



WEBSITE: www.havilah.org.au

You can access the Havilah Facebook Page via the website



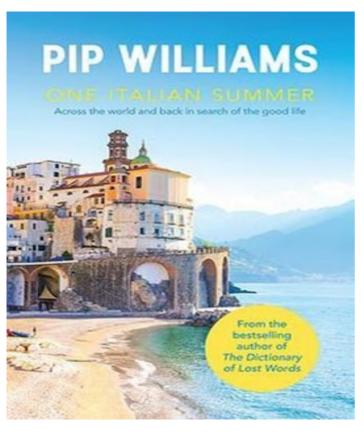


All of the ladies in our retirement communities will receive chocolates to celebrate

Mothers' Day

Please collect these from Reception on Sunday

Have a lovely day.



It can be difficult to put aside time for what you really love. We have work to do, bills to pay, and if you're

living a hectic city life, it can be hard to get a breather when you really need one. Add to that kids, and the equation gets even more difficult. City lives are constantly bustling, and it can be hard to make time for what you truly love – at least not without drastically making changes. Which is exactly what Pip Williams and her family did.

One Italian Summer is Pip Williams' heartfelt memoir, required reading for anyone who has ever wondered if the grass was greener over the hill. Struggling in a job that she wasn't passionate about down in Adelaide, along with her husband and two children, Pip makes a sudden decision. One night, talking to husband Shannon, they realise they're not living their best lives. Weeknights have been taken over by reality television on the couch, and mornings are a hubbub of making hasty sandwiches for the kids' lunches. So Pip comes to realise something.

What she really loves is baking bread. It sounds odd, but that feeling of making sourdough from scratch and watching the bread rise as it bakes brings her comfort. She tries to fit this in around her corporate job, as well as her passions of farming, and knitting horrible alpaca wool beanies for her kids, but it's not enough. The fruit is falling and rotting on the ground,



WEIRD and WONDERFUL WORDS

CHILIAD—a thousand things or a thousand years



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

Onsite hairdresser Julie has resumed the service within the guidelines of the covid restrictions, Julie will attend to trims,

comb ups and perms, the salons are sanitised after each client.

Contact Julie at the salon to arrange your appointment on ph: 5459 0141



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.

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There was lots happening over Easter with special morning tea's, Good Friday with all dining areas decorated with eggs and rabbits. The Easter Bunny arrived to visit on Easter Sunday.





What's On & Events

DINERS' CLUB Monthly outings are organized through the Diner's Club. Please Contact Kim 54590169 if you would like join in this activity.

SUNDAY LUNCH Sunday Lunch is in Rooms 1 and 2, High School Centre. This is for Retirement Living Residents only for the time being. Take away meals are not now available on a Sunday. Please book by the Friday before. Take away meals will continue Monday to Saturday for the time being.



HAPPY HOUR Our fortnightly Friday night "Happy Hour" is in Rooms 1 and 2. These are at present for the Retirement Village residents only.



SPECIAL MORNING TEA On the alternate Fridays virtual special morning tea will continue as at present.

Our apologies that we cannot include guests for the time being. We hope that it will not be long before guests can be welcomed again.

For those residents without a "Harald" card who may attend group lunches or group activities please call in to reception and organize your card. This will enable you to check in much more simply when you attend these events.

MARKETS Kim will be recommencing outings to the surrounding markets shortly. Please let her know if you are interested in attending.

You Just Thought You Knew Everything:

A cat has 32 muscles in each ear.

A crocodile cannot stick out its tongue.

A goldfish has a memory span of three seconds.

A "jiffy" is an actual unit of time for 1/100th of a second.

A snail can sleep for three years.

Almonds are a member of the peach family.

Babies are born without kneecaps. They don't appear until the child reaches 2 to 6 years of age.

Butterflies taste with their feet

Leonardo Da Vinci invented the scissors.

No word in the English language rhymes with month, orange, silver, or purple.

Peanuts are one of the ingredients of dynamite.

The average person's left hand does 56% of the typing.

The cruise liner, QE2, moves only six inches for each gallon of diesel that it burns.

The microwave was invented after a researcher walked by a radar tube and a chocolate bar melted in his pocket.

The sentence: "The quick brown fox jumps over the lazy dog" uses every letter of the alphabet.

