

ISSUED 30th JUNE
2015

HOP HAVILAH TOPICS

Residential Care & Retirement Living



Raglan House is going to the Dogs

Residents of Raglan House recently enjoyed a visit from John Rowe and his Rescued Dogs. John trains the dogs and then re-homes them with new families. The Dogs that visited Raglan House were of varying ages, one was an older dog that was blind, but this did not stop the little fella, he just followed the sound of the callers voice and went straight to them. The residents really enjoyed the visit from the dogs and were sorry to see the dogs go home.



Below: The residents interacting with the dogs



Above: Sue Duncombe loved her K9 visitors

Above: Betty Higgins gives her new friend a pat

Below: John Rowe and his little mates heading home

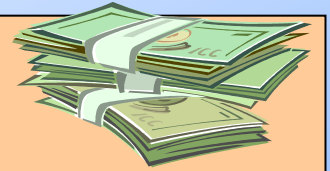


HAVILAH MAJOR RAFFLE

1ST Prize \$10,000 Goods/Services Retailer/s of choice

2nd Prize \$5,000 Goods/Services Retailer/s of choice

Plus 10 X \$500 early bird prizes Goods/Services Retailer/s of choice.



OUR \$500 PRIZE WINNERS SO FAR:

Draw 1: The Shire Girls

Draw 3: Sophie Bell

Draw 5: Geoff Wright

Draw 2: Karen Cain

Draw 4: MEC Admin Staff

Draw 6: Robyn & Noel Jennings

Please remember tickets need to be paid for in full by the 26th of June in time for our Major Draw . **Good Luck !**

HAVILAH VISITORS SIGN IN/OUT BOOKS

We now have Visitor Books located at the main entries to the Havilah buildings at the Harkness Street site and Raglan House. All visitors are required to sign in when entering Havilah and to sign out when leaving. Your assistance with this is appreciated.



Please note also that an area is to be added to both books to record food brought in for residents. This in no way limits family and friends bringing in special treats for residents but does provide a record for us in the event of a salmonella outbreak or the like.

RE-ACCREDITATION AUDIT RESULTS

As many of you are already aware, on the 26th and 27th of May Havilah Harkness St had

our three yearly re-accreditation audit. The assessors spoke to residents, families and staff and checked our systems and processes. We are very proud to say that we achieved all 44 standards.

Our lovely refurbishment was completed in the nick of time and provided a fresh uplifting environment in which to welcome the assessors. An amazing job by all to get the new offices and areas up and functioning.

A special thank you to everyone involved for the positive feedback and input provided. We have a wonderful facility here, which is the result of ongoing team work striving to improve our services on a continuous basis.

Contact Numbers For Palmerston St

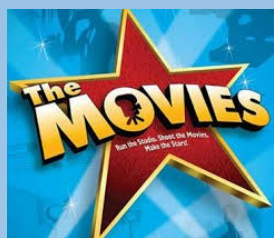
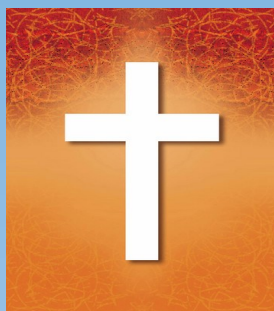
Community Centre
MON-FRI
9AM-12 NOON
Reception: 5459 0140

