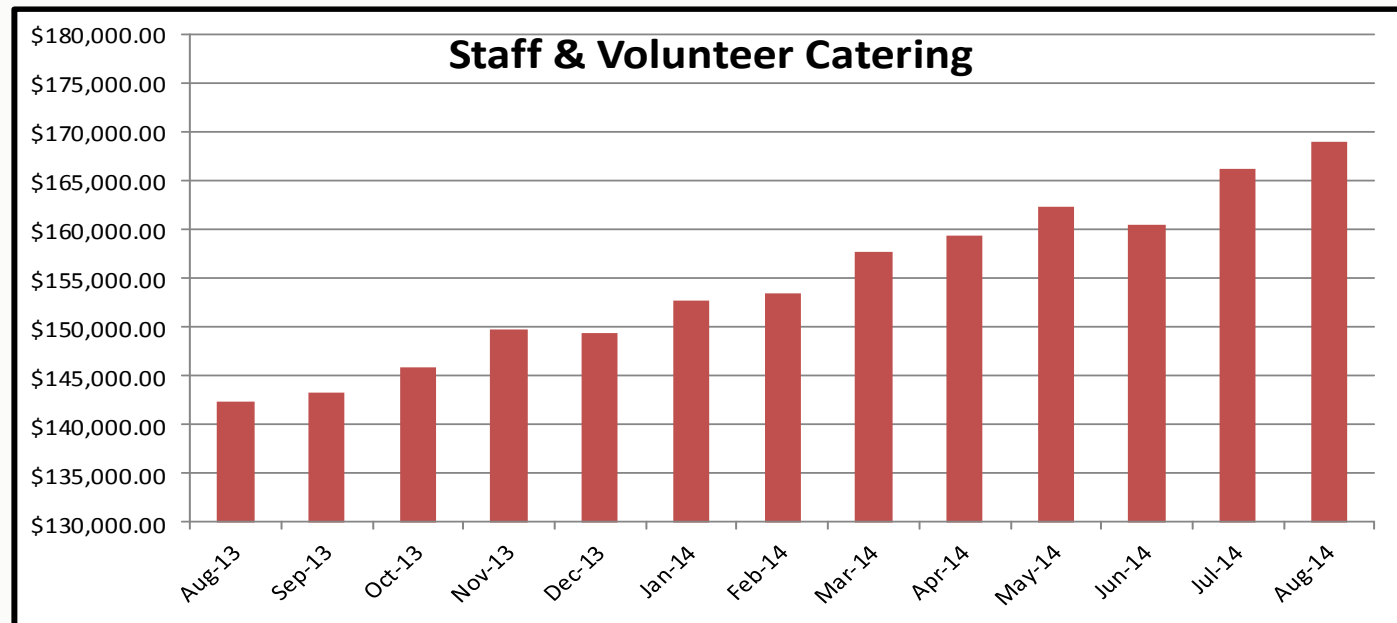
I will remind all residents and family; If family of residents have any queries regarding your loved ones' stay at Havilah or a suggestion for activities they may like to pursue, or issues that you may wish to discuss please feel free to phone me or drop in for a chat. For our service to keep improving it requires input from all areas.

Dave Burrridge

Resident Meeting—Monday 8th September —1.15 pm in Callistemon Activities Room

Resident Meeting Heath House—Monday 15th September — 2.00 pm Heath House

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

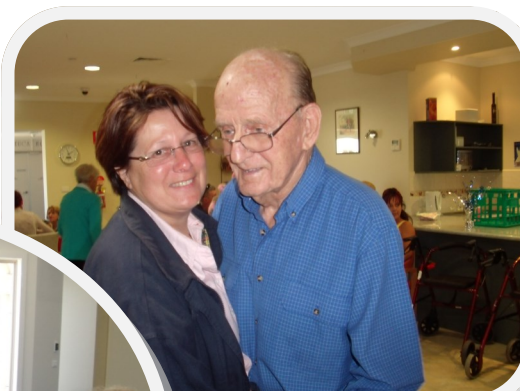


**ALL HAVILAH SITES ARE NON SMOKING
SITES. PLEASE RESPECT THIS FOR THE
SAFETY OF RESIDENTS AND STAFF.**



Heath House Dinner Dance

The Residents, Family and Friends of Heath House enjoyed a wonderful social dinner dance in August.



