



WEBSITE: [www.havilah.org.au](http://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. This is an important part of our fundraising program each year with the proceeds used towards capital purchases such as equipment.

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

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**

Please ask your friends and relatives if they would like a ticket or you may like to have a family Syndicate.

Only 410 tickets available so the odds are very good.

We would very much appreciate your support.

To purchase a ticket or collect a book to sell, please contact Raeleen 54617 380 or Harkness Reception 5461 7387

## HAPPY EASTER

10th April - 3th April



### ANZAC DAY 25/04/2020

They shall not grow old,  
as we that are left grow old;  
Age shall not weary them,  
nor the years condemn.

At the going down of the sun and in the morning .  
We will remember them.

**Retirement Community - Bi Monthly Resident Meeting's have been postponed until further notice, regular flyers will be distributed via email or by a letter box drop. Please contact our staff as required. Contact Numbers on page 6.**

## 96-year-old first-time author documents his ambulance career in new book

The well-worn phrase “it’s never too late” has never been so meaningful as for Bob McDermant.

Also affectionately known as ‘Ambo Bob’, at the grand age of 96 Australia’s oldest author has launched his first book *The Ambo*, a history of his 39-year career in the Queensland Ambulance Service.

“I think it’s a relief because it shows that if you really want to do something, even if it takes you your whole life, if you accomplish it in the end, that’s the big thing,” says Bob.

“We’ve got an Ambulance Service that is probably the best in the world. And I’ve made so many, many friends. It’s absolutely amazing and wonderful, and it’s been worth every bit of effort that has been put into it.”

He admits he felt overwhelming relief more than anything else, after finally see the book in his hands.

“We’d put in so many hours over so many months. I was always worried that I wouldn’t get the story finished, wouldn’t see it compiled, edited and sent to the publisher, and never hold a finished book in my hands – a real concern as you approach 97!

“Over recent years I had almost given up hope of starting it, let alone finishing the project,” Bob laughs.

When Bob McDermant joined the Queensland Ambulance Transport Brigade in 1947, he expected to undergo training for his role as an ‘ambo’. But to his dismay there was none, and furthermore he found that the equipment was antiquated, with the procedures based on a manual that hadn’t been updated for 50 years.

So Bob and fellow ambulance officer Arthur Deobertiz set out to make some changes, constantly coming up against apathy, resistance and fear of change.

He says that when he came back from the army (a part of the book which is eloquently detailed), the ambulance service had been running for about 50-odd years and they had not made any changes or updates to their syllabus.

“They had been taught to put a bandage and pad on a wound or spread a fracture and drive them (patients) to hospital, but that was it.”

Adding to this, there was no training for the ‘ambos’.

After 10 years of working to gain permission to change the syllabus and introduce training, Bob and Arthur started at the bottom, gradually changing the face of the ser-

vice. Bob ultimately became the QAS training officer.

“With all the work we put into it, I had to believe it was going somewhere,” Bob says. “We now have the best ambulance service in the world.”

Bob’s story follows his journey with Deoberitz as they set out to make changes to the service by introducing a training program bringing treatment in line with modern medicine and helping to lay the foundations for the progressive and highly-skilled paramedic service we see today.

Due to sheer persistence, determination and an extraordinary visionary outlook, the pair saw great success.

“To me, the service has now gone from nothing to the best,” says Bob.

“The changes since I finished my time at the Ambulance Training School 35 years ago have been huge. In the first 10 years after I left the training school there was a big shake up in the administrative structures which meant a dramatic increase in funding for both the ambulance service and the training, and that led to significant progress in both areas which has continued to the present.

“There have been amazing advances in technology – the vehicles, the high-tech stretchers, the monitoring equipment. A current ambulance is like a hospital emergency department cubicle, but with less space to move!”

Bob was eventually awarded the QAS Distinguished Service Medal in September 2010 which he says was extremely gratifying. But it had not been without personal cost and struggle over many years.

Thirty years earlier Bob had left his final position in the service under considerable angst.

“My departure from the Ambulance Training School is a story I told in the book, but basically we had a very short-sighted administration at that time, and they were under pressure to get more ambulance officers through the training school courses because it was so successful.

