



A MESSAGE FROM THE CEO



Autumn is here, and so is another year of hope and excitement. We have been blessed with the warm weather of summer, which has continued through to autumn. The warming weather is blessing us with long warm days,

BBQs and vitamin D to brighten our mood. It's hard to believe we are already well into 2022, and we are still working through the hurdles of COVID19. It has been a trying time for everyone, and we are all fatigued with the constant changing of restrictions and wearing of PPE. Here at TTHA, although we are busy, we continue to be positive and deliver the highest level of care to our wonderful residents.

Unfortunately, we recently experienced our first COVID19 outbreak within the facility. There will undoubtedly be more outbreaks which we will continue to manage with our staff and residents. However, we have learned a lot and have confidence in our infection control team and the processes we have put in place. The Omicron strain is highly contagious; this is not a surprise, with over 1000 Aged Care facilities in Victoria dealing with outbreaks to date. However, due to the diligence of

our outstanding staff, residents, and families, we were able to get this outbreak under control swiftly and effectively. I would like to extend a personal thank you to our fabulous staff, who have gone above and beyond to ensure our residents continue to receive the care they need. Many team members have worked double shifts, long hours, and weekends to make sure residents' needs were met,



and we could provide the care we are so very proud of. Thank you to everyone!

During these challenging times, we can only succeed with the support from our wonderful community. I would like to take this opportunity to take our entire community for their support during this time. This includes residents, families, staff, visitors, our Board, our Management team and the communities which support us. Without your patience and understanding during trying times, we would

TTHA AUTUMN NEWSLETTER 2022

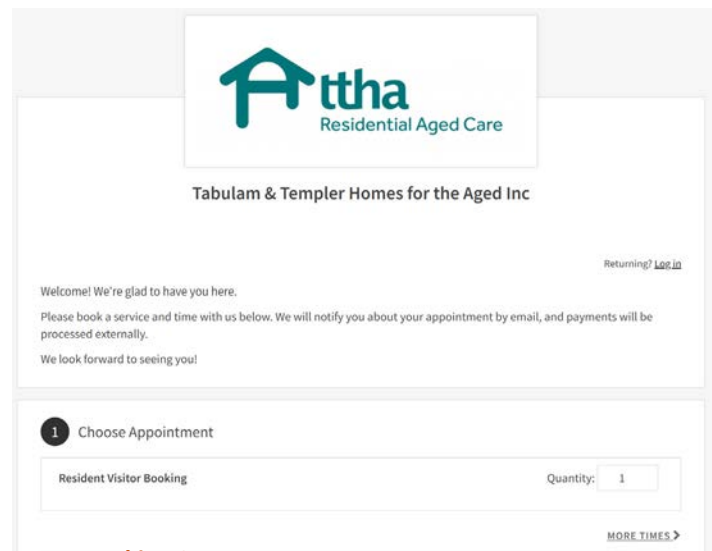
not be as swift to remove the threat of the outbreak, and we would not be able to provide the care that we do. Thank you.

All persons onsite at TTHA, including visitors, staff, and contractors, must have a rapid antigen test before entry. These tests only take 10 to 15 minutes to get your result, and it ensures that we continue to protect our residents, staff, and visitors. While onsite, everyone is required to wear PPE as needed, which also provides extra protection for everyone, and this will be provided to you when you visit. All these measures assist in ensuring we protect, to the best of our ability, everyone in the home.

