

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 6th November 2014

HAVACHAT



CHRISTMAS DAY

Christmas Day Celebrations at Havilah are lots of fun, with good food and good cheer to be had by all. Families and friends are welcome to join residents for a 3-course lunch at a cost of \$25.00 per head.

Bookings are essential, RSVP by Friday 12th December.

Please telephone Reception 54 617387 or email rhonda.treloar@havilah.org.au for bookings.

HAVILAH XMAS BBQ

Our Annual Christmas Barbecue will be held

Wednesday 10th December 5.30 pm.

Invitations to this very popular event are enclosed with your copy of the HAVACHAT.

All family and friends are welcome—There are no limits on number attending— Please advise Reception 54617387 (Mon—Fri) or email mail@havilah.org.au if you would like additional invitations sent out to family members and friends. We would appreciate your advice on numbers attending.



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.

Patricia—Team Leader



Resident Meeting—Monday 10th November—1.15 pm in Callistemon Activities Room

Resident Meeting Heath House—Monday 17th November — 2.00 pm Heath House

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

RESIDENT SURVEY - September 2014

Of the 66 residents surveyed (Harkness = 46 and Raglan = 20)

94% Feel they are given sufficient emotional support in their living environment and 6% feel they either do not have this support or do not want this support..

95.5% Know their families and friends are welcome to join them for a meal and 4.5% said they did not know this.

84% of those using the laundry services find the service adequate. We are hoping that a recent change of chemicals supplied in October will improve satisfaction with the service.

NOTICE FROM THE DIRECTOR OF CARE— Dave Burrige

Hi from the desk of the Director of Care, as we are entering spring and the gardens are at their best I encourage family and friends when visiting to please consider a walk around our gardens, enjoying the diverse scenes and colours that abound at this time of the year, plus the weather is near perfect for a stroll in the gardens. We have lots of areas where families can have a picnic style lunch, or just a gathering, please feel free to use our facilities if you require anything special please give our staff plenty of notice and we will do our best to accommodate your requests.

I again reiterate that Havilah is always striving for continuous improvement in all areas and to improve we require input from a variety of sources. We have our continuous improvement / comments and complaints forms available for people to fill in. This helps Havilah recognise areas for improvement as well as evaluating the effectiveness of our actions. This is also an avenue for making recommendations to Havilah for activities that may be appropriate for our residents to participate in, always striving to improve the quality of life and life enjoyment of our residents at Havilah.

An issue that has arisen is “residents in aged care self-administering medications”. At Havilah we have a well defined policy for any resident that wishes to self-medicate, from an assessment of the capabilities of the resident to self-administer to possible interactions with other medications. At Havilah we have dedicated medication carers who dispense all residents’ medications ensuring the resident receives the appropriate medications; some residents will self-medicate certain medications that have been approved by the GP. We have found that some residents have medications / creams in their rooms without the correct process being followed, these medications / creams have not been provided by Havilah but purchased by the resident or family members. A reminder if family members are asked by the resident to purchase medications / creams that they inform the senior on shift to allow Havilah to follow our processes. Thanks Dave

Significant Refurbishment Project

We will shortly commence a project of significant refurbishment with works to include :

