**ISSUE May 2022** 



WEBSITE: www.havilah.org.au

You can access the Havilah Facebook Page via the website





**HAVILAH MAJOR RAFFLE** Once again it is time for our annual major raffle.

All prizes are for Goods/Services at

Retailer/s of choice

1<sup>ST</sup> Prize \$10,000

2<sup>nd</sup> Prize \$5,000

PLUS 10 x \$500 early bird prizes

Tickets are \$100 each and payment can be made over 10 weeks

Please ask your friends and relatives if they would 0417 175 980 like a ticket or you may like to have a family

Syndicate.

Only 410 tickets available so the odds are very good.

This is an important part of our fundraising program each year with the proceeds used towards capital purchases such as equipment.

We would very much appreciate your support.

To purchase a ticket or collect a book to sell, please contact

Andrew, ph:5461 7387, Sue ph: 5461 7390 or Raeleen ph:





Winter is on its way, we are already experiencing cold evenings and mornings, some frost and fog early in the morning's but glorious days with sunshine.



As the Flu season is approaching and the chemists and doctors are starting to roll out the vaccine. Under the National Guidelines for visitors entering an aged care facility current flu vaccinations are required. For visitors, as you obtain your 2022 Flu vaccination please provide the details to Reception so that we can update our records. Thank you for your assistance with this.



### Hate the dreaded self-checkout? You're not alone

Nobody likes dealing with the supermarket self-checkout – it's impersonal, frustrating, and you often have to wait for someone to come along and fix it when it gets stuck on something.

Well, the self-checkouts aren't the only pain point many older Australians are facing when it comes to the marvels of modern technology. According to a survey from National Seniors, the proportion of seniors feeling frustrated with digital services rose from 32 per cent to 46 per cent between 2018 and 2021, while those feeling digital technologies are designed for younger people rose from 37 per cent to 45 per cent. "Younger people are braver in using [devices and apps], and suspect they learn from each other. My acquaintances do not discuss [theirs]; therefore I (like many others?) am largely going it alone digitally, with mixed success," said one respondent.

According to National Seniors' Chief Executive and Director of Research, Professor John McCallum (pictured), this includes ATMs and, yes, self-checkouts – though the concern is not all with ease of use, as more than 100 comments expressed worry that the machines were putting people out of jobs. "Socially, the digital revolution has shifted people's orientation from face to face and local to virtual and global.

"Is it any wonder that many older Australians, who prefer a local identity and community engagement, express a lack of comfort with this radical change?" he said.

COVID-19 spurs seniors to make the shift

It's not all bad news – the proportion saying digital services made their lives easier grew from 71 per cent in 2018 to 87 per cent in 2021, with Netflix and Zoom cited as enjoyable and useful services. Seniors are now web-surfing, texting, streaming TV, banking online, and video calling far more often than before COVID, with many needing to buy smartphones and learn to use them during the pandemic. However, 95 per cent also agreed that generations use digital technologies differently, up from 76 per cent in 2018 – and there was widespread belief that these gadgets should be better designed for older people.

"Much digital engagement during the COVID era has been forced, with non-digital choices contracting over time and little support to make the transition," said Professor McCallum.

"The views seniors expressed in the 2021 survey clearly highlight the important fact that using technology does not imply comfort with it."

So if you're feeling left behind by the march of modern technology, you're not the only one – but take heart in the knowledge that at least we younger people hate those pesky self-checkouts as well...





An eighty-year-old says to his eighty-two-year-old neighbor. "I hear you're getting married?" "Sure am."

"Do I know her?" "Don't think so"

"This lady, is she good looking?" "Not really"

"Is she a good cook?" "No, she can't cook at all"

"Does she have lots of money?" "No, poor as a church mouse"

"Well, is she good at housework?" "No, not at all" "Why would you want to marry her then?" "Because she can still drive"



The 2022 AFL season has began with great enthusiasm from all supporters, everyone is making up for the past 2 years. There is 28 residents involved in this years football tipping with some already proofing to be very competitive over the forth-

coming season.

After 10 rounds being played there are a competition against residents who are equally tied in first, second and third positions.

Bill D'Alton and Elma Taylor in first place with 63 points, second position there is a 4 way tie Dianne Rowe, Mary Edwards, Ann Simmons and Olwyn Hogan with 59 points and in third position on 52 points their is Ann Stuart, Mon Hutchison. Still plenty of time for tipsters to improve their skills and obtain a better position on the leader board.

### Melbourne was nearly called "Batmania"

This is a weird fact about Australia that I rather enjoy. Before Melbourne was Melbourne, it was a small settlement on the Yarra River, which was founded by a man called John Batman.

He came across the site which is now known as Central Melbourne in 1835, decided it would be a fine place to start a village and declared it "Batmania", which we can all agree is an awesome name for a city. In 1837 however, it was officially named Melbourne, after the then British prime minister William Lamb, 2nd Viscount Melbourne. This name unlike Batmania,

stuck.

Don't feel too bad for Batman – remnants of the first settlement can be found across the city, in Batman Bridge, Hill, Street, Park and more.



# Justice Leace

### Justice of the Peace

If residents require the assistance of a Justice of the Peace you are welcome to contact

### **Terry Simpson**

Mobile: 0419 737 837 During business hours



### **HAVILAH HAIRDRESSER**

Our onsite hairdresser, Julie,is available to for trims, comb ups, perms and colours.

Contact Reception to make an appointment ph: 5459 0140

The salon operates each Tuesday

Hair Cut Men \$20 Hair Cut Ladies \$25 Blow Wave \$25

Shampoo and Set \$25

Perm \$80

Your Colour & blow wave \$60

Colour & blow wave \$80



#### **EFTPOS**

For the convenience of residents, EFTPOS facilities are located at reception in the High 'School Centre for payment of Accounts.

### **Emailing HOP TOPICS**

If you provide us with your email address, we can email your Newsletter to you. Please email your details to andrew.earl@havilah.org.au. Your assistance with this is appreciated.

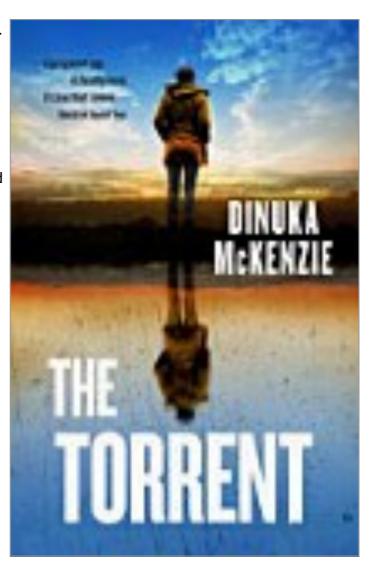
A loving husband lost to devastating summer floods. A teenage girl injured during a robbery. Two seemingly unconnected cases that will push a detective to the brink.

An atmospheric, compelling new voice in Australian crime fiction.

In Northern New South Wales, heavily pregnant and a week away from maternity leave, Detective Sergeant Kate Miles is exhausted and counting down the days. But a violent hold-up at a local fast-food restaurant with unsettling connections to her own past, means that her final days will be anything but straightforward.

When a second case is dumped on her lap, the closed case of a man drowned in recent summer floods, what begins as a simple informal review quickly grows into something more complicated. Kate can either write the report that's expected of her or investigate the case the way she wants to.

As secrets and betrayals pile up, and the needs of her own family intervene, how far is Kate prepared to push to discover the truth?





The Bi– Monthly Independent living Unit meetings resumed in February , these meetings are held to enable residents to communicate and have opinions for improvements within their community.

The meetings are very informative and a great source of communication.



### WEIRD and WONDERFUL WORDS

Baboonery: foolishness; stupidity; nonsense

### Thoughts to Ponder:

- At a movie theatre which arm rest is yours?
- If a kid refuses to sleep during nap time, are they guilty of resisting a rest?
- Why is vanilla ice cream white when vanilla extract is brown?
- If money doesn't grow on trees then why do banks have branches?
- Why does the Easter bunny carry eggs? Rabbits don't lay eggs.
- Can a short person "talk down" to a taller person?