AFL FOOTBALL TIPPING

Congratulations to our Footy Tipping Winner Brian Dam, with a prize of \$50.00. Our second place was shared by Ivy Page and Dot Sinclair who have to share the prize of \$30.00, and our final winner coming in at third place is Alf Freemantle, winning \$20.00.

Well done to all our winners and thank you for everyone who participated in this years Footy Tipping.



AFL GRAND FINAL LUNCH

*Wear you club colours and join us for the Pre-game Lunch in the main dining room followed by the Grand Final game on the big screen in the lounge on **Saturday 27th September.***

Includes Tipping Competitions and Game Snacks.

Men's Day Lunch Monday 8th September

Everyone is welcome to come celebrate **Men's Day** in the main dining room. Lunch, drinks and entertainment provided.

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

GREAT THINGS TO DO IN SEPTEMBER

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 4th

Cambrian Hotel

Thurs 11th

Golf Club

Thurs 18th

Park Hotel

Thurs 25th

Highland Society



CHURCH SERVICES – all Services begin at 10.30 am

Wed 3rd

Uniting Church

Wed 10th

Salvation Army

Wed 17th

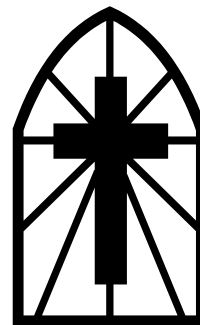
Wattle City Church

Tue 23rd

Anglican Church

Wed 24th

No Church



SPECIAL EVENTS

Sat 6th

Alby Hansen - Concert in Main Lounge at 1.30pm

Mon 8th

Men's Day Luncheon- Main Dining Room at 12.00 noon

Sat 27th

**Grand Final Lunch - Main Dining
Room at 12.00 noon**



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 from 8 Sept until 20 Oct as Rhonda will be on a well earned break.

Cooking classes 3.15pm

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



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 and Date

Your assistance with this is much appreciated.



WARNING!!!

It has come to our attention that the family of a former resident has received a letter advising them that their father was a beneficiary of a substantial estate and they needed to contact a lawyer via email and he would complete the transaction for them. His fee would be 50% of the estate.

The family passed this letter on to us with the hope that we could warn our residents and their families of this type of potential scam.

Please be suspicious of any overseas correspondence offering or asking for money. It is recommended that you ignore all such correspondence and for residents to report anything suspicious to reception.

RESIDENT SURVEY - July 2014

Of the 58 residents that were surveyed (Harkness = 42 and Raglan = 16)

93% Believe the equipment in their room is in good order

100% Felt the access to Doctors at our onsite clinics is beneficial to them

74% Said there are sufficient onsite church services provided, 5% would like a different religious service provided and 21% said N/A as they do not want to attend any services

86% Said they observe Havilah staff using hand hygiene basins, 14% said they had not noticed due to their physical situation (poor eye sight or not being near basins).

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 good argument why newspapers are absolutely necessary.....

A regular reader was visiting his daughter recently, and asked if she had a copy of the Herald-Sun handy.

"This is the 21st Century," the daughter replied. "We don't waste time on newspapers. Here, use my iPad".

It was an expensive exercise, but we can report that the fly never knew what hit him!

Questions That Haunt Me

- * **Why does a round pizza come in a square box?**
- * **Why do you have to "put your two cents worth in".....but it's only a "penny for your thoughts?"**
- * **Why do toasters always have a setting that burns the toast to a horrible crisp, which no one can possibly eat?**
- * **Why does a dog get mad at you when you blow in its face, then stick its head out the window when you take it in the car?**



*People say there is no difference
between "complete" and 'finished'.*

I say there is.....

Marry the right person and you're complete

Marry the wrong person and you're finished!

Two Reasons to Smile

A smile is the window of your face that shows your heart is at home.

Keep smiling and it makes people wonder what you are up to.