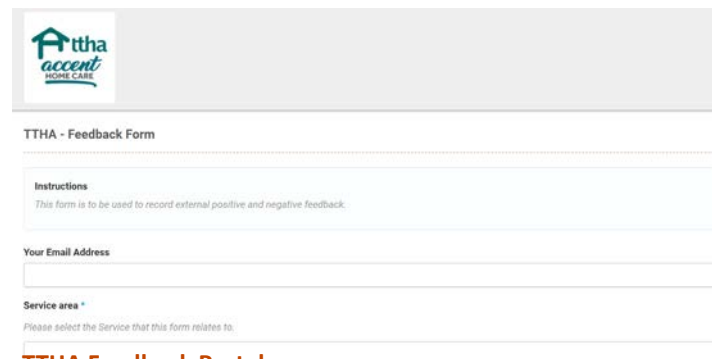
We are excited to announce we now have a new online visitor booking system in place. If families wish to visit a loved one, they now have the option of booking that visit online through our website or with this <https://ttha-visitor-booking.as.me/schedule.php>. This live portal will show you how many appointments are left at that time; you can fill in your details, and your appointment will be live in our system. The traditional booking method through reception remains for those who cannot book in through the portal. We ask all people making appointments; if you cannot make your confirmed appointment, please cancel this appointment as it opens up more bookings for those who wish to visit their loved ones. See the below image of this booking system landing page.

You may have noticed we have just launched our new website. This has been a work in progress for some time as we wanted to simplify the navigation for all and freshen up the website content. Features of the website include more simplified navigation, simply hover over a department in the title bar for more options or scroll down for the coloured

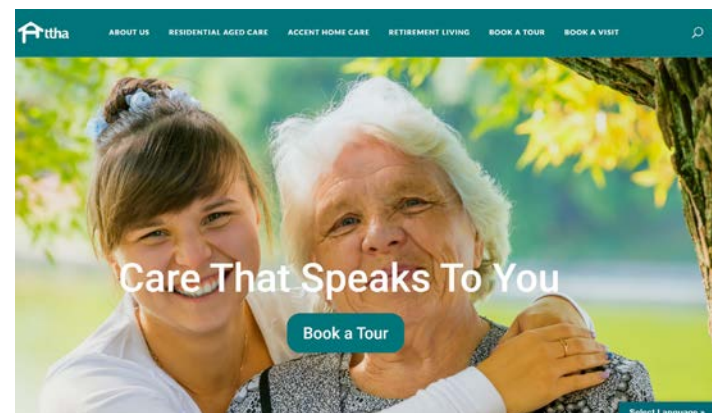
tiles to find what you require. To book tours of the home or units, please use the 'book a tour' link in the title pages of the website. To book a visit with your loved one online, please use the 'book a visit' link in the same location. If you would like to give us some feedback, which we always welcome, you can also do this online, using the 'About Us' drop down and navigating to 'Feedback'.

The screenshot shows the TTHA Booking System landing page. At the top is the TTHA Residential Aged Care logo. Below it, the text reads "Tabulam & Templer Homes for the Aged Inc". There is a "Returning? Log in" link. A welcome message states: "Welcome! We're glad to have you here. Please book a service and time with us below. We will notify you about your appointment by email, and payments will be processed externally. We look forward to seeing you!". The main section is titled "1 Choose Appointment" and features a "Resident Visitor Booking" button and a "Quantity: 1" input field. A "MORE TIMES" link is at the bottom right.

TTHA Booking System

The screenshot shows the TTHA Feedback Portal. It features the TTHA accent HOME CARE logo. The title is "TTHA - Feedback Form". Under "Instructions", it says: "This form is to be used to record external positive and negative feedback." There is a "Your Email Address" input field. Below that is a "Service area" dropdown menu with the instruction: "Please select the Service that this form relates to:". A "Select Language" link is at the bottom right.

TTHA Feedback Portal



TTHA New Website

TTHA AUTUMN NEWSLETTER 2022

2022 brings new hopes and new dreams for the coming year. Our staff have returned from a well-earned break, refreshed and ready to take on 2022 with a new positive frame of mind. Our lifestyle team has new enthusiasm and is excited to slowly roll out some new activities that will cater to all interests and abilities. As the monthly calendar ramps up and more activities are added, we look forward to sharing this with you again every month.



Our exercise groups have resumed with physical distancing, and it has been a real blessing to welcome back this much-loved activity for all residents. We are currently conducting all activities in the various areas, reducing the instances of residents mixing together. Our movie time is a favourite also, and it's lovely to be able to gather in our wings, in front of a classic movie while adhering to physical distancing. Our one-on-one activities have been a blessing for all residents, and they continue into 2022, with our daily walks, floral arranging and beauty therapy being some favourites.