The words 'racecar,' 'kayak' and 'level' are the same whether they are read left to right or right to left (palindromes).

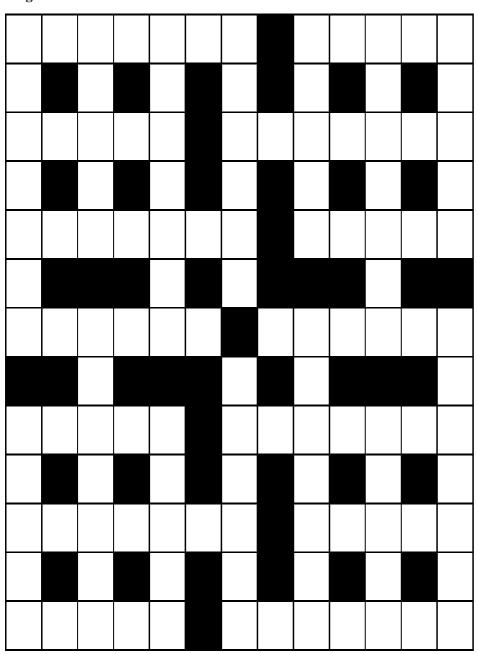
There are only four words in the English language which end in "dous": tremendous, horrendous, stupendous, and hazardous.

TYPEWRITER is the longest word that can be made using the letters only on one row of the keyboard.

Winston Churchill was born in a ladies' room during a dance.

Women blink nearly twice as much as men.

Word Fit Puzzles 06



5 LETTER WORDS

AISLE
CABIN
CYCLE
E3ASEL
EDICT
ENTER
NADIR
OASIS
SLICE
STEEL
TASTE
TRAPS

6 LETTER WORDS

ORACLE SCHEME SCYLLA WIZARD

7 LETTER WORDS

ABSENCE AMNESIA ANSWERS CITADEL CONTACT DETESTS HABITAT IGNEOUS LATERAL MEASTRO MUSCLES THEOREM

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

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

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

Medium 830 Easy 830

SYMPTOMS	5	COVID-19	COLD	FLU Abrupt onset of symptoms		
		Symptoms range from mild to severe	Gradual onset of symptoms			
Fever		Common	Rare	Common		
Cough		Common	Common	Common		
Sore Throat		Sometimes	Common	Common		
Shortness of Breath	$\bigcirc = \bigcirc$	Sometimes	No	No		
Fatigue		Sometimes	Sometimes	Common		
Aches & Pains		Sometimes	No	Common		
Headaches	(**)	Sometimes	Common	Common		
Runny or Stuffy Nose		Sometimes	Common	Sometimes		
Diarrhea		Rare	No	Sometimes, especially for children		
Sneezing	S	No	Common	No		

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 quick 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.

If you need assistance to download either of these free apps let us know at Reception.

VISITORS TO RAGLAN HOUSE

There are now no limits on the number, reason or duration of vis-

VISITING HOURS AT HAVILAH RE-MAIN BETWEEN THE HOURS OF 10 A.M. AND 4 P.M. EACH DAY Special arrangements can be made for Palliative Care.

Under current restriction levels, residents can go out for any reason, provided they comply with current Retirement Villages. restrictions applicable to all Victori- The key things you need to know

Visitors are required to

wear face masks within an indoor space at the facility, unless they have a specified exemption. *People 12 and over should wear a face mask unless an exception applies. A face shield on its own • does not meet the mask require-

Wearing a mask is only compulsory when visiting in an indoor space at an aged care facility, therefore for visiting within the outdoor areas at Havilah, visitors are not required to wear a mask.

- ♦ visit within the resident room or within the area that has been set aside for the visit. Eq where arrangements have been agreed to . visit including a meal.
- ◆ Undertake screening prior to entry into the facility

You cannot enter the facility if:

- are unwell or have even the mildest symptoms of COVID-19:
- \Rightarrow fever or temperature over 37.5 degrees
- ⇒loss or change in sense of smell or taste, chills or sweats, cough, sore throat, shortness of breath, and/or runny nose

Note: this does not include those symptoms where caused by an underlying health condition or medica-

- * are required to quarantine or isolate **This includes if they have attended an exposure site
- **<https://www.dhhs.vic.gov.au/ case-locations-and-outbreakscovid-19>

- have arrived in Australia from overseas (other than a travel green zone) in the last 14 days.
- have been at a hotel quarantine site or port of entry in the last 14
- Have not had and provided evidence of a current influenza vaccination unless you have a specific exemption.