Contact Numbers
For Harkness St
MON-FRI
9AM-4PM
Reception: 5461 7387

MON-FRI
5PM-11PM 54 617394
54 617370

11PM-9AM 54 617367

SAT-SUN
9AM-11PM 54 617370
11PM-9AM 54 617367



What's On & Events

- ♦ **Lifestyle Committee Meeting**
Thursday 16th July 2015 @ 2.45pm at the Community Centre , Meeting Room **Coffee & Chat immediately after the meeting**
- ♦ **Coffee & Chat** - Community Centre, Meeting Room
Every 3rd Thursday of the month at 3.30pm next session will be the 16th July 2015.
- ♦ **Movie Night** - Next Movie Monday 6th July 2015
Every 1st Monday Evening of the Month in the Community Centre Function Room. Movie commences in Winter at 7.00pm Sharp. Tea & Coffee and light snacks provided.
- ♦ **500 Card Night** - Raglan House
Every 4th Wednesday of the month at 7.00pm
Next Game 22nd July 2015 Tea & Coffee provided.
- ♦ **Havilah on Palmerston Independent Residents Meeting. (Held Bi-Monthly) Next Meeting**
Thursday 20th August 2015 at 2.45pm Room 7 of the Community Centre. **Coffee & Chat immediately after the meeting**
- ♦ **HAPPY HOUR**
Every Friday night in the Community Centre Function Room commencing at 5.00pm entertainment, finger food & drinks.
- ♦ **Sing-a-Long**
Every 3rd Wednesday of the Month at 2.45pm in the Community Centre Room 7 with Cynthia Jarratt and Bob Osborne
- ♦ **Carpet Bowls**
Every Friday 10.30am in Raglan House at The Neill St End with June Gillespie and Anne Stuart.



HOP CHURCH SERVICES



- ♦ **Uniting Church** - 1st Wednesday of the month at 2.30pm.
Room 7 of the Community Centre
- ♦ **Anglican Church** - 2nd Thursday of the month at 10.30am
Room 7 of the Community Centre
- ♦ **SALVATION ARMY CHURCH** - 4th Wednesday each
Month 2.45pm
- ♦ **AOG Genesis Church** - Selected Dates Throughout the
Year



AFL 2015 SEASON FOOTY TIPPING COMPETITION



The 2015 AFL footy is well under way with 13 rounds now completed.

It has been a difficult season for tipsters in recent rounds with many top teams proving to be inconsistent with their form.

Leading the way is Dorrie Duffin on (77) from Cass Reason on (75) with Betty Higgins and Doug Rowe on (74) keeping in touch.

Don Drake correctly tipped 9 winners in round 10 and won \$10.00 for his fine effort.

***Good Luck to all and remember to get your tips in before the 1st game each week.
For those residents who forget to pick on any given week, they will receive the Away Teams.***

Emergency Procedure

Call 000 to report any incidents to Police of Vandalism, Violence, Loitering or any Anti-Social behaviour. Please use the same procedure for Medical Emergency or Fire Emergency. Then when safe to do so report the Incident to Havilah and we can provide assistance if required.



MEDICATIONS

People often think complementary medicines are safe and will not cause any problems. However, complementary medicines may cause side effects or interact with prescription medicines, alcohol and other drugs, and other complementary medicines to cause side effects. It is important to tell all your health care professionals about all the medicines you are taking, including prescribed medicines, over-the-counter medicines and complementary medicines.

