

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 6th August 2014 HAVACHAT

AUXILIARY ANNUAL GENERAL MEETING

The AGM was held on 16th July. A cheque for \$14,000 was presented to Barb Duffin CEO of Havilah and she thanked the Auxiliary for another fantastic year of fundraising.



HEATH HOUSE - DINNER DANCE

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

Date: Saturday 23rd August

Time: 11.30 am

Place: Heath House

R.S.V.P. to 54617482

Look forward to having you join us.

Patricia—Team Leader



NOTICE FROM THE DIRECTOR OF CARE - Dave Burridge

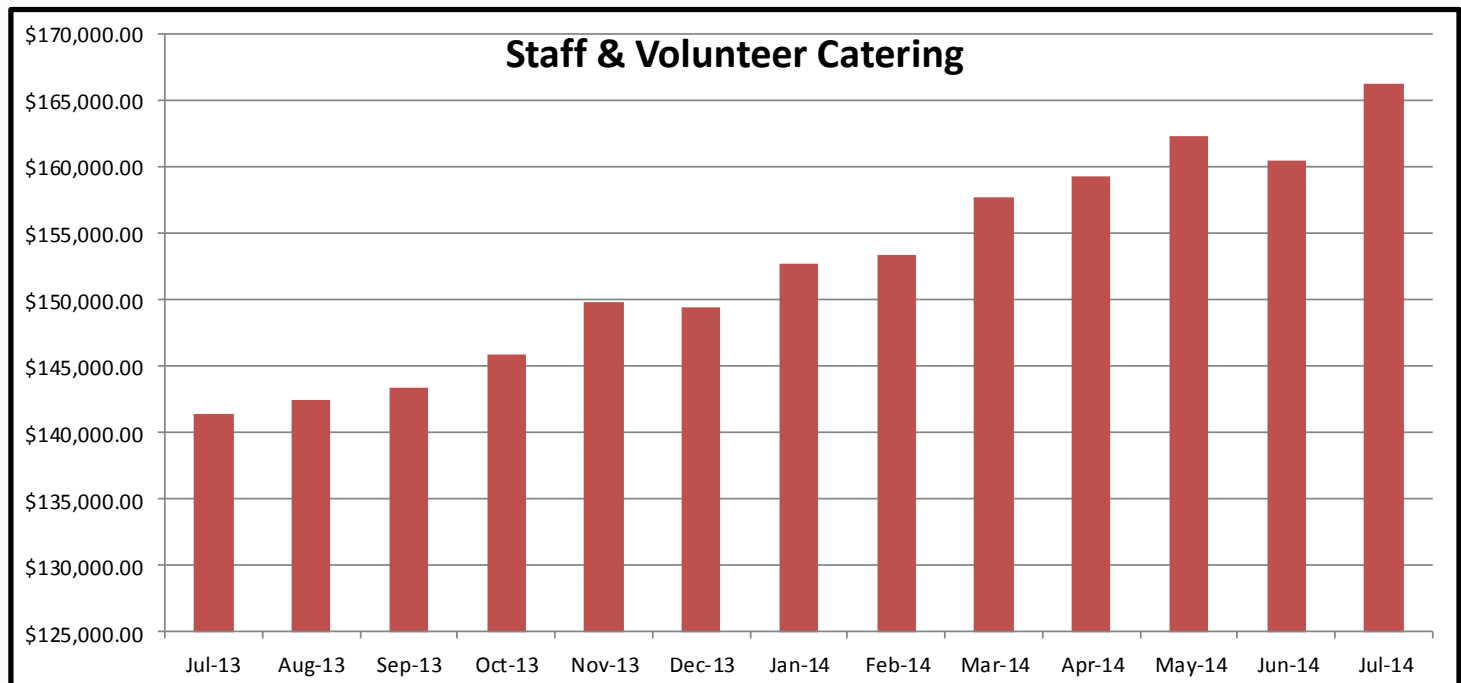
With winter well and truly upon us, and coughs and colds abound, some staff and residents have caught the cold that appears to be going around and can turn into a nasty chest infection. Just a reminder that if you are thinking of visiting a loved one and are suffering from the cold and flu symptoms. Please think about the likelihood of passing it onto your loved one, as we age we become more susceptible to ailments and our recovery time is longer. Prevention is better than a cure

If family of residents have any queries or concerns about your loved ones' stay at Havilah or any suggestions 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.

Resident Meeting—Monday 11th August —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



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



XMAS IN JULY

Many residents, family and friends attended the Xmas in July Lunch held in July.



AFL FOOTBALL TIPPING

Round 19 is completed and our leaders are: Dot Sinclair (114). Closely followed by Brian Dam (111), Ivy Page (109), and then Margaret Little (107), followed by Honky Howarth (106), Alf Freemantle (104), not far behind Bev Milne and Jean Webb (103).

With only 4 weeks to go, its sure to be a close finish. Goodluck to all!!!

RESIDENT SURVEY - June 2014

Of the 61 residents that were surveyed (Harkness = 45 and Raglan = 16)

100% Felt the staff were well trained and had the knowledge and skill to meet their needs

98% Felt the medication staff delivered their medication in a timely manner (2% NA)

98% Said staff maximised your care needs (2% Yes/No, not always stay and assist with overnight toileting, memo issued to all care staff 14/7/14)

100% Believe that Havilah meets the safety requirements eg fire, security alarms, locks)

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 AUGUST

HAPPY HOUR EACH FRIDAY

Live entertainment in main Dining Room.

Happy Hour activities continue at Heath House



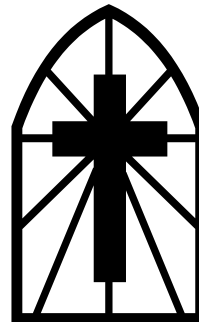
LUNCH OUT EACH THURSDAY – leaving Havilah 11.45 am

- Thurs 7th** Cambrian Hotel
- Thurs 14th** Golf Club
- Thurs 21st** Park Hotel
- Thurs 28th** Highland Society



CHURCH SERVICES – all Services begin at 10.30 am

- Wed 6th** Uniting Church
- Wed 13th** Salvation Army
- Wed 20th** Wattle City Church
- Tue 26th** Anglican Church
- Wed 27th** Catholic Church



SPECIAL EVENTS

- Sat 2nd** Alby Hansen - Concert in Main Lounge
at 1.30pm
- Sat 23rd** Dinner Dance in Heath House at
11.30am



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

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



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.

You may not consider creams or alternate non-prescribed herbal remedies as medications but Residents as it is a requirement of the Department of Health and Ageing that facilities arrange the assessment and monitoring of self-medication of our residents

PLEASE ADVISE STAFF OF ANY MEDICATIONS YOU KEEP IN YOUR ROOM AND SELF ADMINISTER. We can then arrange for the required documentation to be put in place to accommodate you. We would very much appreciate your co-operation with this.

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 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



Seems an elderly gentleman had serious hearing problems for a number of years. He went to the doctor and the doctor was able to have him fitted for a set of hearing aids that allowed the gentleman to hear 100%. The elderly gentleman went back in a month to the doctor and the doctor said, "Your hearing is perfect. Your family must be really pleased you can hear again."

To which the gentleman said, "Oh, I haven't told my family yet. I just sit around and listen to the conversations. I've changed my will five times!"



A Moment of Your Time

- * You can always find what you NOT looking for!!!
- * Ever notice how people who tell you to calm down are usually the ones that made you mad in the first place!!!
- * Bad habits are like a warm bed on a cold night, easy to get into but hard to get out of!!!

Thoughtful Quote

*Making one person smile can change the world – maybe not the whole world,
but their world.*