Front of Building Extension and upgrade

Expansion of the Callistemon Activities Room

Construction of WC block off Main Dining Room

Development of the Banksia Atrium to a Care and Activities Hub

Construction of Covered way from Banksia House to Dining Room

External Outdoor Extension Heath House

Upgrade WI FI to all areas

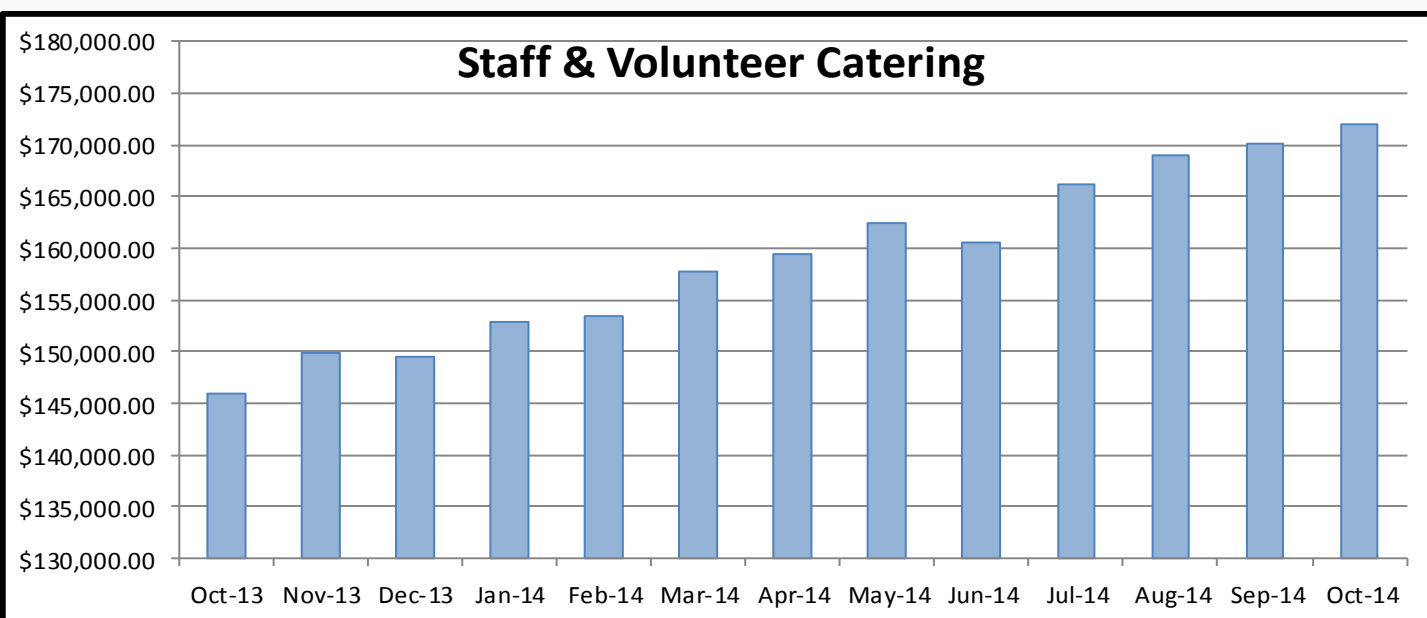
Recarpet of resident rooms 1—51

Replace vinyl to ensuites and bedroom Heath House

Upgrade to Courtyard and Barbecue area

Construction works will be completed by local contractors Lohmann and Bond. Having been involved in the construction of Melaleuca and Correa Houses principals Paul Lohmann and Jamie Bond are well experienced in organising works to achieve the least possible disruption to residents.

During the works there are some areas that will be restricted for the safety of residents and visitors. The main effect will be that parking will be reduced at the front of the building. We will ensure that any disruption is for the least time physically possible. The \$1M project will take about 6 months to complete and will provide significant improvements in the facilities and services we can offer.



Sudoku and Crossword Solutions (from page 6)

7	5	2	8	9	3	6	1	4
9	6	8	4	5	1	3	7	2
1	3	4	6	7	2	8	9	5
6	2	3	9	4	5	7	8	1
4	7	5	1	6	8	9	2	3
8	9	1	2	3	7	4	5	6
3	8	9	5	2	4	1	6	7
5	4	6	7	1	9	2	3	8
2	1	7	3	8	6	5	4	9

Movie Quiz Answers:
 1b. Tim Robbins
 2b. Kevin Spacey
 3a. Cary Grant
 4a. Sam Mendes
 5a. 1979
 6a. Tony Curtis

V	I	P	E	R	A	D	A	G	E
A	A	I	B	D	S				
G	N	E	F	A	R	I	O	U	S
U	N	E	U						
E	X	I	T	A	P	I	A	R	Y

Some other words of five letters or more containing the hub letter I:
 actin, adieu, antic, audio, audit, candid,
 cited, coat, cutie, dicot, dicta, edict,
 induce, nicaad, tenia, tonic, tunic, unite,
 unite, action, atonic, aunie, coined,
 detain, induce, induct, notice, united,
 united, acontie, auction, caution,
 conduit, noctuid, noticed.