The last two years have brought about growth in our home care division with many new roles and new faces as the government releases more home care packages. With more consumers coming on board, this opens up some fantastic employment opportunities for like-minded

Care Advisors and Community Care Support Workers to join our growing, caring and supportive organisation. If you or someone you know is interested in joining our home care division, Accent Home Care, please contact our office on 8720 1338. You can also view all of our current employment opportunities online for TTHA and Accent Home Care at this link: www.ttha.org.au/careers. When you visit next, or if you or a loved one seek assistance with a home care package, please come in and say hello to our vibrant and friendly team. We are here to assist you every step of the way!

Our social support group is thrilled to be back in action and spending time with our much-loved participants again.



Outings have resumed, and it was an absolute delight to see members reunite once again in shared experiences together. This really has emphasised how crucial face-to-face connection is, how everyone values human contact and truly thrives when involved in it.

If you or a loved one would like to join our social support group, which runs groups Monday to Friday, again, please contact Accent Home Care, and we will match you with a group of like-minded people with similar interests.

Similarly, our café 'Changing Seasons' has been unable to open as yet. We look forward to open our new café with adequate staff and welcome residents, families and the public. At this time that is not possible, however we look forward to opening in the near future and we will keep everyone informed of those dates.

As this more positive year rolls on, it may be time to reflect on your own or a loved one's aged care requirements. If you or a loved one want to stay at home longer and need extra support, why not give our Accent Home Care team a call and see how we can help you with gardening, cleaning, personal care, medication management or social and emotional support.

Our experienced staff will answer all of your questions and assist you along the journey. If you would like to make a Home Care enquiry or for any of the services TTHA provides, please contact us on (03) 8720 1333 or visit our website www.ttha.org.au or www.accenthomecare.com.au.

As another beautiful season begins, we look forward to welcoming more of you into the facility and slowly getting back to a 'new normal'. Stay safe and in touch with loved ones, and contact any of our caring staff with any requirements you may have.

Enjoy a magnificent Autumn!
Eva Simo – CEO



NEWS FROM THE TSA

As we move into a new Covid normal, we wanted to invite everyone at TTHA to join our garden initiative. Our garden was established at the end of 2019 and is by the tennis room on 51 Elizabeth Street in Bayswater. You are welcome to come and have a picnic or just enjoy the sunshine and plants with your family, there are plenty of chairs you can use. And there are many opportunities to get your hands dirty, be creative and help us plant and grow.

We absolutely love seeing people coming down and exploring our garden; please feel free to water and weed whenever you are there, and we are always looking for new volunteers to help with working bees, compost and plenty more!

Upcoming events:

- **Community Garden Working Bee and Cooking Bruchetta and Fresh Bread**

The 19th of February 2022, 10am to 1:30pm

- **Community Garden Working Bee and Cooking Homemade Pasta with Pesto Sauce**

The 5th of March 2022, 10am to 1:30pm

- **Sommerfest Community Garden Stall**

The 20th of March 2022

11am to 12pm (TBC)

- **Community Garden Working Bee**

The 23rd of April 2022, 10am to 12pm

Please contact us by calling or texting Martina on 0433 335 815 or email at christine@templesociety.org.au.



TTHA AUTUMN NEWSLETTER 2022

CEO's Welcome	Pg 1	Clinical Update	Pg 10
News From the TSA	Pg 4	Lifestyle Update	Pg 12
Quote of the Season	Pg 5	Kitchen Update	Pg 17
Work with Us	Pg 5	Quality Update	Pg 18
Changing Seasons Cafe	Pg 5	Units for Sale	Pg 19
Accent Home Care & SSG	Pg 6	Vacancies	Pg 20