“However the State Committee (our administration) made the demand of me that the training courses would now run back to back i.e. one course was to finish on a Friday and the new course was to start on the Monday! And it was made very clear to me that there would be no extra staff and no extra funding. This was an impossible situation and I tendered my resignation that day. It was certainly not

the way I wanted to leave, after everything I had put into the job, but there really was no other choice for me.

“A few years after my resignation, when the administration had been totally changed, I was approached and asked if I would return to the Ambulance Training School. I was honoured to be asked but returning was not for me. Although it took 30 years before I was awarded the Distinguished Service Medal, that award did provide some closure for me and some belated recognition for what I had done.”

With no prior history of the QAS captured by anyone before him, Bob took just a little over 12 months to have *The Ambo* ready for publication. He gives a lot of credit to the staff and residents at Seasons Caloundra where he has been living during the writing and promotion of *The Ambo*.

“The staff at Seasons Caloundra have been totally behind my efforts to write this book and for months have been asking when they can read it,” Bob says.

“My family has been wonderfully supportive, helping with early book outlines, proofreading, printing large font versions and generally keeping me going but never pushing me – I appreciate that.”

Bob’s ghost writer Robin Storey who leads biography writing classes at Seasons Caloundra was also vital to the project, he says. “It started with just trying out one chapter, but if I hadn’t found Robin there wouldn’t be a book in the first place.”

And Bob’s only child Greg McDermant was also a massive help in the collection of information and the recording of the stories, typing them up and reading them back to his father. “Greg sorted out the mistakes and we gradually did it chapter by chapter.”

He encourages other seniors to document their lives and to enlist professional help if they can. He already encouraged a former banker who lives near him to write his memoir.

QAS Commissioner Russell Bowles said Bob’s book meant a lot to the ambulance service.

“Once you lose history you can never get it back, so to capture this is so great. A lot of people think that the ambulance service was always like it is today, but in the book you see the struggles that Bob went through to put the foundations in place in order to have the great ambulance service that we see today.”





St Patricks Day was celebrated at Raglan House, residents getting into the spirit with all the dining area turning green, a meal of Irish stew and Guinness was offered and any other food that was green.

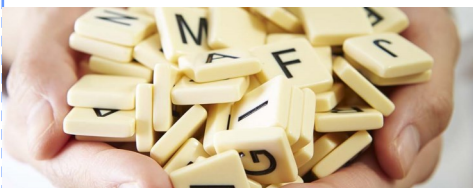
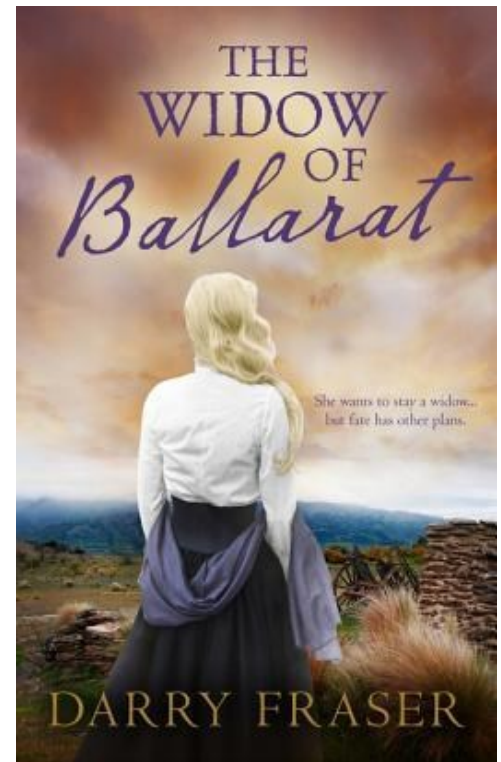


## BOOK REVIEW

1854, Ballarat, Victoria When Nell Amberton's husband is shot dead by a bushranger, there are few who grieve his passing, and Nell least of all. How could she miss the monster who had abused her from the day they wed - the man who had already killed his innocent first wife? But his death triggers a chain of events that seem to revolve around the handsome bushranger who murdered him - a man to whom Nell, against her better judgment, is drawn. But Nell has far more than a mysterious stranger to worry about. With a mess of complications

around her late husband's will, a vicious scoundrel of a father trying to sell her off in matrimony, and angry relatives pursuing her for her husband's gold, she is more concerned with trying to ensure her safety and that of her friend, goldfields laundry woman Flora, than dealing with the kind of feelings that led her astray so catastrophically before.