9-letter word - EDUCATION

Hub-Word

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

GREAT THINGS TO DO IN NOVEMBER

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 6th

Cambrian Hotel

Thurs 13th

Golf Club

Thurs 20th

Park Hotel

Thurs 27rd

Highland Society



CHURCH SERVICES – all Services begin at 10.30 am

Wed 5th

Uniting Church

Wed 12th

Salvation Army

Wed 19th

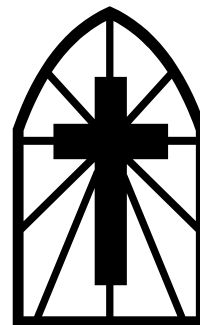
Wattle City Church

Tue 25th

Anglican Church

Wed 26th

No Church Service



SPECIAL EVENTS

Sat 1st

Alby Hansen - Concert in Main Lounge at 1.30pm

Tue 4th

Melbourne Cup Day Activities

Sat 15th

Special Bingo at 1.30pm

Sat 22nd

Heath House Dinner Dance



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 3.30pm

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

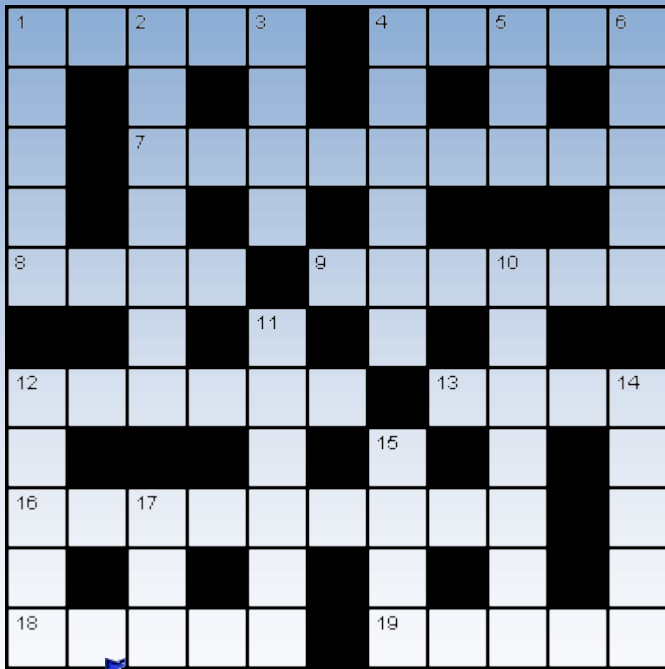
SUNDAY -

Devonshire Afternoon Tea

COOKED BREAKFAST 1st Monday of Each Month



Mind Games

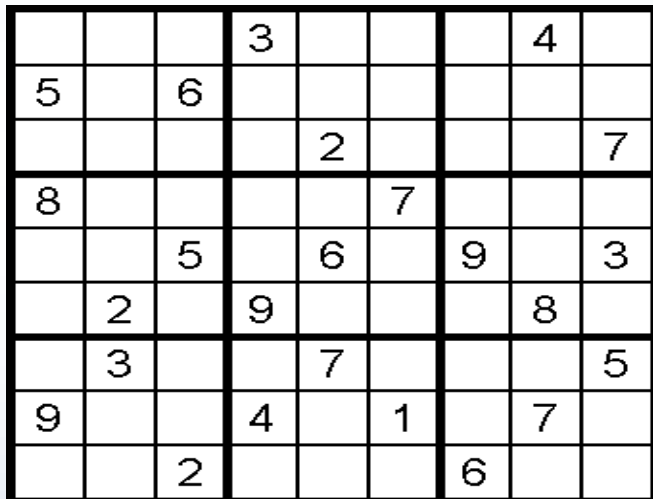


Across

1. Snake (5)
4. Saying (5)
7. Villainous (9)
8. Way out (4)
9. Bee house (6)
12. Maelstrom (6)
13. Desiccated (4)
16. Allowed (9)
18. Trench (5)
19. Indigent (5)

Down

1. Obscure (5)
2. Wicker basket (7)
3. Prevalent (4)
4. Precipitous (6)
5. Fuss (3)
6. Composition (5)
10. Abbreviate (7)
11. Gusto (6)
12. Lacking taste (5)
14. Journal (5)
15. Stupefy (4)
17. Furrow (3)



HUB WORDS

How many words can you make from the letters in the wheel? Each word must contain the hub letter **I**. Can you find a 9-letter word and at least 20 other words of five letters or more avoiding proper nouns?



MOVIE QUIZ -1

1. Who was Andy Dufresne in the 1994 movie, *The Shawshank Redemption*?
a. Tom Hanks b. Tim Robbins
2. Who was Roger 'Verbal' Kint in the 1995 movie, *The Usual Suspects*?
a. John Travolta B. Kevin Spacey
3. Which of these actors starred in the 1959 movie, *North by Northwest*?
a. Cary Grant b. Spencer Tracy
4. Who directed the 2002 movie, *Road to Perdition*?
a. Sam Mendes b. Ridley Scott
5. In which year was the movie *Apocalypse Now* first released?
a. 1979 b. 1982
6. Which of these actors starred in the 1959 movie, *Some Like it Hot*?
a. Tony Curtis b. Frank Sinatra

Solutions can be found on page 3.

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

THE CAT:



One day, a cat dies of natural causes and goes to heaven, where he meets the Lord Himself.

The Lord says to the cat, "You lived a good life, and if there is any way I can make your stay in heaven more comfortable, please let me know."

The cat thinks for a moment and says, "Lord, all my life I have lived with a poor family and had to sleep on a hard wooden floor."

The Lord stops the cat and says, "Say no more," and a wonderful, fluffy pillow appears.

A few days later, six mice are killed in a tragic farming accident, and all of them go to heaven.

Again, the Lord is there to greet them with the same offer.

The mice answer, "All our lives we have been chased.

We have had to run from cats, dogs, and even women with brooms.

Running, running, running; we're tired of running.

Do you think we could have roller skates so that we don't have to run anymore?"

The Lord says, "Say no more" and fits each mouse with beautiful new roller skates.

Week later, the Lord stops by to see the cat and finds him snoozing on the pillow.

The Lord gently wakes the cat and asks him, "How are things since you got here?"

The cat stretches and yawns, then replies, "It is wonderful here.

Better than I could have ever expected. And those 'Meals On Wheels' you've been sending by are the best!"

An old man lived alone in Idaho. He wanted to spade his potato garden, but it was very hard work. His only son, Bubba, who used to help him, was in prison. The old man wrote a letter to his son and described his predicament.

Dear Bubba:

I am feeling pretty bad because it looks like I won't be able to plant my potato garden this year. I'm just getting too old to be digging up a garden plot. If you were here, all my troubles would be over. I know you would dig the plot for me.

Love, Dad

A few days later, he received a letter from his son.

Dear Dad:

For heaven's sake, Dad, don't dig up that garden. That's where I buried the BODIES.

Love, Bubba

At 4 a.m. the next morning, FBI agents and local Police showed up and dug up the entire area without finding any bodies. They apologized to the old man and left.

That same day, the old man received another letter from his son.

Dear Dad:

Go ahead and plant the potatoes now. It's the best I could do under the circumstances.