QUOTE OF THE SEASON



CHANGING SEASONS CAFE

We look forward to reopening our beautiful cafe in the coming months. To stay up-to-date with opening hours, menus and our delicious specials please see our website, <https://www.facebook.com/ChangingSeasonsCafe>. Or 'like' the Changing Seasons Cafe Facebook page @ChangingSeasonsCafe



WORK WITH US

Are you seeking a long and rewarding career within a caring organisation? Are you passionate about aged care? TTHA and Accent Home Care are looking for enthusiastic Registered Nurses, PCAs and Community Care Support workers. If this sounds like you, please send your resume to careers@ttha.org.au or apply online at www.ttha.org.au/careers



ACCENT HOME CARE



I hope you have enjoyed the warmer months of summer and are now ready for the cooler days of autumn. There have been many improvements to the Accent Home Care Package service during the change in seasons. Including a new

plan that allows consumers to track their goals against what is important to them and a new Community Nursing service, which I will go further into below. We are always looking at ways to improve the service, as we are committed to assisting people to achieve their goals of living in the community in their own homes.

Welcoming new staff to the Accent Home Care Team

January 2022 has seen four new Care Advisors

join the Accent Home Care Team. These new people have joined our team due to our region's increased need for Home Care Packages. Our new Care Advisors include Beata, Melissa, Naomi, and Sacha. They join the team with considerable experience in aged care, nursing, complex case management, and speaking languages such as Polish and German. Fiona, Ebony, and Sharon have also joined Accent Home Care as Direct Care Workers to further assist with the demand for care services. I warmly welcome all new staff to the Accent Home Care Team.

Community Nursing Service

We have two Registered Nurses that provide in-home care for consumers. The services provided include health assessments, nutrition advice, diabetes support, continence care, dementia care, skin and wound care to name a few. Our nursing team can review why people fall in their homes and develop a care plan to prevent the likelihood of future falls.

The Registered Nurses review consumers who experience pain and recommend making life easier. The Australian government-funded the nursing service as part of the package.

COVID Pandemic and Home Care Packages

As you know, the COVID pandemic has impacted the production of goods and services across Australia and the world for over two years now. Unfortunately, COVID has affected all Home Care Package providers across Australia, including Accent Home Care. We have had a few staff isolate due to possible COVID exposure and await clearance to return to work. The safety of you and our staff is our top priority and to achieve this, we will need to reschedule services if a staff member has had to isolate due to COVID. I understand any change to a scheduled visit is an inconvenience; however,

For every friend you refer to Accent Home Care, you will receive a gift voucher of your choice as a token of our appreciation once they have signed up with us.*

 \$100 VISA GIFT CARD	 \$100 COLES/MYER GIFT CARD	 \$100 WOOLWORTHS GIFT CARD
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Refer as many friends as you wish and keep being rewarded.
Contact us on (03) 8720 1338 for more information.

*Offer is redeemable only once the person referred has signed up with Accent Home Care.

accent HOME CARE

31-41 Elizabeth Street, Bayswater VIC 3153
Phone us on (03) 8720 1338 or visit our website: accenthomecare.org.au
or email us at: homecare@accenthomecare.org.au

the consequence of contracting COVID may be much worse.

Our Accent Home Care Team, including the staff that visit you in your home, are double vaccinated against COVID, with some having already received their boosters. Accent Home care also conducts regular Rapid Antigen Testing on all staff, which reduces the risk of a COVID positive staff member visiting your home.

COVID Pandemic and Delivering Services

If a staff member cannot visit you because they were exposed to COVID, there is a lot of behind the scenes work that our Service Delivery Team needs to do to find a replacement Direct Care Worker. This includes contacting other organisations that partner with Accent Home Care to see if they have staff available to attend. They are often in the same situation as Accent Home Care and have their own staff isolating and simply do not have someone available. It can take up to an hour of making phone calls by our team to find a replacement Carer, Cleaner or Gardener and with the short supply of people working, we may not be able to provide the service on the specified day or time. We appreciate that this may be frustrating for you; however, the team is doing everything they can to provide you with the best options.