After the violence on the goldfields, Nell's fate also hangs in the balance. It seems that, after all, she might need to do the one thing she has avoided at all costs...ask for the help of a man.



### WEIRD and WONDERFUL WORDS

**FUNAMBULIST:** a tightrope walker



### **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



**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](mailto:andrew.earl@havilah.org.au).

Your assistance with this is appreciated.



### What is influenza?

Influenza, often called the flu, is an acute infection of the upper airway caused by an influenza A or B virus.

Getting sick with influenza also puts you at risk of other infections. These include viral or bacterial pneumonia which affect the lungs. The risk of complications can be life-threatening. Seniors 65 years and older, very young children, people who have lung or heart diseases, certain chronic health conditions or weakened immune systems are at

greater risk.

Healthy pregnant women in the second half of their pregnancy are at greater risk of hospitalization following infection with influenza virus.

In Canada, thousands of people are hospitalized and may die from influenza and its complications during years with widespread or epidemic influenza activity.

### How can you prevent influenza?

You can reduce the risk of getting influenza or spreading it to others by:

- Washing your hands regularly
- Cleaning and disinfecting objects and surfaces that a lot of people touch
- Promptly disposing of used tissues in the waste basket or garbage
- Coughing and sneezing into your shirt sleeve rather than your hands
- Staying home when you are ill
- Getting an influenza vaccine

Getting an influenza vaccine can help prevent you from getting sick with influenza and from spreading it to others.

### Tips to enjoy Chocolate at Easter.

- When you purchase your Easter eggs choose mindfully; pick 1-2 flavours.
- Avoid snacking on chocolate throughout the day—set time aside to enjoy the company of your family.
- If you are hungry have a healthy snack; choosing chocolate as a snack is a way to easily overindulge.
- Once Easter is over keep a small amount of chocolate and donate the rest; having it around the house can mean you'll eat more than you intend to.
- Mind your portion! Aim for 4 squares of or 25g chocolate or 3 mini eggs.
- Do not deprive yourself, if you tell yourself "I am not going to eat any chocolate this Easter" - then your brain will automatically crave it.



### The meaning of opaque is unclear.

**I wasn't going to get a brain transplant but then I changed my mind.**

**Have you ever tried to eat a clock? It's very time consuming.**

**I'm reading a book about gravity. I can't put it down.**

**It's a lengthy article about ancient Japanese sword fighters but I can Samurai's it for you.**

**So, what if I don't know the meaning of the word 'apocalypse'? It's not the end of the world.**

**The other day I held the door open for a clown. I thought it was a nice jester.**

**I used to have a fear of hurdles, but I got over it.**

## Need some help to survive social distancing? 'Guilty pleasures' could be the answer, psychologist says

Indulging in those activities that make you feel guilty – like watching romantic movies, eating a whole tub of ice cream or singing loudly in the shower – could be the key to protecting yourself from the mental health disorders associated with isolation, according to the experts.

Shira Gabriel, associate professor of psychology at the University at Buffalo, says she is deeply worried about the effect that a lack of social connection may have on people.

Depression, anxiety, poor physical health, and even suicide is linked to social isolation.

*“Luckily, there are easy and fun ways to keep connected and protect ourselves,” she says.*

*“My advice in this crazy and stressful time is to stop feeling guilty about guilty pleasures.”*

Her suggestions?

- Dig into your social media. Post stories of what you are doing. Share your concerns and also your moments of peace. Comment on other people's posts. And don't just reach out to the people you are closest to – reach out to your broader social circles. Why not host a virtual coffee or happy hour on a service like Zoom or invite your neighbors to a virtual book club?
- Prepare the foods that you associate with being loved i.e. comfort foods. *“My research suggests that preparing and eating those foods activates a primitive and implicit feeling of being cared for and loved,”* the Professor says. *“The food can fill our need for social connection and protect us from the negative effects of isolation.”* Also consider sharing your recipes and pictures of your food online and try recipes other people post.
- Take part in all the bizarre and fun new rituals that people are doing with their communities, like dancing on your balcony or posting pictures in your windows. *“Our research suggests that these kinds of shared activities foster a sense of collective effervescence... these experiences ... make us feel less lonely and they give our lives meaning and that little extra kick of special. Even if it feels little weird to you, give it a try,”* Gabriel says.
- Turn on the TV and stream your favorite TV show or movie. *“My research suggests that we can find symbolic social connections though watching (or reading) narratives. Sure, logically you know that the friends you have on Friends are not real, but to your mind they feel real, and our research suggests that they actually can fill your need to belong and make your happier,”* Gabriel says.