Retirement Village Specific Guidance There are no current specific guidelines in relation to

in relation to the general community are

- masks are only required on public transport, in ride-share vehicles and taxis, in sensitive settings such as aged care and health care facilities
- Victorians can host up to 100 people in their home per day.
- **Outdoor gatherings** in public places – the beach, the park – 200 people.
- Density limits in pubs, restaurants and cafes remain at 1 person per 2sq metres for both indoors and outdoors with no other cap, so long as electronic record keeping – a QR code – is used. For small operations, there are no density limits if the patron number is under 25.
- For **beauty services**, businesses remain at 1 person per 2sq metres – if they also introduce electronic record keeping. For businesses where that's not possible, density limits of 1 person per 4 sq metres apply.
- **Retail businesses** also remain at 1 person per 2sq metres and electronic record-keeping is recommended where practical.
 - **Funerals and weddings** are subject to a density limit of 1 person per 2sq metres. The same their GP. rules apply to **nightclubs** and community facilities, like **librar**ies, RSLs, and community halls. In **gyms**, There are no longer limits on class sizes for outdoor and indoor physical recreation or fitness classes - and unstaffed gyms will be moving from a density limit of 1 person to 8sqm to 1 person per 4sqm.
- if you are sick you must stay at

♦ Victoria's exposure areas are included on the DHHS website and are updated ongoing. Please check where the exposure sites are before planning any outings or visits from family and friends.



The roll out of vaccination has commenced although not without some delays and changes to the schedules originally planned.

It was a long wait but we were very happy to see Aspen Medical on site to carry out the resident **COVID Pfizer Vaccinations at Hark**ness Street on Friday 16th April and at Raglan House on Monday 19th April. Aspen Medical staff were very well organized and professional. Additional Havilah staff were rostered to assist and for follow up monitoring of residents post vaccination. All went very smoothly over both days and we very much appreciate the assistance of residents, staff and families. Second vaccinations are scheduled three weeks from the first.

Retirement living residents were offered vaccinations as we were able. This was at short notice but some residents were able to take advantage of this. The second vaccination will be scheduled around 3 weeks from the first vaccination.

For those residents vaccinated at Raglan House on the 19th April we will advise you of the follow up vaccination date.

Many RL residents had already commenced vaccinations through

IF YOU HAVEN'T YET ORGANIZED YOUR VACCINATION, TALK TO YOUR GP ABOUT THIS AND THE FLU VAC-CINATION. SUPPLIES ARE TRICKLING INTO GP PRACTICES SO A GOOD IDEA, IF YOU WANT TO BE VACCINATED, TO BE ORGANIZED TO SCHEDULE THESE AS SOON AS SUPPLY IS AVAIL-

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CONTACT NUMBERS:

FOR PALMERSTON ST SITE Reception 5459 0140

MON-FRI 9AM - 4pm

Weekends & Public Holidays 10 am - 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-Barb 54617 381

0429617380

RAELEEN 54617 380

THINGS MY MOTHER USED TO SAY

She is the cats mother

If you eat the crust , you'll get curly hair

Back in my day.

Caramilk condensed milk ripple pudding Ingredients:

180g Caramilk chocolate, finely chopped 395g can condensed milk

1 egg

1 teaspoon vanilla extract

160ml milk

50g plain flour

250g butternut snap biscuits

Instructions:

- Preheat oven to 180C/160C fan forced, Grease a 10x20cm loaf pan. Line with baking paper to overhang the long sides.
- Reserve 80g of the chocolate, Whisk together the condensed milk. Egg. Vanilla. Milk and flour in a jug until well combined. Place one third of the biscuits in =to the greased pan, breaking if necessary, to cover the base. Pour one third of the condensed milk mixture over the biscuits and sprinkle with one third of the remaining chocolate.
- Repeat with remaining biscuits, condensed milk mixture and chocolate to add two more layers.

- Gently press the top layer to absorb some of the condensed milk mixture. Bake for 35 to 40 minutes or until set. Set aside for 15 minutes.
- Use the paper to carefully lift the pudding out of the pan and place on a serving tray, Place the reserved chocolate in a microwave-safe bowl and microwave on High for 1 minute, stirring halfway, or until melted.
- Drizzle the melted chocolate over pudding, Serve.





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 Prevention:

Be active everyday, - go for a walk participating in exercises classes.









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

Alternatively residents can email any issues to

palmerston@havilah.org.au

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-

dressing.

For any reported items that have not been addressed in a timely manner or are not addressed to your satisfaction, please contact CEO Barb Duffin telephone 0429617380 or email barb.duffin@havilah.org.au

Barb's mobile number is included in each edition of HOP Topics and you can contact her 24/7. Best not ring after midnight though unless it is a real emergency.

Other concerns:

We are here also if you need to discuss any concerns with us and if we cannot personally assist you we

can help you to get any advice that you need. This could be in relation to obtaining services into your unit, explaining the annual financial statements or fee accounts that we send you, organizing a family party, or other issues that may concern you from time to time.

You can contact CEO Barb Duffin Monday to Friday 54617381 or mobile 0429617380 for 24/7 contact. Director of Finance Sandra Wilson Monday to Thursday 54617491; Resident Liaison Raeleen Brooker Monday to Friday 54617380.

Quiz and Crossword





1. 50M 2. Antarctica 3. Teeth 4. Mercury 5. Indeed

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2	8	ŀ	ε	6	7	9	Þ	9	G	9	L	6	Þ	8	2	ļ	3
9	9	7	8	7	ļ	7	3	6	8	7	ļ	7	3	L	G	9	6
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8	L	9	7	9	abla	ε	6	2	З	6	8	7	L	2	9	Þ	9
9	7	7	6	3	8	Þ	L	9	2	L	9	Þ	6	G	ļ	3	8
3	G	2	Þ	ŀ	9	6	8	7	7	G	6	8	9	3	Þ	2	ŀ
L	6	8	9	7	3	2	9	Þ	T	2	Þ	9	7	6	ε	8	9
7	7	9	2	8	6	L	9	3	9	8	3	L	2	abla	6	9	7
Medium 830						Easy 830											

60 7 60 7 1 6 6 7 9 6 1 9

Giggletime



An engineer who was unemployed for a long time decides to open a medical clinic.

He puts up a sign outside the clinic. "Cure for your ailment guaranteed at \$500.00; we'll pay you \$1000.00 if we fail.

A doctor thinks this is a good opportunity to earn \$1000.00 and goes to the clinic to catch him out. Doctor: "I have lost my sense of taste."

Engineer: "Nurse, please bring the medicine box 22 and put three drops in the patient's mouth."

Doctor: "This is petrol!"

Engineer: "Congratulations!
You've got your taste back that

will be \$500.00."

The doctor gets annoyed and goes back after a couple of days to recover his money.

Doctor: "I have lost my memory, I can't remember anything."

Engineer: "Nurse, please bring medicine from box 22 and put three drops in the patient's mouth."

Doctor: "But that is petrol."

Engineer: "Congratulations! You've got your memory

back that will be \$500.00."

The doctor leaves angrily and comes back again, Doctor: "My eyesight has become weak."

Engineer: "Well, I don't have any medicine for this, take this \$1000.00," passing the doctors a \$100.00

Doctor: "But this \$100.00...."

Engineer: "Congratulations, You've got your vision

back! That will be \$500.00.

Two guys were working at a sawmill on day when one of the guys got too close to the blade and cut off his arm, his buddy put the severed arm in a plastic bag and rushed it down to the hospital to get reattached.

The nest day he went to visit his mate and found him playing tennis.

"Incredible," said his friend, "Medical science is amazing!"

Another month went by and the same two guys were working at the saw mill when the same guy got to close to the blade and chopped his leg off.

Again his mate took the leg in a plastic bag to the hospital to be reattached.

The next day he visited his mate and found him playing football.

"Incredible," says his friend, "Medical science is

amazing!"

Another month went by and the both mates were working at the saw mill when the same guy bent down and got too close to the blade and chopped his head off, again his mate took the head, in a plastic bag to the hospital to be reattached.

He went to visit his mate the next day, but could not find him.

He saw a doctor walking down the hall and asked: 'Doc, where is my friend? I brought him in yesterday."

The doctor thought for a moment and said, "Oh yeah, some idiot put his head in a plastic bag and he suffocated."









WORD SEARCH - Family Circle

Themed 05

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Ε С Ε В D 0 Α G Е S E G U Е Α S А G Н 0 Е Ε Ν S В С R Ν S Е Q Α Н Ε R X KE G E Q В Д Ε REH G QΑ DVA AFDNARGVD RE Н Τ Ζ EHSSERIEHVJVJRW

- 1. Long tailed primate (6)
- 2. Spiny anteaters (8)
- 3. Young Hen (6)
- 4. Simians (4)
- 5. North Atlantic food fish (3)
- 6. Corvines (5)
- 9. Large plantigrade mammals (5)
- 11. Bird with long legs, neck and bill (5)
- 12. Shellfish (8)
- 15. Large wading bird (5)
- 16. Nocturnal canine mammal (6)
- 17. Sheepdog (6)
- 20. Colony insects (4)
- 22. Drone (3)

QUIZ

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

ANCESTOR, AUNT, BABY, BROTHER, BROTHER—IN—LAW, CHILD, CLAN, COUSIN, DESCENDANT, DESCENT, FAMILY, FAMILY TREE, FATHER, GENERATION, GRAND-FATHER, GRANDMOTHER, HEIR, HEIRESS, HOUSEHOLD, INLAWS, ISSUE, KINFOLF, LINEAGE, MATRIAECH, MOTHER, NIECE, OFFSPRING, ORIGIN, PARENT, PATRIARCH, PROGENITOR, PROGENY, RELATION, RELATIVE, SISTER, SISTER—IN-LAW, TRIBE, UNCLE

- I. What is the length in metres of an Olympic size swimming pool?
- 2. Australian Douglas Mawson is best remembered for exploring which continent?
- 3. Canines, molars and incisors are type of what?
- 4. What liquid metal is traditionally used in thermometers?
- 5. Complete the common proverb, "A friend in need is a friend.......?

Answers: Page 9

Every second person in the world has ageist attitudes

Ageism is ubiquitous worldwide, with every second person holding ageist attitudes, according to a new WHO report on ageism.

Ageism seeps into many institutions and sectors of society including those providing health and social care, in the workplace, media and the legal system, the report holds, and urgent action is needed to address the problem.

The report looked at ways ageism, against young and old alike, affects society and found that it leads to poorer physical and mental health and reduced quality of life for older persons while ageism against younger people can appear in areas such as employment, health, housing and politics where younger people's voices are often denied or dismissed.

"As countries seek to recover and rebuild from the pandemic, we cannot let age-based stereotypes, prejudice and discrimination limit opportunities to secure the health, well-being and dignity of people everywhere," said Dr Tedros Adhanom Ghebreyesus, WHO Director-General. "This report outlines the nature and scale of the problem but also offers solutions in the form of evidence-based interventions to end ageism at all stages."

At what cost?

The research found that healthcare rationing based solely on age is widespread and ageism can dictate what and who received certain medical treatments.

Older adults also tend to be excluded from health research, even though they share a disproportionate burden of disease and use of medicines.

One study found evidence of ageism in all 49 studies that investigated the link between age and exclusion from different types of health research. This showed that older persons were systematically excluded from clinical trials in cardiology, internal medicine, nephrology, neurology, preventive medicine, psychiatry, rheumatology, oncology and urology, even though many of the conditions under study are more prevalent in old age.

The report highlights the struggle older people face in the workplace and the cost that places on many nations. One study found that employers were less likely to hire older applicants than younger applicants; that once employed, older workers had less access to training; and that those who faced ageism in the workplace were more likely to retire early.

In Australia, the report shows that if 5 per cent more peo-

ple aged 55 or older were employed, there would be a positive impact of AUD\$48 billion on the national economy annually.

Overall, it is estimated that 6.3 million cases of depression globally are estimated to be attributable to ageism.

In Europe (the only region for which the WHO received solid data) one in three report having been a target of ageism, and younger people report more perceived age discrimination than other age groups.

Ageism intersects and exacerbates other forms of bias and disadvantage including those related to sex, race and disability leading to a negative impact on people's health and well-being, WHO says, and among older people, ageism is associated with poorer physical and mental health, increased social isolation and loneliness, greater financial insecurity, decreased quality of life and premature death. "The pandemic has put into stark relief the vulnerabilities of older people, especially those most marginalized, who often face overlapping discrimination and barriers – because they are poor, live with disabilities, are women living alone, or belong to minority groups," said Natalia Kanem, Executive Director, United Nations Population Fund. "Let's make this crisis a turning point in the way we see, treat and respond to older people, so that together we can build the world of health, well-being and dignity for all ages that we all want."