On occasion, some consumers have shown their frustration by raising their voice at the Accent Home Care Team. All people involved in aged care, including consumers, their families, carers, visitors, and the aged care workforce, must respect and be considerate of each other. We all need to be mindful of our behaviour's effect on others, especially during trying times such as the COVID Pandemic. Quality aged care outcomes are best achieved in an environment

of mutual respect where we all work together.

Rapid Antigen Tests (RATs)

The Australian government has now stated that Home Care Package (HCP) providers can use package funds to reimburse care recipients of HCPs for Rapid Antigen Tests (RATs). The government states that the consumer can use the package funds to purchase the tests used to meet the person's aged care needs, such as supporting delivery of aged care services.

A care recipient requires RATs for personal use; most will be accessible for free under the government's provision for concession cardholders. We have a limited supply at the office if you need these tests. Otherwise, we can reimburse you for the ones you have purchased. To confirm your eligibility to receive RATs as part of your Home Care Package, please contact your Care Advisor first.

Until next time, I wish you all the best as we move into autumn. The Accent Home Care mission is to assist older people in remaining living in their own homes. If you are an existing consumer or interested in a package, we are always here to help; feel free to contact our office on 03 8720 1338.

All the best,

Nick Grakini

General Manager Community Services



SOCIAL SUPPORT GROUP

****All outings before or after lockdowns****



TTHA AUTUMN NEWSLETTER 2022



Best wishes from the Social Support Team
Susi, Ulli, Anja and Kerstin.



CLINICAL UPDATE



Autumn is again upon us, with the continued heat of the Aussie sun, making us, at times, feel uncomfortable.

We welcome back Sara into her usual role of Director of Care, while I continue to support Sara and TTHA, 2 days a week (usually Thursday and Friday).

TTHA continues to do all in their power to battle the pandemic, utilising the least restrictive measures possible, while at the same time having regard for the safety of the whole community.



Although we have had an outbreak, testing all staff, contractors and visitors continue to be our best defence against another one.

Some residents do have to isolate themselves from time to time for various reasons. We risk assess every resident who leaves the safety of TTHA's bubble to respond proportionally to any threat. High risk might be a new resident admitted or a resident we know cannot / will not wear a P2 mask when they go out

in the community. And if they have visited a hospital with known Covid cases, this may apply another layer of complexity; eating at a restaurant / café can also be seen as a higher risk because we all remove our best protectors (P2 masks) when dining.

Routine staff testing has prevented at least four staff from entering TTHA before they commenced work. Three visitors were similarly prevented from entering TTHA after testing positive to Covid. They were all sent away and requested to seek a PCR test.

We use approximately 215 RAT tests daily at the cost of roughly 10 to 15 dollars each. We only use nasal RAT's because of their proven efficacy over oral saliva test kits. The organisation was proactive in ordering supplies over the Christmas break; hence we had a good supply before the RAT test shortages loomed.

We strongly encourage all visitors to bring along their own test kits when visiting – there might come a time when we run out of kits, and we will all be flying blind. We are beginning to see some visitors bring along their own testing kits more recently, and we thank you.



Our thanks go out to our fantastic staff who continue to support your loved ones in the most incredible ways. Even though they are all tired, and so over the pandemic, they continue



To demonstrate the many random acts of kindness not only to residents but also to one another. They are magnificent! And there is no doubt that TTHA could not do this job without them. Their individual and collective efforts – extending their shift times, working long hours, in P2 masks and face shields, having their meal breaks on their own, as an infection control intervention, and answering our call to arms when our backs are up against the wall. Our sincere thanks to all.

To our essential visitors, our Partners in Care, we also thank you. Some of you visit every day and assist with meals and/or drinks and emotional and social support. This is so valued by all of us at TTHA but is even more valued for the individual residents. Your commitment continues to be unwavering and really is essential.

A big thank you to our Board members who have consistently attended our many Zoom meetings during outbreaks, at Infection Control

meetings, Clinical Governance meetings, and the regular Board meetings. Every little bit helps, and your counsel is genuinely valued.

So as we all approach the third year of the pandemic, it is very satisfying to make time to reflect on some of the successes we have had along the way. Stronger links between and among staff, definitely stronger partnerships with residents, their representatives and other family members, and a new appreciation for all other care partners and what they do.



Getting up close and personal while undertaking RAT tests has enabled time for us all to stop and get to know one another within a whole new context! The pandemic has not decimated us; it could not be further from the truth. Instead, it has strengthened our resolve to protect and serve our residents in the most remarkable ways. For this is a story of success and hope.

**Thank you all;
Stay Safe!
Helen and Sara**



LIFESTYLE UPDATE

Spring Racing Carnival

Spring racing carnival is such a fun event at TTHA, with a festival of events for residents to enjoy. During November, Residents enjoyed days of craft, creating beautiful fascinators and assisting in decorating the home with an array of colourful decorations. Our lovely ladies enjoyed receiving a manicure in preparation for the Cup, and everyone enjoyed choosing a horse in the cup sweep. Residents were also offered to relax in the lounge while watching 'Ride like a Girl' on the big screen. The concluding event of the spring racing festivities was the famous TTHA hat parade held during our racing themed happy hour.



Remembrance Day Service

On Thursday, the 9th of November, Bayswater RSL President Noel visited TTHA to facilitate our Remembrance Day service. At TTHA, our population is very culturally diverse; therefore, on days such as Remembrance Day, we invite all to join in solidarity to pay respects and remember all who have been lost in war regardless of nationality.

LEST WE
FORGET
Remembrance Day



Flower Arranging

At TTHA, we feel that “life in a truly human community revolves around close and continued contact with children, plants, and animals.”

One of the many things we do to adhere to this belief is providing residents with the opportunity to connect with nature through regular floristry classes.

Having real flowers displayed around the home brings the garden’s beauty inside. Residents, both male and female, love to make floral art; they reminisce about their own gardens and really stop to smell the roses.

We are so grateful to the members of our community who helped make this activity a success through regular donations of flowers, and we would like to express our thanks to Barb Buchstaller and Donna Segelyn for their ongoing support.



Christmas Pet Therapy Visits

Residents were delighted when their favourite visitors arrived to spread Christmas cheer each week in December. Our much-loved therapy dogs, Molly and Buddy, donned red and white Santa suits while they snuggled up with residents and posed for festive photos.



St. Nicholas Day

On Friday the 3rd of December, residents and staff began our annual St. Nicholas day celebrations.

The halls were decked in shades of green and red accented by gleaming gold tinsel and shimmering silver. All residents came together to eat, drink and be merry at the afternoon's happy hour.

Entertainer Douglas serenaded the crowd with classic Christmas songs and golden oldies. As the evening progressed, more and more residents joined in on the dance floor. A fantastic time was had by all.

Over the weekend, residents enjoyed early access to Andre Rieu's 2021 Christmas Concert and carols with Lifestyles' own in-house music therapist, Lorena.

On Monday morning, everyone was delighted to wake to festive wishes and a treat from St. Nick himself on their breakfast trays. The day continued with more Christmas decorating of our broad wings and concluded with a beautiful concert courtesy of the German Evergreen choir.



Resident & Staff Christmas Parties

On Friday the 17th of December, residents and staff enjoyed their Christmas parties.

TTHA radiated Christmas spirit with our halls decked with tinsel, lights and balloons. Residents donned their festive best as they gathered in each wing where a Christmas feast was ready to enjoy; Roast ham was served with all the trimmings, a plum pudding soaked in custard, Gluhwein, and other remnants of a European Christmas made it feel like home to many. The evening rolled on to the rhythmic hum of Christmas carols performed by entertainers Lorena, Emma, and Ronnie.

When all bellies were full, and songs were sung, staff had their turn to join the Christmas fun.



Christmas Light Tours

“May you never be too grown up to search the skies on Christmas Eve.”