The Professor says while people might feel reluctant to take up these recommendations, they have been proven to work – and does she have any other advice?

By Annie Donaldson on April 3, 2020



### CONTACT NUMBERS:

#### FOR PALMERSTON ST

Reception 5459 0140  
MON-FRI 9AM-12 NOON  
(other than public holidays)

Raglan House 5459 0150  
For 24 Hour Contact

Nurse Manager 5459 0154

Lifestyle 5459 0169

Maintenance BH 0417 679 803

Maintenance AH 0408 645 203

Kitchen 5459 0180

### CONTACT NUMBERS:

#### FOR HARKNESS ST

##### MON-FRI

9AM-5PM 5461 7300

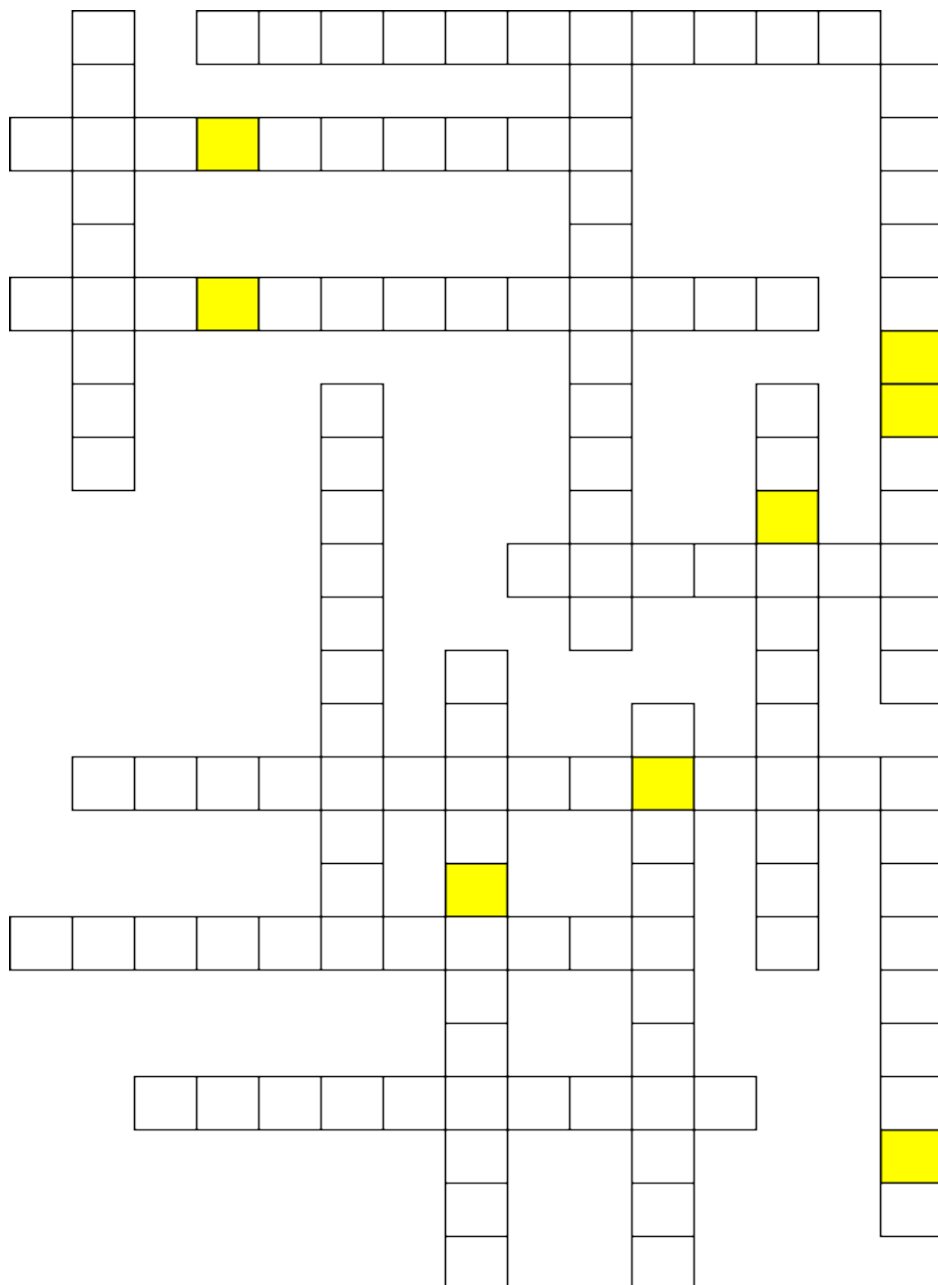
5PM-7 AM 5461 7394

WEEKEND 5461 7394

LIFESTYLE 54617 390

CEO 54617 381  
0429617380

RAELEEN 54617 380



**7 Letter Words:**  
COCHISE

**9 Letter Word:**  
KIT CARSON  
WYATT EARP