The report outlines three strategy areas which have been shown as effective in fighting ageism; policy and law, educational activities and intergenerational contact interventions.

And outlines three recommendations for action.

- I. Invest in evidence-based strategies to prevent and tackle ageism
- 2. Improve data and research to gain a better understanding of ageism and how to reduce it
- 3. Build a movement to change the narrative around age and ageing.

"Ageism harms everyone – old and young. But often, it is so widespread and accepted – in our attitudes and in policies, laws and institutions – that we do not even recognize its detrimental effect on our dignity and rights said Michelle Bachelet, United Nations High Commissioner for Human Rights.

"We need to fight ageism head-on, as a deep-rooted human rights violation."

Bringing 'Old People's Home For Four-Year-Olds' to life: new trial to connect older Australians and pre-schoolers



The popular ABC television series 'Old People's Home For Four-Year-Olds' has inspired a new pilot program that will test the theory that bringing together the older and younger generations really does improve people's quality of life.

An Australian first, the Intergenerational Integration Initiative will see older Australians and young children engage in a structured series of investigative, artistic and educational activities together.

Evidence has previously suggested that this kind of intergenerational interaction can help to reduce frailty and imhave benefits for the young children too.

"Early research indicates these programs could lead to better physical health and cognition among adults over the age of 65, and better interpersonal skills among children under the age of 5," said lead researcher, Associate Professor Ruth Peters, a Senior Research Scientist at Neuroscience Research Australia (NeuRA)

and Conjoint Associate Professor at UNSW. "Children and older adults can be the perfect companions and build lovely partnerships where they both really care for each other," she added.

The Program could be rolled out Australia-wide if success-

With funding from the UNSW Ageing Futures Institute, with in-kind support from St Nicolas' Church and Preschool and Anglicare, the trial will run for 10 weeks within the school term at St Nics' Christian Preschool in Coogee in Sydney's Eastern Suburbs. The research teams will include psychologists and geriatricians from UNSW, University of Sydney and Griffith University.

The community has already thrown its support behind the program – a survey of 258 parents, teachers and older adults themselves by the researchers found over 92 per cent were in favour of the initiative.

If the first pilot proves successful, a larger follow-up trial will test whether it could be rolled out throughout NSW and across Australia.

With social isolation and loneliness identified by the Royal prove mood in thinking skills in older people - and it could Commission as areas in need of reform, we think it's great to see some new thinking.

> This project certainly matches what we have found at Havilah seeing the great enjoyment for both residents and children from visiting child centres and playgroups. Recently the local childcare centre being involved with Gerry the Giraffe who lives at Heath and Melaleuca Houses was great fun for everyone.



The AFL Footy season is well on its way with 6 rounds already played. The scores have been varied from the tipsters with different residents showing their skill in picking the win-

After round 6 the leader board shows 3 leaders on a score of 37, they are Anne Stuart, Gary Hutchinson and Terry Simpson.

Dianne Rowe, Doug Rowe, Bill D'Alton, Olwyn and Robyn Wagstaff are in second place on 36 points each.

Third position is tied between Irene Hibberd and Mon Hutchinson at present.

We are still waiting for that special tipster to pick the full house.

Prize pool: 1st - \$50.00, 2nd - \$30.00 3rd - \$20.00 and last place \$10.00.

Weekly prizes are also awarded for tipping all the winners in the round.

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 Manager 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, 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 Barb Duffin 5461 7381 Mobile 0429 617380

email: barb.duffin@havilah.org.au

Director of Care Kelsey Hooper 54 617383

email: kelsey.hooper@havilah.org.au

Nurse Manager Havilah on Palmerston Deb Mat-

thews

email: deb.matthews@havilah.org.au

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 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.

> HAVILAH ON PALMERSTON RECEPTION HOURS MON-SUN 10.00am – 4.00pm for account payments and enquiries 5459 0140 (7days a week)

HARKNESS ST RECEPTION OFFICE HOURS
MON-SUN 10.00 —4.00 pm for account payments and enquiries 5461 7300
(7 days a week)

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