Residents enjoyed a magical evening as they boarded the TTHA bus to tour the local Christmas light displays. It was a night of awe and wonder as we encountered lights and “snow” galore. We bumped into the familiar faces, some TTHA staff, past and present, who’d decked their houses with the Christmas spirit for the community to enjoy. The journey home was filled with the sound of carols and the sweet smell of Ice cream from the Mr Whippy van we’d encountered on the way home.



TTHA Christmas Fun!



**Stay safe everyone!
Sam and the Lifestyle team**



KITCHEN UPDATE

Hi Everyone,

I'm Gus, the new chief manager at TTHA; I'm on the left in the photo below with Tim.

My background has been in restaurants in Melbourne, Queensland, and abroad; the transition into TTHA has been very welcoming. The kitchen team has been busy making more desserts from scratch and in-house. This month we made banana cake, pavlova with fresh fruit and chantilly cream, panna cotta with macerated berries, just to name a few.

With the warm weather, we have been offering icy poles in the afternoon to cool residents down, also refreshing desserts like raspberry jelly with fresh fruit, mint, and honey, a selection from our summer menu.

The whole month of January, we celebrate Australia; every Monday afternoon, the kitchen makes classic Australian finger food, mini party pies, sausage rolls, homemade mini pavlovas, and lamingtons.

Hopefully, we will get the café open again for everyone to enjoy once it's safe to do so. Stay safe, and I hope to meet everyone soon.

Gus & The Kitchen/Cafe Team



Atlantic Salmon with Lemon Cream



Beef Goulash



Apple Cake with Custard



Strawberry Cheesecake with Cream

QUALITY UPDATE



We have been very busy at TTHA and Accent Homecare, providing education to all our staff as well as partners in care on the correct use of personal protective

equipment (PPE) including how to correctly wear and remove PPE.

Staff have been trained and competencies completed to enable them to self-complete a rapid antigen test before they enter the buildings under the supervision of registered staff.

Our policies and procedures have been updated regularly following changes through the department of health and the Aged Care Quality and Safety Commission.

Our COVID plan is extensive and has been enacted on a few occasions, and each time our processes are reviewed, our learnings are adapted, and improvements are made.

With our recent outbreak, maps are visible for the management team. Each case is identified on site maps; this includes vacant rooms, residents in the hospital or on social leave and residents who have chosen not to receive the COVID vaccination. This enables us to identify high-risk areas of concern and manage these accordingly.

We have also implemented a new quality assurance program. Our website has been updated and includes a link where clients, residents, and families can submit their feedback at a time and place that is convenient to them.

Staff can also assist if access to the online form is not available. We appreciate your feedback and encourage you to use this function for any comments, compliments or complaints.

Accent Home Care and TTHA residential are expecting their accreditation reviews in 2022, with AHC anticipated in the first half of the year and TTHA toward the end of the year.

These audit reviews are unannounced for residential care, and residents and families will be notified at the time of the visit to enable participation.

AHC clients may be notified in the days before the audit occurs to enable Quality Assessors to make a time to speak with them convenient for the client.

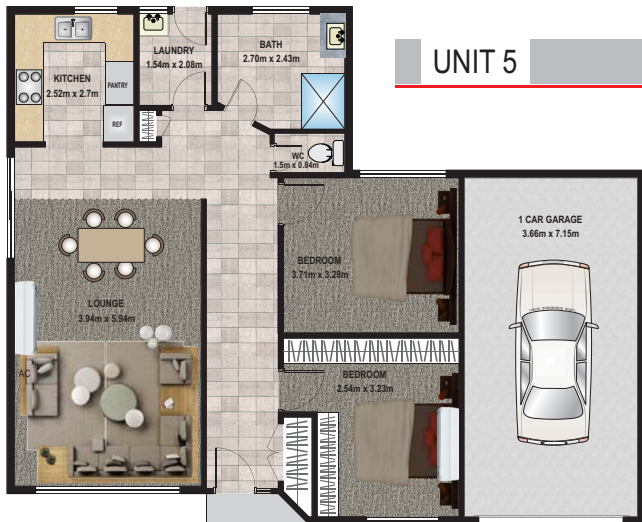
During these changing times, stay safe and Happy!