**10 Letter Word:**  
JESSE JAMES  
PAT GARRETT

**11 Letter Word:**  
ANNIE OAKLEY  
BILLY THE KID  
BUFFALO BILL  
DANIEL BOOONE  
DOC HOLLIDAY

**12 Letter Word:**  
BAT MASTERSON  
CALAMITY JANE  
DAVY CROCKETT

**13 Letter Word:**  
GENERAL CUSTER

**14 Letter Word:**  
WILD BILL HICKOK

**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

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

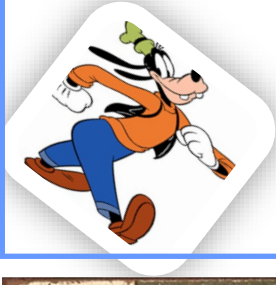
Medium 600

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

Easy 600



### Falls Prevention



Ensure that you have your feet attended to by a podiatrist.  
Maintain and keep your walking aids in good condition.  
Keep rooms and walking areas clutter free.



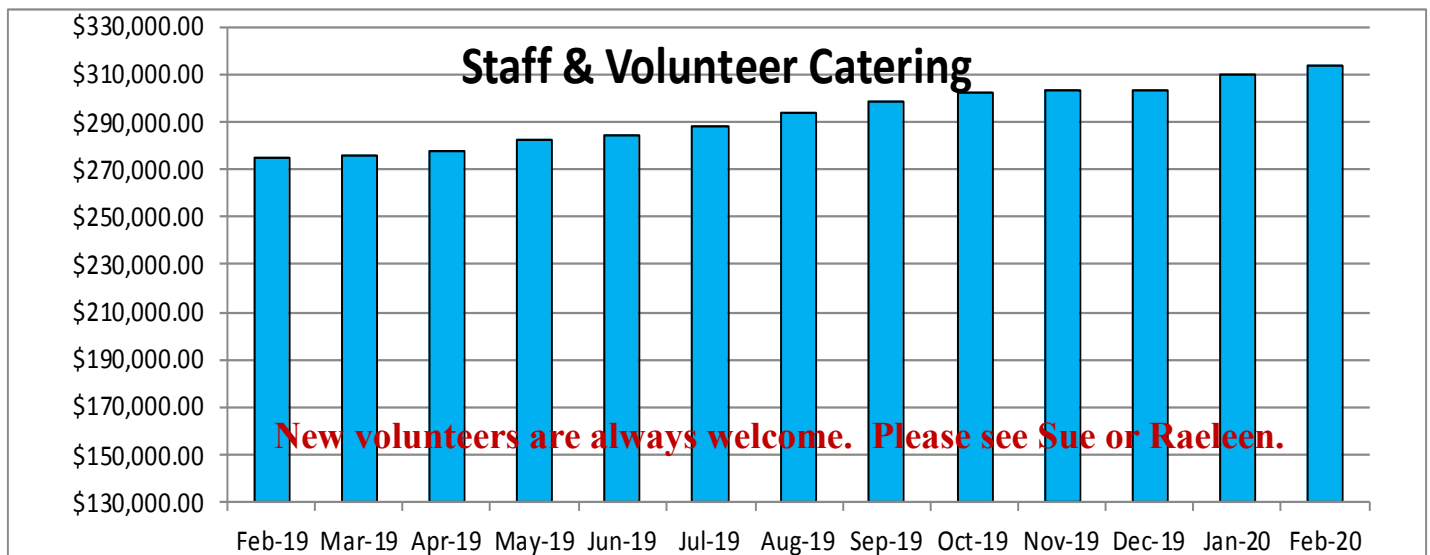
### THINGS MY MOTHER USED TO SAY

Go find something to do.

Life isn't fair.

Never write or type something you don't want someone to read.

Money can't buy you happiness, but it sure helps.



Many years ago Havilah published a recipe book with resident and family favourites, ranging from soups to casseroles, desserts, cakes and slices etc. This publication proved to be a worth while fund raiser for Havilah.

We are looking to do another one using some recipes from the original publication and requesting current families who would like to submit their own favourites.

Recipes and pictures can be sent via email to [andrew.earl@havilah.org.au](mailto:andrew.earl@havilah.org.au) or by leaving at main reception desk at Harkness Street during office hours.



Please comply with parking signs, therefore only cars displaying Disables stickers in Disables Parking zones, No Parking, and No Parking zones.



**Thank you to all our volunteers from the retirement community. We appreciate your generosity so much. New volunteers are always welcome. Please advise Kim or Reception if you are interested in volunteering.**





## Raspberry and chocolate hot cross bun pudding

### Ingredients:

- 5 Chocolate Hot Cross Buns, day old, split
- 40 g butter, softened
- 1/4 cup raspberry jam
- 1 cup fresh or frozen raspberries
- 100g white chocolate, coarsely chopped
- 6 eggs, lightly whisked
- 1 cup milk
- 1/2 cup thickened cream
- 1/3 cup castor sugar

### Instructions:

- Preheat oven to 160C. Lightly grease an 8 cup (2L) ovenproof dish.
- Spread the cut side of each bun half evenly with butter, then spread with jam. Arrange in the prepared pan, alternating the bases, jam – side up with the tops, cross-side up. Sprinkle with raspberries and white chocolate

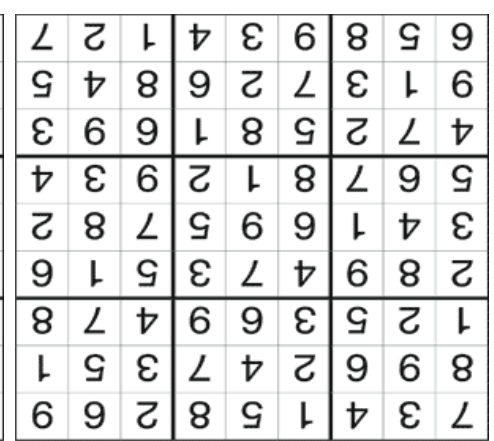
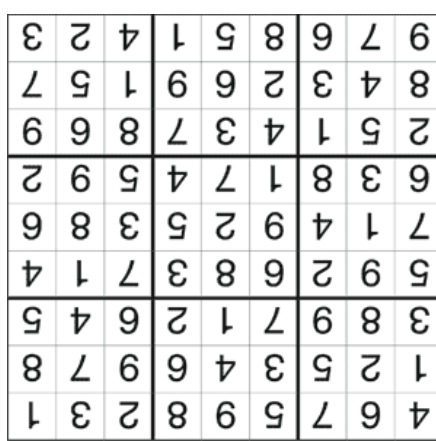
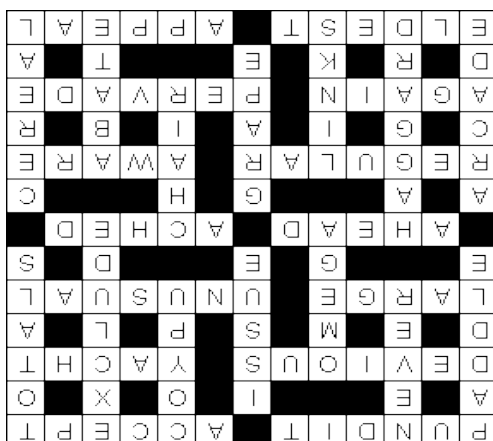
- Whisk the egg, milk, cream and sugar in a large bowl, then strain through a fine sieve into a jug. Pour the custard mixture evenly over the buns. Set aside for 15 minutes to soak.
- Place the dish in a large roasting pan. Pour enough boiling water into the pan to come half way up the side of the dish. Bake for 35-40 mins or until custard is just set. Set aside for 5 mins to cool slightly before serving.