DINERS' CLUB: Diners Club's next outing, Tuesday June 14th 2022 the venue is the local Albion Hotel, please notify Alison or Georgie on 54590169 by 10h June if you intend to join in.

MIDDAY MEALS: Take away meals are available 7 days a week, please contact the main kitchen on 5459 0180 or reception on 5459 0140 to order

virtual morning tea will continue as at present, cupcakes available for collection at Reception on alternate Friday morning's, (13/05 & 27/05)

Great News - Happy Hour coming soon
We have missed the fun that comes with Happy Hour and we are currently reviewing how we can see this return for residents of our independent living units. Stay tuned for further updates to come.



### Melburnian drivers put Australia's pride on the (tram) line

You may not have been aware, but on the weekend of 21-22 May, Australia faced a contest that will shape our nation's future and how the eyes of the world see us for years to come.

We of course refer to the European Tram driver Championships, taking place in Leipzig, Germany, for the first time since 2019 after you-know-what cancelled the 2020 and 2021 events.

A team from Melbourne's Yarra Trams – the first non-Europeans invited to the all-star contest – will be attempting to dethrone reigning champs Brussels, and will face such gruelling challenges as precision braking (measured down to the centimetre), smooth driving, speed estimation, and of course tram bowling, where the driver knocks a giant inflatable ball into the pins.

According to Aussie team coach Wayne Speers, the championships are a big deal for gunzels (that's train and tram enthusiasts, for the rest of us).

"This is serious stuff – it's got cult status. There is a big gunzel community that follows us and these contests are going to be observed at very detailed levels," he told *The Age*.

Move over Eurovision – we've just found our new Continental obsession. We wonder if we can get SBS to pick it up...



### **Visitor Restrictions at Havilah**

Each resident is able to have two visitors per resident per day unless a site is in lockdown.

All visitors will be required to return a negative RAT prior to visiting. Visitors can complete their own RAT and provide proof via their mobile phone of a negative test. Visitors should complete their test as close as possible to visiting. Satisfactory evidence is a photo of the RAT with your name together with the date and time written on the actual test. Visitors must supply their own RATs if not undertaken at Havilah.

The limiting of the visitors to two per day for each resident is governed by the availability and costs asso- Excluded Visitors ciated with Rapid Antigen Tests and the time re- • have symptoms of COVID-19; quired to process these, together with infection rates within the community.

All visitors to Havilah need to be fully vaccinated and able to show proof of such.

These guidelines are subject to change based on a daily risk assessment that seeks to balance the health, safety and wellbeing of both residents and staff and the level of community transmission.

In the event that the facility or part of the facility goes into lockdown, under new guidelines one visitor will still be able to visit unless prohibited by the Public Health Unit. Havilah is required to ask residents/ families to notify who that visitor will be and this information is documented on each resident file. We understand that visitor restrictions are onerous and impact on the lives of residents, their families and friends. As always we seek to balance the risk presented by COVID-19, with the health, safety and wellbeing needs of every resident and our staff. Thank you so much for your ongoing cooperation and support to ensure safe visiting can take place for the benefit of all.

### **Influenza Vaccinations:**

As from 1/06/2022 all visitors are required to show proof or provide proof of receiving the 2022 vaccination. No one will be allowed to enter until this is provided.

### **Essential Visitors:**

The Commission is committed to the concept of 'essential visitors' and is looking for providers to engage proactively with consumers and their representatives (in advance of any COVID-19 exposure or outbreak) to identify these people for each consumer, and ensure that they continue to have access to a service unless a public health order or written public health advice prohibits this. Essential visitors are any

of the following:

- 1. Partner in care a person who has a close and continuing relationship with the care recipient and provides aspects of regular routine care and companionship
- 2. Named visitor if a resident does not have a partner in care, they may nominate one person to be a named visitor
- **3.** Visitor at end of life visits to residents at or approaching the end of life should be facilitated for anyone and not be time limited.

- are required to isolate or quarantine; have had contact with a COVID positive person in the past 14 days
- Have not had and provided evidence of a current influenza or COVID vaccinations unless you have a specific exemption.

Face masks

You must wear a mask indoors in the following settings, unless an exemption applies:

### **Resident Outings**

Residents are able to leave the facility. As a further precaution, a risk assessment will determine if a Rapid Antigen Test (RAT) should be carried out following This would be dependent on for resident outing. instance the location of the outing, the number of people the resident was in contact with, ppe worn

This should not be seen as a disincentive to going out. If it is your normal practice to go on outings with family for instance you should continue to do this. RAT's are not intrusive and do provide an added layer of safety for residents.

It is requested that all outings are notified via reception prior to taking resident out.

RECEPTION IS STAFFED 5 DAYS PER WEEK, BETWEEN THE HOURS OF 10 A.M. AND 4 P.M. AND CAN AN-SWER ANY QUERIES YOU MAY HAVE IN RELATION TO VISITING.

### **OUTBREAKS/EXPOSURES** It

remains extremely challenging with the increase of cases throughout Victoria including in Maryborough and surrounding areas. It appears no local government area has escaped this last wave. Neighbouring areas of Pyrenees, Mt Alexander, Loddon, Ballarat and Bendigo continue to have daily cases so we need to remain vigilant. Havilah we have since before Christmas been testing visitors. Our staff are now tested prior to attending each shift.

We use 1000 Rapid Antigen Tests a week for this level of testing. At \$12 a test this is around \$50,000 each month. To keep everyone safe we think it is worth it. this stage this is funded by Havilah with no additional funding offered by either the Commonwealth or the State Governments at the time \$80K was spent in Deof writing. cember and January on Rapid Anti-From late February gen Tests.

we have received deliveries from the Commonwealth stockpile. We are advised that a delivery will be received each week and this will certainly assist if this continues.

There has been one resident who tested positive to Covid 19 and this was at our Harkness service. A testament to our Staff's diligence and adherence to infection control procedures there were no other cases report-We have had several staff who have tested positive during January and February. On the occasions that these staff worked they had returned a negative Rapid Antigen Test prior to their shift and with Havilah's current testing the positive result was picked up prior to commencing a new shift. teresting the Commonwealth Government recommends testing every 72 hours for all staff. We will stick to our current policy of pre every shift and this has been a very successful, if expensive (in \$'s) poli-

cy to date.

Our staff are working in N95 masks for all shifts. Very uncomfortable and we are grateful for their ongoing commitment to keeping everyone safe. Where staff have tested positive, but have been wearing an N95 mask and have had a negative rapid antigen test prior to any shift worked this is not then treated as an exposure. This means that staff can continue to work, but must have a rapid antigen test every day and send the results through to



### **CONTACT HAR-ALD**

All residents, staff, regular contractors, visitors and profes-🚺 sional people have

The information their own cards. the "Contact Harald" system generates can assist to trace any contacts with a reported positive case of coronavirus. The cards are activated 24 hours a day. If your card is flashing red please report this to staff so that they can arrange a replacement for you.

### **AUTO SIGN IN WITH ZIPLINE**

Visitors have access to our auto



temperature checking and sign electronic system. Added to this all visitors must sign in using the QR

code There are QR code posters in tional infection control ceasing this various positions in the main reception areas at both sites. A code also

appears as the last entry on the Zip Line auto sign in so there are multiple opportunities for you to scan in. If you add Havilah to your favourites the next time you check in this will save you having to scan the code each time. Staff are always there to assist you when you need this so don't hesitate to ask for help.

From Saturday 12th March Reception at Palmerston will not be staffed on a weekend. Weekend visitors will check in directly at Raglan House (enter through the courtyard). There will be a telephone and instructions for visitors to contact staff to check RATs prior to entry and to provide any assistance visitors require.

This decision has been made due to funding for visitor support and addifinancial year. All representations to the Commonwealth Government to continue this funding have fallen on deaf ears.

How the Government believe that these additional costs will be funded is beyond comprehension.

We hope that all will be understanding that the Raglan House staff cannot always just drop what they are doing and book visitors in. will be able to speak directly to them though and they will instruct There will be RATs available when you arrive for those that are able to commence their own RAT.

Reception will continue to be manned throughout each week day.

Thank you to all our residents, families and visitors, we appreciate your understanding re signing in and out, booking outings and wearing your Harald cards.

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children	Diarrhea		Rare	No	Sometimes, especially for children
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Children Children	Stuffy Nose Diarrhea		Rare	Ио	Sometimes especially f children

### **Coronavirus Australia app**

Stay up to date with official information and advice about the coronavirus (COVID-19) situation. You can check your symptoms and get notified when urgent information and updates are published.

You can use the Australian Government Coronavirus app to:



- stay up to date with the official information and advice
- important health advice to help stop the spread and stay healthy
- get a guick snapshot of the current official status within Australia
- check your symptoms if you are concerned about yourself or someone else
- find relevant contact information
- access updated information from the Australian Government
- receive push notifications of urgent information and updates

## **Get the app**





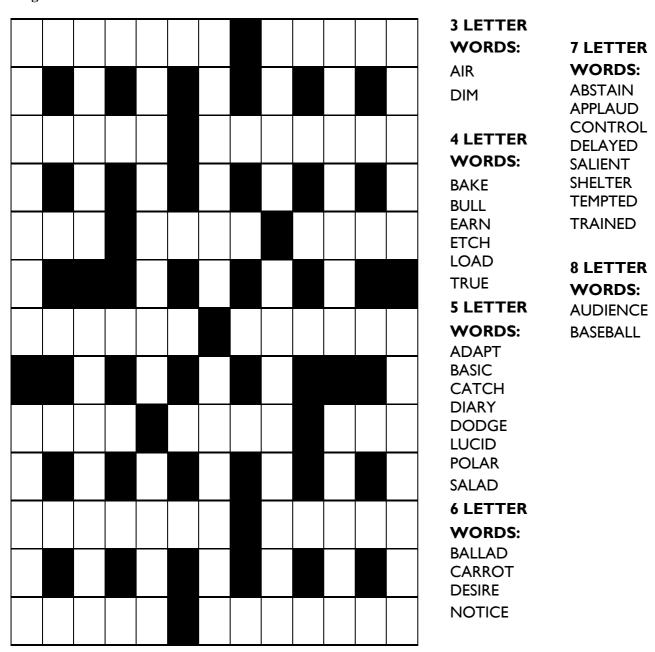


### **COVIDSafe app**

To help keep you safe and ease restrictions the COVIDSafe app is available to download onto your mobile phones now. This will be a great app to have once restrictions are eased and we all start getting about more If we have been in contact with someone that tests positive, who also has the app installed, we will be able to be advised and act quickly. It will only work if most people download the app so a great safety measurer as restrictions ease.

Page 9

Word Fit Puzzles 17



**SUDOKU** Sudoku is easy to play and the rules are simple. Fill in the blanks so that each row, each column, and each of the nine 3x3 grids contain one instance of each of the numbers 1-9

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		5			2			

**CONTACT NUMBERS:** 

FOR PALMERSTON ST SITE
Reception 5459 0140
MON-FRI 9AM – 4pm

Raglan House 5459 0150 (24 hr number)

Nurse Manager 5459 0154 Lifestyle 5459 0169

Maintenance BH 0417 679 803 24 hr Maintenance AH 0408 645 203

Kitchen 5459 0180

**CONTACT NUMBERS:** 

FOR HARKNESS ST SITE Reception 5461 7300

MON-FRI 9AM-5PM

Weekends & Public Holidays 10 am - 4pm Nursing Supervisor 5461 7394 (24 hr number)

Director of Care 5461 7383

Lifestyle 54617 390 CEO-Craig 54617 381

0418744699

Jackson 54617 380

#### THINGS MY MOTHER USED TO SAY:

- Never wear white to someone else's wedding.
- Respect yourself and others will respect you.
- Marriage is not easy but it is a wonderful thing.
- Rejection is not failure

### Thai sweet potato soup

### **Ingredients:**

- 2 tsp canola oil
- I small brown onion
- 3 tsp red curry paste
- 750g sweet potato, peeled, coarsely chopped
- 2 tsp lemongrass paste
- I tsp salt
- I tsp brown sugar
- 2 cups (500ml) So Good Soy Milk unsweetened
- I/2 cup (125ml) light coconut milk
- I tsp sesame seeds, toasted
- Coriander sprigs to serve
- Method
- Heat the oil in a large saucepan over medium heat. Add the onion and cook, stirring for 5 minutes or until onion softens. Add the curry paste. Cook, stirring, for 1 minute or until aromatic.

- Add the sweet potato, lemon grass and 11/2 cups water and bring to boil. Reduce heat to low simmer, covered for 15 minutes or until the sweet potato is tender.
- Add the salt, sugar, soy milk and coconut milk. Set aside to cool slightly. Blend or process soup, in batches, until smooth
- Return soup to saucepan and stir over low het until heated through (do not boil). Ladle among serving bowls and sprinkle with the sesame seeds and coriander. Season





Please think of others and comply with parking signs, therefore only cars displaying Disabled stickers in Disabled Parking zones, No Parking, and No Parking zones.





### Falls Things to consider

Consult a podiatrist for foot exercises, orthotics and footwear recommendations.



Maintenance Reporting Residents are requested to report all maintenance issues to Reception Monday to Friday between 10.00am & 4.00pm telephone For urgent 54590140 or call in. items during business hours call maintenance direct o n 0417679803 or contact Reception at Harkness 54617387.

Alternatively residents can email any issues to

palmerston@havilah.org.au

dressing.

For after hours, weekends and public holidays telephone our on call maintenance on 0408 645 203 **NOTE:** This also applies to garden and grounds issues that need ad-

For any reported items that have not been addressed in a timely

manner or are not addressed to your satisfaction, please contact CEO Craig Young telephone 0418744699 email craig.young@havilah.org.au

Craig's mobile number is included in each edition of HOP Topics and you can contact her 24/7.

### Other concerns:

we cannot personally assist you we this. can help you to get any advice that you need. This could be in rela- Resident Alarms tion to obtaining services into your If you want to arrange an alarm into statements or fee accounts that we this. send you, organizing a family party, or other issues that may concern you from time to time.

You can contact CEO Craig Young Monday to Friday 54617381 or mobile 0418744699 for 24/7 contact. Director of Finance Sandra Wilson Monday to Thursday 54617491; Resident Liaison Raeleen Brooker Monday to Friday 54617380.

#### **MEALS**

Retirement Living Residents who We are here also if you need to would like meals a takeaway meal discuss any concerns with us and if please contact Reception to arrange

unit, explaining the annual financial your unit please see Raeleen about

**Quiz and Crossword** Solutions from 9 & 12



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Solution: EASY 1064 Solution: MEDIUM 1064



### Find the hidden words? They may be horizontal, vertical, diagonal, forwards or backwards:

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A CHORUS LINE, AIDA, A LITTLE NIGHT MUSIC, ANNIE GET YOUR GUN, BEAUTY AND THE BEAST, CABERET, CAMELOT, CAROUSEL, CATS, CHICAGO, COPACABANA, EVITE, GUYS AND DOLLS, GYPSY, HELLO DOLLY, JOL-SON, KISS ME KATE, LES MISERABLES, MISS SAIGON, RAGTIME, RIVERDANCE, SHOWBOAT, SINGIN' IN THE RAIN, SOUTH PACIFIC, SUNSET BAULEVARD, THE KING AND I, THE PHANTOM OF THE OPERA, WESTSIDE STORY.

## **QUIZ**

Capital of Turkey (6)

Resort in the French Riviera

Egyptian dam (5)

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**(4)** 

- Ι. What does a funambulist walk on?
- 2. On a dart board, what number is directly opposite no 1?
- 3. What geometric shape is a stop sign?
- 4. What is the worlds most expensive spice by weight?









A young boy enters a barber shop and the barber whispers to his customer, "This is the dumbest kid in the world. Watch while I prove it to you."

The barber puts a dollar bill in one hand and two quarters in the other, then calls the boy over and asks, "Which do you want, son?" The boy takes the quarters and leaves.

"What did I tell you?" said the barber. "That kid never learns!"

Later, when the customer leaves, he sees the same young boy coming out of the ice cream parlour.

"Hey, son! May I ask you a question? Why did you take the quarters instead of the dollar bill?" The boy licked his cone and replied:

"Because the day I take the dollar the game is over!"

Lost on a rainy night, a nun stumbled across a monastery and requests shelter there. Fortunately, she's just in time for dinner and was treated to the best fish and chips she had ever tasted. After dinner, she went into the kitchen to thank the chefs. She was met by two of the Brothers.

The first one says, "Hello, I am Brother Michael, and this is Brother Charles."

"I'm very pleased to meet you," replies the nun. "I just wanted to thank you for a wonderful dinner. The fish and chips were the best I've ever had. Out of curiosity, who cooked what?"

Brother Charles replied, "Well, I'm the fish friar." She turned to the other Brother and said, "then you must be...?"

"Yes, I'm afraid I'm the chip monk."

A man was driving along the highway, and saw a rabbit hopping across the middle of the road. He swerved to avoid hitting the rabbit, but unfortunately the rabbit jumped in front of the car and was hit. The driver, being a sensitive man as well as an animal lover, pulled over to the side of the road, and got out to see what had become of the rabbit.

Much to his dismay, the rabbit was dead. The driver felt so awful, he began to cry. A woman driving down the highway saw the man crying on the side of the road and pulled over. She stepped out of her car and asked the man what was wrong.

"I feel terrible," he explained, "I accidently hit this rabbit and killed it."

The woman told the man not to worry. She knew what to do. She went to her car trunk, and pulled out a spray can. She walked over to the limp, dead

rabbit, and sprayed the contents of the can onto the rabbit.

Miraculously the rabbit came to life, jumped up, waved it's paw at the two humans and hopped down the road. 50 meters away the rabbit stopped, turned around, waved and hopped down the road, another 50 meters, turned, waved and hopped another 50 meters. The man was astonished. He couldn't figure out what substance could be in the woman's spray can!!

He ran over to the woman and demanded, "What is in your spray can? What did you spray on that rab-bit?"

The woman turned the can around so that the man could read the label. It said: "Hair spray. Restores life to dead hair. Adds permanent wave."

### **NOTICE BOARD**

### **Emergency Procedure**

Call 000 to report any incidents to Police of Vandalism, or Fire Emergency.

Violence, Loitering or any Anti-Social behaviour.

Please use the same procedure for Medical Emergency

Then when safe to do so report the Incident to Havilah

### **USING EMAIL TO TALK TO OUR MANAGEMENT TEAM**

Sometimes it is out of hours when you think of things you might like to raise with us . For those with email access you can have a conversation by email with our management team.

Chief Executive Craig Young craig.young@havilah.org.au Di Jackson di.jackson@havilah.org.au Food Services Manager

FEEDBACK - We welcome your feedback, FEED-BACK FORMS ARE AVAILABLE IN THE FOYERS OF THE HIGH SCHOOL CENTRE AND RAGLAN HOUSE

Residents are encouraged to communicate any issues they may have to

CEO Craig Young 5461 7381 Mobile 0418744699

email: craig.young@havilah.org.au

**Director of Care Kelsey Hooper** 54 617383

email: kelsey.hooper@havilah.org.au

Nurse Manager Havilah on Palmerston 54590154

Havilah respects the right of residents 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: Residents can contact Havilah 24 hours a day, 7 days a week on Email: mail@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.

RAGLAN HOUSE NURSE 24 HOUR CONTACT Telephone 54 590150

HAVILAH ON PALMERSTON RECEPTION HOURS MON-FRI 10.00am – 4.00pm for account payments and enquiries 5459 0140 (5 day a week)

HARKNESS ST RECEPTION OFFICE HOURS

MON-SUN 10.00 —4.00 pm for account payments and enquiries 5461 7300 Mon-Fri only

ON CALL MAINTENANCE \_\_\_ after hours and weekend calls. 0408 645 203