Kitty Fausett
Quality Manager

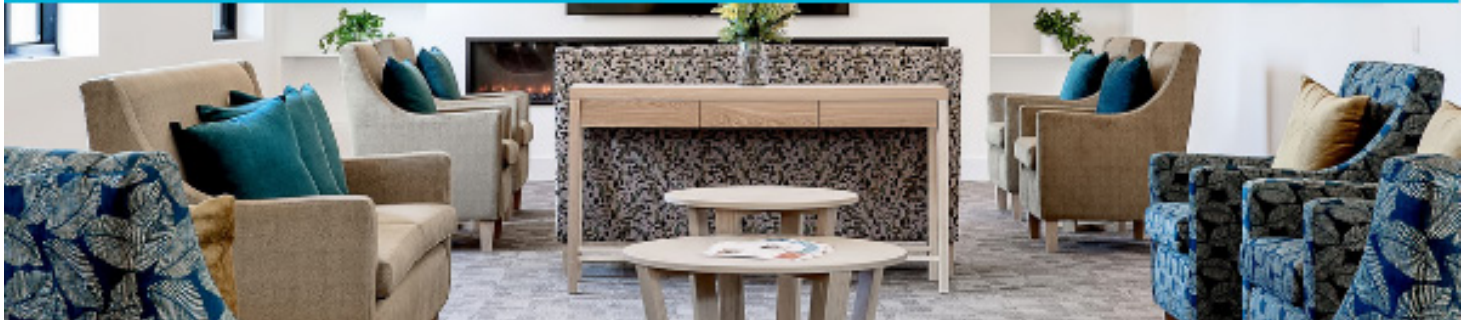
A stylized, handwritten signature in green ink, consisting of a series of connected loops and curves.

UNIT FOR SALE

We currently have one of our independent living units for sale. This beautifully spacious two-bedroom unit has been recently renovated and provides a stunningly quiet and sunning space for those wanting to enter our retirement village. If you or a loved one would be interested in having a tour of this available unit, please contact reception to book a convenient time at 8720 1333.



TOGETHER WE CAN MAKE A DIFFERENCE



Act Now! Make a Difference!

I would love to become part of the TTHA Community and make a huge difference to the lives of others.

I enclose a cheque for: \$10 \$30 \$50 \$100 Other: \$ _____

I would like to make a cash donation of: \$10 \$30 \$50 \$100 Other: \$ _____

Credit card donations available at reception, please call 8720 1333 for more information.

TTHA IS A NON-PROFIT ORGANISATION. DONATIONS OF \$2 AND OVER ARE TAX DEDUCTIBLE

Your donations will greatly contribute towards TTHA's commitment to improve the lives and wellbeing of our residents through activities, resources and the ongoing development of our facility and services. Your contribution will make a difference.

Mr./Mrs./Miss/Other _____

Name _____

Address _____

Suburb _____ State _____ Postcode _____

Phone _____ Email _____

Confidentiality and Privacy: TTHA respects your privacy. By providing your email address you will automatically be added to our Newsletter distribution list. If you prefer not to receive our communications, please unsubscribe. We keep your bank account details confidential. **Address:** 31-41 Elizabeth St, Bayswater, Vic. 3153 | **Telephone:** 03 8720 1333 | **Fax:** 03 9729 9356 | **Email:** ttha@ttha.org.au |

Make a difference – Leave a gift in your will.

A bequest is a gift made as part of your will. It may be money, shares, property or other valuable items. In addition to leaving a gift in your will to family and other loved ones, we invite you to consider a gift to TTHA in your will. With a legacy donation, you will pass on a helping hand to the residents of TTHA who need it most. Your bequest will make an unforgettable difference to our facility, ensuring you enrich the lives of those living at TTHA. We welcome the opportunity to discuss how your financial support can make a difference to TTHA and how you wish to be remembered.