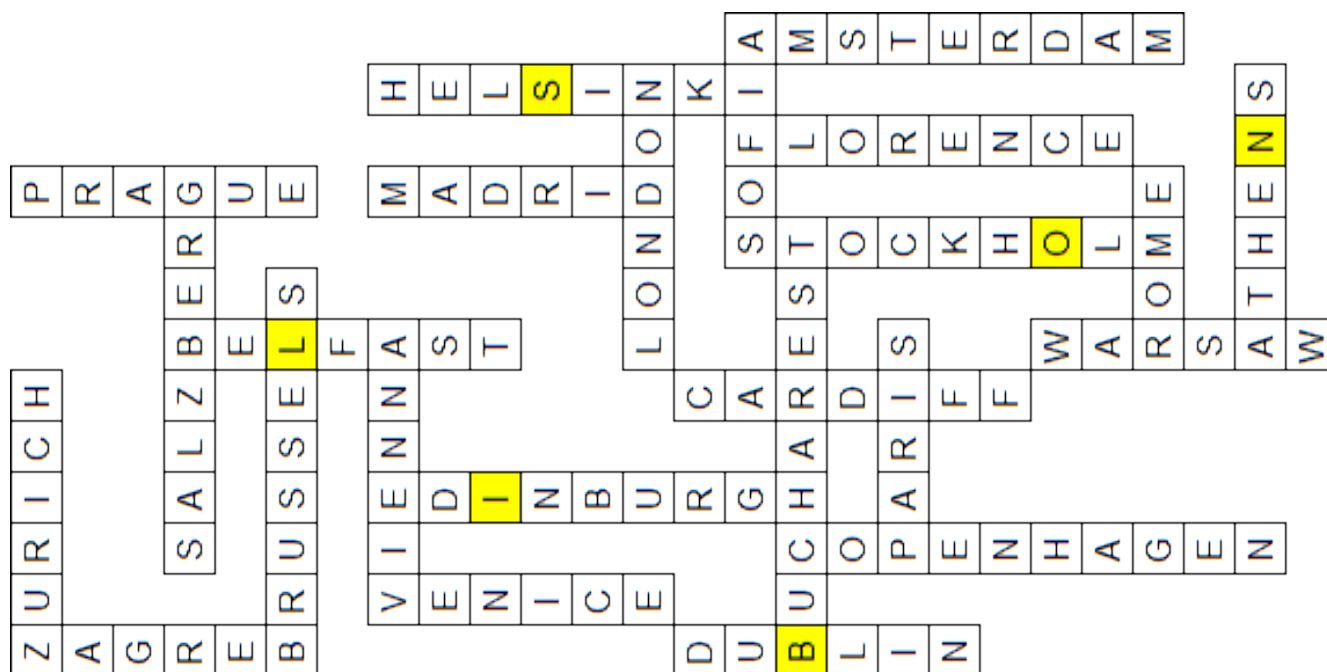
EMAIL

Havilah request that any resident who has an email address to please contact Residents Liaison Officer Keith preferably by email sending to keithf@havilah.org.au or contact him on 0408 774 715 or 5459 0169

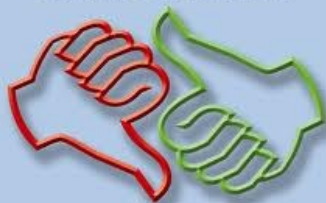


Email is a fantastic way for Havilah to communicate with residents. Email is instant, fast and efficient.

CRISS CROSS SOLUTION



COMPLAINTS COMMENTS COMPLIMENTS



Suggestions



COMMENTS, COMPLIMENTS, SUGGESTIONS AND COMPLAINTS FORMS ARE AVAILABLE IN THE FOYERS OF THE COMMUNITY CENTRE AND RAGLAN HOUSE

Residents are encouraged to communicate any issues they may have. There is **CEO Barb Duffin** 54 617381 Mobile 0429 617380 email: barbceo@havilah.org.au

Director of Human Services Annie Constable 54 617383 email: dhs@havilah.org.au

Resident Liaison Officer Keith Fankhauser 5459 0169 or 0408 774 715 email: keithf@havilah.org.au

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: rhonda@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.

PALMERSTON ST ADMINISTRATION OFFICE HOURS

MON-FRI 9.00 am—12.00 pm for account payments and enquiries

HARKNESS ST ADMINISTRATION OFFICE HOURS

MON-FRI 9.00 am—4.00 pm for account payments and enquiries

Home Maintenance Reporting

Residents are requested to report all maintenance issues to the HOP Office located in the Community Centre which is open from Monday to Friday between 9.00am & 12 noon for residents to phone on 54590140 or call in.

If residents need to make contact during business hours after 12.00pm you can now call Rhonda on 5461 7387 and she can assist residents with all enquiries. Please leave a message on her phone if unavailable.

Alternatively residents can email any issues to palmerston@havilah.org.au

Residents are still welcome to call Stuart outside business hours with any urgent maintenance issues 0417 679 803



JUSTICE OF THE PEACE

There are 2 Justice's of the peace living in the Havilah On Palmerston Community.

If residents require their assistance your are welcome to contact them during business hours to arrange their services.



Contact Details: Bob Osborne Phone: 5461 2709 Mobile: 0409 189 681
Email: bobosborne8@iprimus.com

(Currently Away) Terry Simpson Mobile. 0419 737 837
Email: terryhsimpson@gmail.com

Nuisance Phone Calls

At the Last Residents meeting, Residents reported they had receive phone calls from persons claiming that they are a representative of a telephone, electricity companies, Banks and the like. These people ask for bank account details and personal information to clear outstanding balances. This type of phone call should at all times be Ignored. Don't engage the caller just hang up.