## Quiz and Crossword Solutions from page 7 & 13



1. 1000.
2. Bonnie Doon
3. Dollar.
4. Vermouth.



Medium 600

Easy 600



"Sugar, why don't you sit down by the table and we'll start dinner," said Dorothy to her husband of over 50 years, in front of his guest, Bob.

"Sure thing," he replied.

"Now darling, would you like the soup first or the bread?" Dorothy asked.

"The soup," he responded.

After a whole meal of one endearing term after another, Bob couldn't contain his curiosity any longer. He snuck into the kitchen and said, "Dorothy, do you always talk to your husband like that?"

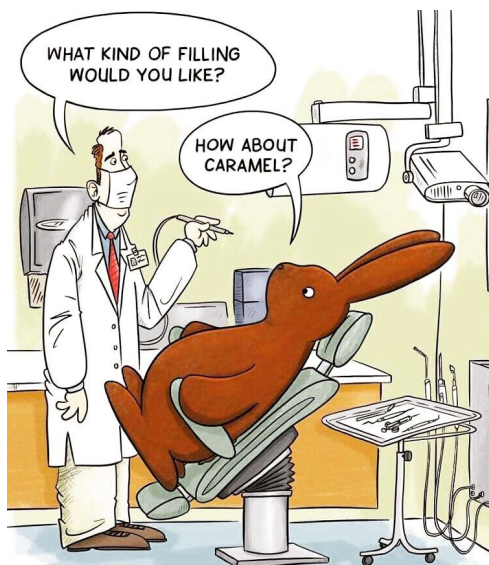
"Bob, I'll be honest with you," Dorothy replies. "It's been five years now, I just can't remember his name, and I am too embarrassed to ask."

After a tiring day, a commuter settles down in her seat and shuts her eyes. Then, the man next to her pulls out his mobile and started talking in loud voice, "Hi sweetheart. It's Kevin. I'm on the train... Yes, I know it's the 6pm and not the 4pm, but I had a long meeting."

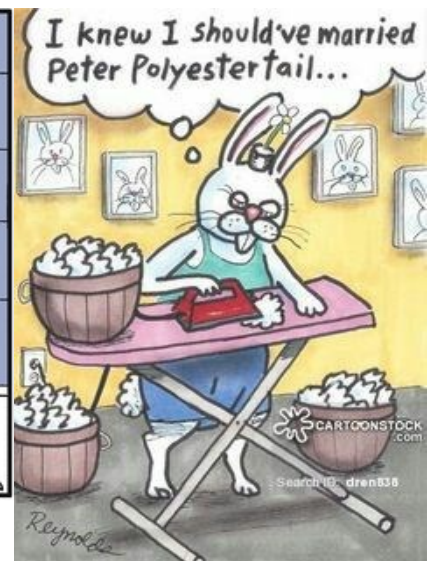
There is a pause, "No honey, not with Sue from accounting. It was with the boss." Another pause:

"Sweetheart, you're the only one in my life."

He is still talking loudly 15 minutes later, so the woman next to him leans over and says in to the phone, "Hang up, Kevin, and come back to bed."



"We do not do belly rubs, if that's what you are looking for."



Ralph the wharfie had the security guards baffled.

Every day when he left the docks he wheeled out a wheelbarrow load of rubbish.

Every day the security guards would sift through the rubbish to see if he was stealing.

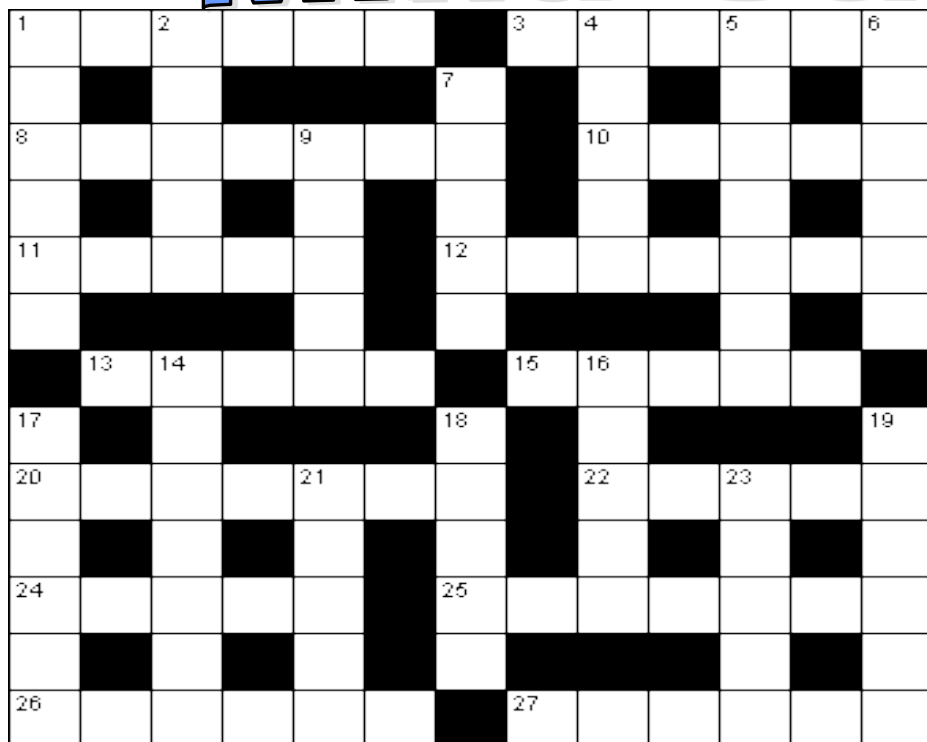
But every day, they found nothing but rubbish.

Finally after a few weeks of this the old wharfie retired and had a going away function and the security guards were invited. They were saying goodbye when one of them just had to ask.

"So Ralf we know you've been nicking stuff off the docks but we just can't figure out what."

"What were you stealing?"

As Ralf headed through the gates for the last time, he replied: "Wheelbarrows."

**ACROSS:**

1. Knowledgeable person in a particular field (6)
3. Received something offered (6)
8. Circuitous (7)
10. Luxury craft (5)
11. Prominent (5)
12. Pout of the ordinary (7)
13. In front (5)
15. Felt pain (5)
20. Frequent patron (7)
22. Mindful (5)
24. Once more (5)
25. Imbue (7)
26. First born (6)
27. Request for a sum of money (6)

**DOWN:**

1. Oar (6)
2. Not at anytime (5)
4. Aquatic South American rodent (5)
5. Leave out (7)
6. Aggregates (6)
7. Progeny (5)
9. Last letter of the Greek alphabet (5)
14. Emaciated (7)
16. Item of furniture (5)
17. Colonnade (8)
18. Juicy Fruit (5)
19. Breakfast food (6)
21. Parts of a chain (5)
23. Die away (5)

**WORD SEARCH - In Your Dreams**

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

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

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

**QUIZ**

1. How many years in a Millennium?
2. In the film "The Castle", the Kerrigan family holidays were at which town near Lake Eildon?
3. In the rhyming slang, what is referred to the "Oxford scholar"?
4. A classic martini is made with gin and what other liquor?



## NOTICE BOARD

### **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.

### **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	Barb Duffin	barb.duffin@havilah.org.au
Food Services Manger	Di Jackson	di.jackson@havilah.org.au
Nurse Manager	Deb Matthews	deb.matthews@havilah.org.au
Director of Care	Kelsey Hooper	kelsey.hooper@havilah.org.au

### **FEEDBACK - We welcome your feedback, FEEDBACK 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 Barb Duffin** 5461 7381 Mobile 0429 617380

email: [barb.duffin@havilah.org.au](mailto:barb.duffin@havilah.org.au)

**Director of Care Kelsey Hooper** 54 617383

email: [kelsey.hooper@havilah.org.au](mailto:kelsey.hooper@havilah.org.au)

**Nurse Manager Havilah on Palmerston Deb Matthews**

email: [deb.matthews@havilah.org.au](mailto:deb.matthews@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: [mail@havilah.org.au](mailto: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 NUMBER Telephone 54 590150**

### **HAVILAH ON PALMERSTON RECEPTION HOURS**

MON-FRI 9.00 am—12.00 pm for account payments and enquiries 5459 0140  
(Closed Public Holiday)

### **HARKNESS ST RECEPTION OFFICE HOURS**

MON-FRI 9.00 am—4.00 pm for account payments and enquiries 5461 7300  
(Closed Public Holidays)

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