PLEASE DO NOT ADVISE YOUR BANK DETAILS TO ANYONE OVER THE 'PHONE AND REPORT ALL SUCH CALLS TO RECEPTION.

USING EMAIL TO CONVERSE WITH 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	Barb Duffin	barbceo@havilah.org.au
Director of Services	Dave Burridge	dave.burridge@havilah.org.au
Director of Human Services	Annie Constable	dhs@havilah.org.au
Food Services Manger	Di Jackson	di.jackson@havilah.org.au

EFTPOS

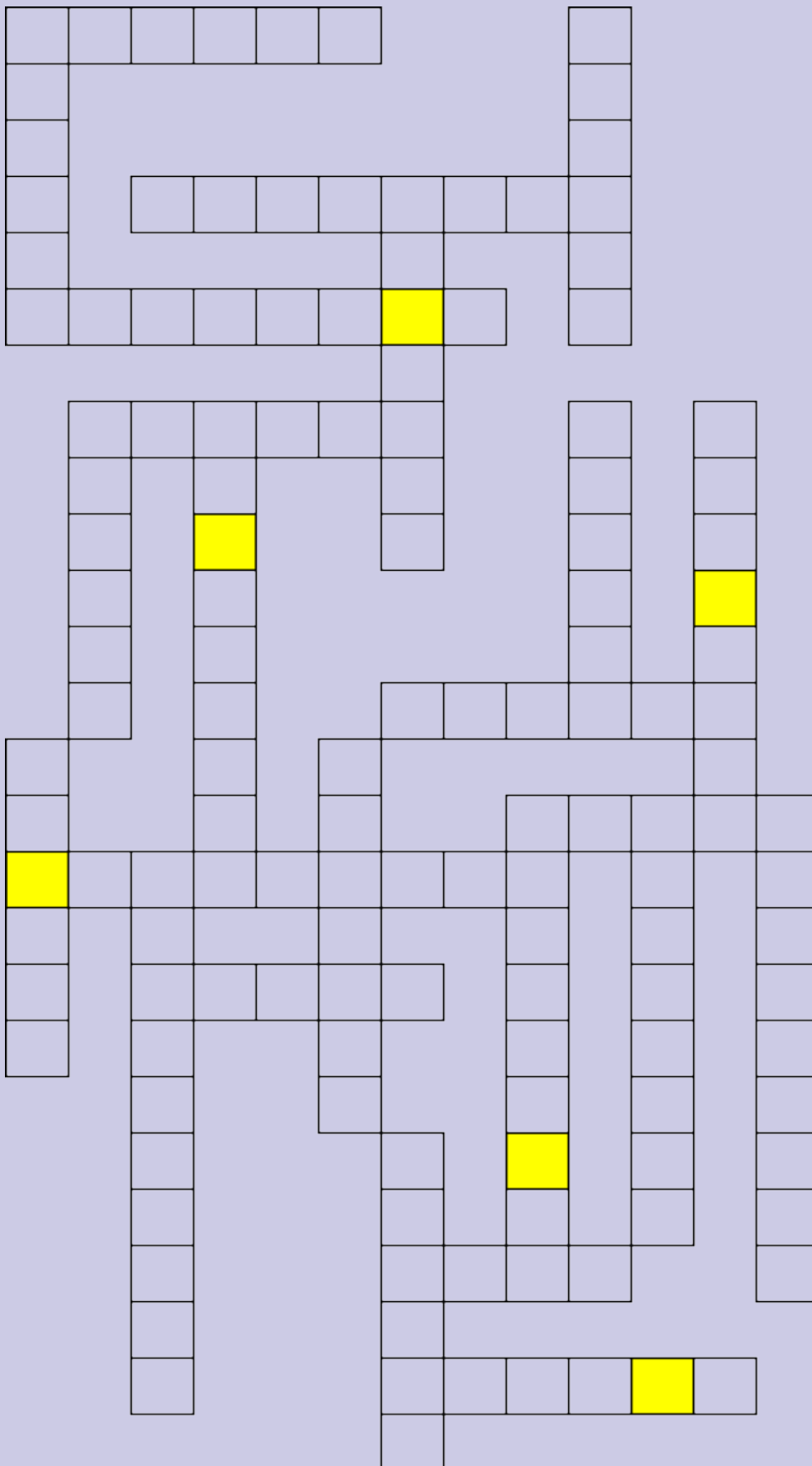
For the convenience of ILU residents, there is EFTPOS facilities located at the reception in the Community Centre for payment of Accounts.



CRISS CROSS NO.7

Can you fit the words correctly into the grid?

The letters in the yellow boxes will spell out another



4 letter word

ROME

5 letter words

PARIS

SOFIA

6 letter words

ATHENS

DUBLIN

LONDON

MADRID

PRAGUE

VENICE

VIENNA

WARSAW

ZAGREB

ZURICH

7 letter words

BELFAST

CARDIFF

8 letter words

BRUSSELS

FLORENCE

HELSINKI

SALZBERG

9 letter words

AMSTERDAM

BUCHAREST

EDINBURGH

STOCKHOLM

10 letter word

COPENHAGEN

WORD SEARCH - SLEEP

B	W	V	E	I	T	V	G	V	H	G	D	R	F	P	T	A	S	C
N	E	I	E	P	E	Z	A	G	R	A	T	S	G	Y	V	K	J	J
V	A	A	T	S	E	I	S	V	G	E	Q	G	S	V	J	I	G	Z
L	R	J	V	J	R	J	H	C	X	J	I	W	E	V	T	A	N	M
K	Y	E	A	O	R	V	Q	H	I	I	O	M	W	P	V	I	P	A
E	E	I	R	E	R	E	L	A	X	R	H	A	J	N	W	X	I	H
R	D	A	Y	D	R	E	A	M	D	R	F	A	N	T	A	S	Y	D
K	O	M	G	N	T	N	Z	R	T	R	D	S	S	J	E	T	H	S
I	S	S	I	L	I	K	O	D	E	M	E	K	H	E	Y	H	I	L
P	J	L	K	R	V	G	E	D	D	L	N	P	T	U	Q	L	E	E
V	K	Y	U	G	A	T	H	E	O	I	A	A	O	P	T	V	A	E
R	L	I	B	M	S	G	U	T	W	F	N	X	A	S	B	E	M	P
P	P	N	V	U	B	G	E	Y	M	R	F	N	F	E	E	R	Y	M
Y	E	V	A	P	I	E	T	S	E	A	T	F	Z	D	R	H	N	E
W	Q	H	A	T	P	R	R	B	U	A	R	O	G	A	C	T	P	V
W	X	W	A	S	O	M	I	M	C	M	D	E	D	R	E	A	M	R
E	Q	F	R	F	P	H	P	I	M	A	G	I	N	A	T	I	O	N
R	R	E	S	T	J	J	V	L	T	A	S	N	O	O	Z	E	A	P
K	J	H	D	H	N	V	E	T	I	R	E	D	N	O	I	S	I	V

CATNAP, DAYDREAM, DOZE, DREAM, DROWSY, EXHAUSTED, FANTASY, FATIGUED, FORTY WINKS, HIBERNATE, IMAGINATION, KIP, MIRAGE, NIGHTMARE, NOD OFF, RELAX, REPOSE, REST, SHUTEYE, SIESTA, SLEEP, SLUMBER, SNOOZE, STARGAZE, TIRED, VISION, WEARY.

Hav-A-Laugh

After being married for 50 years, I took a careful look at my wife one day and said, "Fifty years ago we had a cheap house, a junk car, slept on a sofa bed and watched a 10-inch black and white TV, but I got to sleep every night with a hot 23-year-old girl.

Now ... I have a \$750,000 home, a \$45,000 car, a nice big bed and a large screen TV, but I'm sleeping with a 73-year-old woman. It seems to me that you're not holding up your side of things."

My wife is a very reasonable woman. She told me to go out and find

a hot 23-year-old girl and she would make sure that I would once again be living in a cheap house, driving a junk car, sleeping on a sofa bed and watching a 10-inch black and white TV.

Aren't older women great?

They really know how to solve an old guy's problems!*

I went to the cemetery yesterday to lay some flowers on a grave.

As I was standing there I noticed 4 grave diggers walking about with a coffin.

3 hours later and they're still walking about with it. I thought to myself, they've lost the plot

How fights start:

