

ISSUE April 2022



WEBSITE: www.havilah.org.au

You can access the Havilah Facebook Page via the website

HOP TOPICS



There's no way to be a perfect
mother and a
million ways to be a good one.

8th May 2022

HAPPY MOTHER'S DAY



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.





THE TERRACE



Work is still progressing at the Terrace development at a steady pace, with interior works started, areas have been plastered, the foyer/reception will look very impressive with the double height ceiling and skylight and plenty of natural light entering into this area.

American man has lived on board cruise ship for over 23 years

Many people love cruising the high seas, but US man Mario Salcedo, affectionately known as Super Mario after the fictional plumber in the Nintendo game series, has taken this love to new heights – living aboard a Royal Caribbean cruise ship for over 23 years.

“It’s the best lifestyle I can find. More than 9,000 nights cruising with Royal Caribbean, 52 weeks a year. Cruising never gets old,” he said.

His record did recently fall victim to COVID-19 – resulting in a 15-month stay on dry land – and he takes 10 days a year to stay in his condominium at Miami, Florida.

Now, he has Royal Caribbean cruises booked into April 2023.

“Some weeks, I have two cruises booked so I’ll have to decide which ones I want to take and cancel the others,” he said.

His love of cruise ships

Mario originally planned to become an attorney but was drawn to finance. He earned a lot of money as an adviser but after 21 years he decided to quit and enjoy life.

Seeing the cruise ships in port from his condo, the bachelor took his first cruise in 1997 and was hooked.

Initially he tried many cruise lines but decided Royal Caribbean suits him best.

He now manages investment portfolios for private clients for around five hours a day from a taped-off open plan office on the pool deck.

Mario likes to swim in the pool after work, take salsa dancing in the evening, chat with passengers and crew and dine at one of the ship’s restaurants.

“I don’t eat like regular cruisers so I don’t gain weight. I skip one meal a day and eat healthy,” he said.

Given the size of the buffets on those ships, we’d say



that’s a wise decision.



The 2022 AFL season has begun 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 forthcoming season.

Currently in first position on the leader board after 6 played rounds on 39 points is Bill D'Alton, close on his tail is Elma Taylor with a score of 38 points. Olwyn Hogan is two points behind on 36 points.

There always needs to be a person to hold up the ladder to secure it, at present that is Ken McKenzie on 20 points.

The season is only beginning, still plenty of time to show who has the skill to be the top tipster for the season.

Tiger Woods Made His First Hole-in-One at Eight Years Old

Professional golfer Tiger Woods has had some interesting escapades in the news. But one fact that's for sure is he's an amazing golfer.

Tiger Woods took an interest in golf at only six months old and his father started teaching him at two years old.

He regularly practiced and made his first hole-in-one at only eight!

All of his years of practice as a kid paid off in his adult years. Tiger has won 81 PGA tournaments to date!

However, these numbers aren't the most impressive. Sam Snead has won 82 tournaments. Jack Nicklaus falls only slightly behind with 73 wins. However, Nicklaus flies ahead by winning 18 majors. Woods has only won 15 majors.

It's arguable if he's the best golfer, but there's no denying all three of these golfers are some of the most accomplished in history.



Justice of the Peace

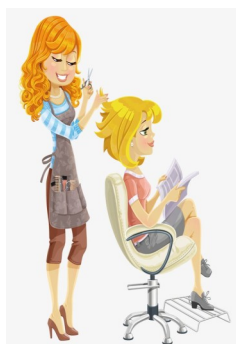
If residents require the assistance of a Justice of the Peace you are welcome to contact

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

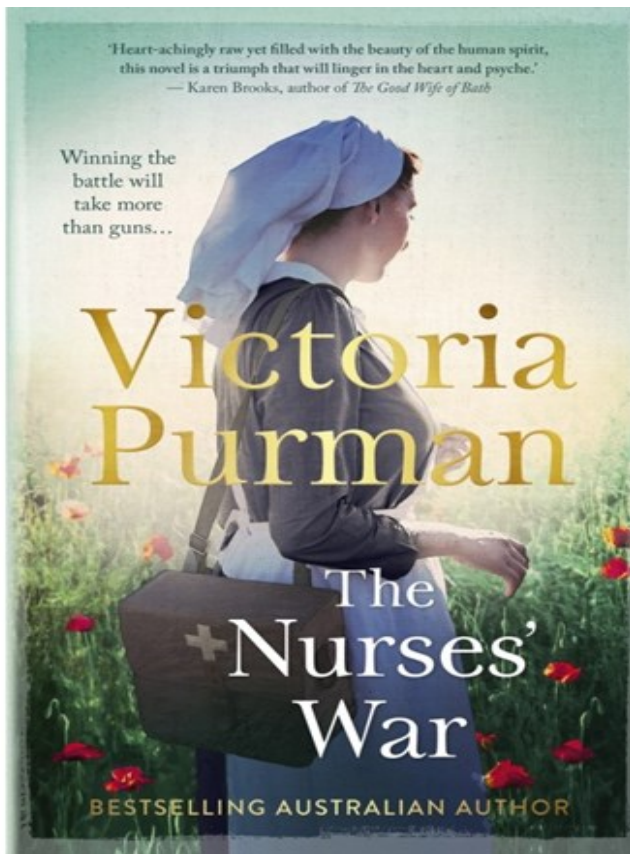


EFTPOS

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.



There is more than one way to fight a war...An extraordinary story of grit, love and loss, based on the true history and real experiences of Australian nurses in World War 1.

'Heart-achingly raw yet filled with the beauty of the human spirit, this novel is a triumph that will linger in the heart and psyche.' Karen Brooks, author of The

Good Wife of Bath

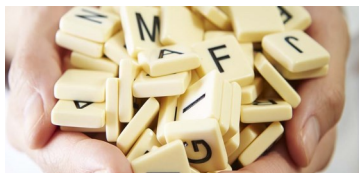
In 1915, as World War 1 rages in Europe and the numbers of dead and injured continue to grow, Australian nurse, Sister Cora Barker, leaves her home in Australia for England, determined to use her skills for King and country. When she arrives at Harefield House - donated to the Australian Army by its expatriate Australian owners - she helps transform it into a hospital that is also a little piece of home for recuperating Australian soldiers.

As the months pass, her mission to save diggers lives becomes more urgent as the darkest months of the war see injured soldiers from the battlefields of France and Belgium flood into Harefield in the thousands. When the hospital sends out a desperate call for help, a quiet young seamstress from the village, Jessie Chester, steps up as a volunteer. At the hospital she meets Private Bert Mott, a recovering Australian soldier, but the looming threat of his return to the Front hangs over them. Could her first love be her first heartbreak?

Cora's and Jessie's futures, their hearts and their lives hang in the balance as the never-ending wave of injured and dying soldiers threatens to overwhelm the hospital and the hopes of a nation rest on a knife edge. The nurses war is a war against despair and death, fought with science and love rather than mustard gas and fear - but can they possibly win it? And what will be the cost?



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

UMBOL – mass of flowers springing from a single centre



DINERS' CLUB: Diners Club's next outing, Tuesday June 14th 2022 the venue is the local Indian restaurant—Rammy Dessert, 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.



A group of 12 Retirement living residents joined Leisure and Lifestyle staff Alison and Georgie to enjoy the recent Diners club outing to the Highland society, these events are held bi monthly on the second Tuesday of the month at various eating houses in Maryborough and district.

Thoughts to Ponder:

Can you cry under water?

Why do you have to 'put your two cents in'... But it's only a 'penny for your thoughts'? Where's that extra penny going to?

Why does a round pizza come in a square box?

What disease did cured ham actually have?

If a deaf person has to go to court, is it still called a hearing?

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 associated with Rapid Antigen Tests and the time required 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.

Excluded Visitors

- have symptoms of COVID-19;
- have had a COVID-19 test because they have symptoms or have attended an exposure site and are waiting for the result;
- 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.

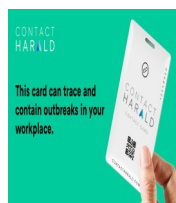
Resident Outings

Residents are able to leave the facility. Masks are required as in the above circumstances, it is recommended wearing masks outside if you can't physically distance. On outings you should always ensure that you are following any density limits that are in place at the time. As a further precaution, a risk assessment will determine if a Rapid Antigen Test (RAT) should be carried out following resident outing. This would be dependent on for instance the location of the outing, the number of people the resident was in contact with, PPE worn etc. 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. RATs are not intrusive and do provide an added layer of safety for residents. **.The key things you need to know in relation to the general community are**

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. At 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. At this stage this is funded by Havilah with no additional funding offered by either the Commonwealth or the State Governments at the time of writing. \$80K was spent in December and January on Rapid Antigen Tests. From late February

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 reported. 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. Interesting 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 Havilah.



CONTACT HARILD

All residents, staff, regular contractors, visitors and professional people have their own cards. The information 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 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 additional infection control ceasing this financial 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. You will be able to speak directly to them though and they will instruct you. 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.

COVID-19: IDENTIFYING THE SYMPTOMS			
SYMPTOMS		COVID-19	FLU
		Symptoms range from mild to severe	Abrupt onset of symptoms
Fever		Common	Common
Cough		Common	Common
Sore Throat		Sometimes	Common
Shortness of Breath		Sometimes	No
Fatigue		Sometimes	Common
Aches & Pains		Sometimes	Common
Headaches		Sometimes	Common
Runny or Stuffy Nose		Sometimes	Sometimes
Diarrhea		Rare	Sometimes, especially for children
Sneezing		No	No

Adapted from material produced by WHO, Centers for Disease Control and Prevention.

HELP STOP THE SPREAD AND STAY HEALTHY

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

For more information about COVID-19

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:

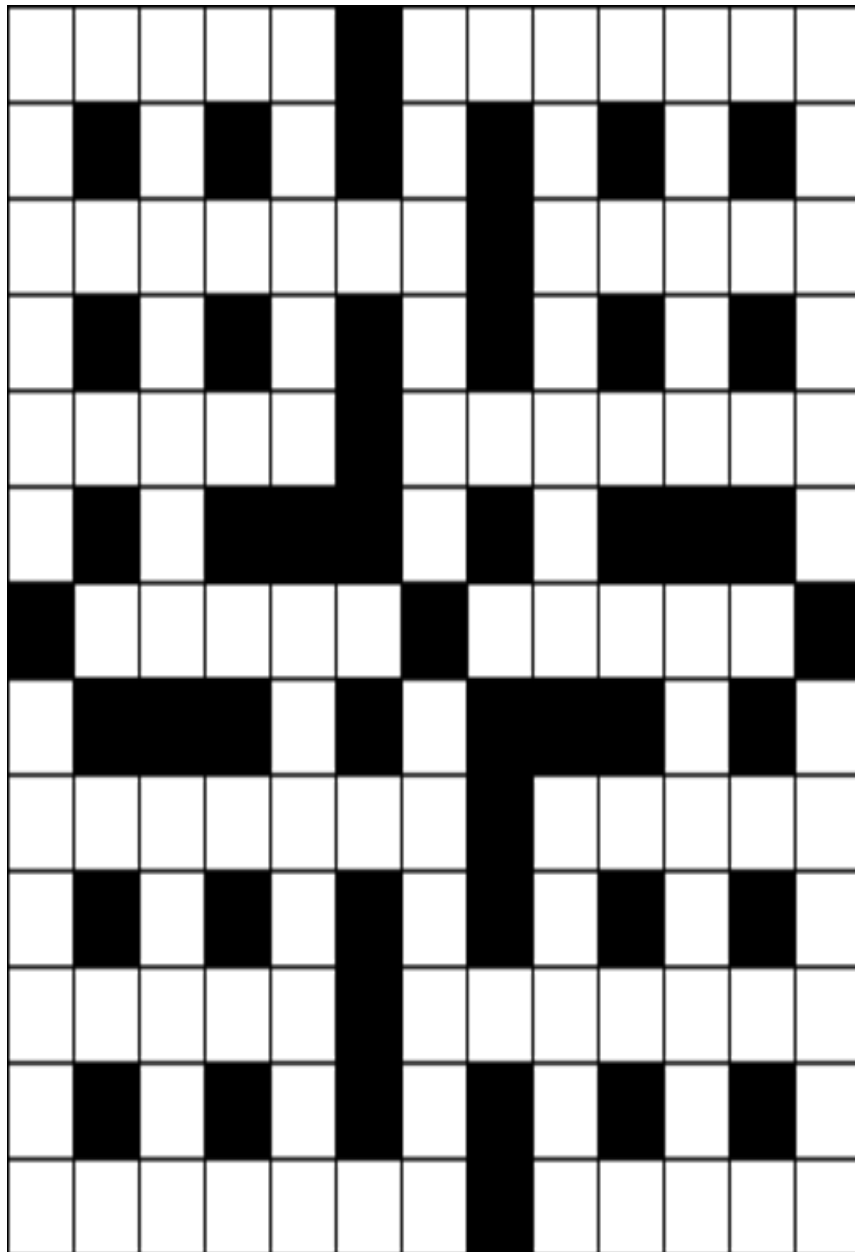
- stay up to date with the official information and advice
- important health advice to help stop the spread and stay healthy
- get a quick snapshot of the current official status within Australia
- check your symptoms if you are concerned about yourself or someone else
- find relevant contact information
- 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 measure as restrictions ease.

**5 LETTER****WORDS:**

ADAPT
ADEPT
CAMEL
CRAMP
CUPID
LINER
NAÏVE
NERVE
NOISE
WQUEST
REACT
TENSE

6 LETTER**WORDS:**

EDITOR
EVENTS
QUAINT
SCORER
SIESTA
STICKY

7 LETTER**WORDS:**

ABSENCE
COMFORT
CYCLIST
ENSURED
IGNORED
PAINTED
POPCORN
RAPIDLY
SCIENCE
TORRENT

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

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

LEVEL EASY 1040

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

LEVEL MEDIUM 1040

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

RAELEEN 54617 380

THINGS MY MOTHER USED TO SAY:

- Your dreams are worth going for
- No means no
- Educating yourself will get you anywhere in life

Mango Hummingbird Sheet Cake

Ingredients

2 cups (300g) self-raising flour

1 cup (220g) brown sugar

½ cup (50g) shredded coconut

½ cup (55g) coarsely chopped walnuts

1 tsp bicarbonate of soda

1 mango, stoned, peeled, finely chopped

2 bananas, mashed

400g crushed pineapple, drained well

2 Coles Australian Free Range Eggs, lightly whisked

¾ cup (185ml) vegetable oil

Sliced strawberry, to serve

Sliced mango, to serve

Mango cream cheese icing:

1/2 mango, stoned, peeled, chopped

250g cream cheese, softened

75g butter, softened

1 cup (160g) icing sugar mixture

Method

Preheat oven to 160°C. Grease the base and sides of a 20cm x 30cm lamington pan and line with baking

paper, allowing the sides to overhang.

Combine the flour, sugar, coconut, walnut and bicarbonate of soda in a large bowl. Add the chopped mango, banana, pineapple, egg and oil. Stir until just combined. Spoon into the prepared pan and smooth the surface. Bake for 45 mins or until a skewer inserted in the centre comes out clean. Set aside in the pan to cool completely.

To make the mango cream cheese icing, place the mango in a clean food processor and process until smooth. Transfer to a bowl. Use an electric mixer to beat the cream cheese and butter in a clean large bowl until smooth and creamy. Add the icing sugar and mango puree and beat until well combined.

Transfer the cake to a serving platter. Spread the top of the cake with icing. Top with strawberry and mango slices. Cut into pieces to 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

**Remove clutter from walking areas,
store clothing within easy reach.**



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@haviilah.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 addressing.

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 or email craig.young@haviilah.org.au

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

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 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 would like meals a takeaway meal please contact Reception to arrange this.

Resident Alarms

If you want to arrange an alarm into your unit please see Raeleen about this.

Quiz and Crossword Solutions from 9 & 12



1. Western Bulldogs
2. Flora
3. Pacific Ocean
4. Feet

E	P	T	C	S	B	A	S	8	2	4	9	6	3	1	5	7
N	I	A	R	E	R	K	G	7	1	5	2	4	8	6	3	9
K	H	E	P	G	K	L	A	9	3	6	1	7	5	8	4	2
P	H	O	S	S	E	S	O	3	4	8	6	5	1	8	2	4
O			S	A	S			2	5	9	1	7	3	6	8	5
C	E	T	L	U	R	F	L	3	4	8	6	5	1	7	3	6
A	S	T	A	P	A	B	R	1	6	7	3	8	9	2	5	4
S	A		L	A		A		5	9	1	3	8	4	7	2	6
S	P	A	S	C	H	N	A	4	7	3	1	2	6	5	8	9
M	E	C	R	K	V			6	7	3	1	2	6	5	8	9
U	H	O	A	N	A	B	A	4	7	3	1	2	6	5	8	9
K	P	O	R	C	C	C		6	7	3	1	2	6	5	8	9

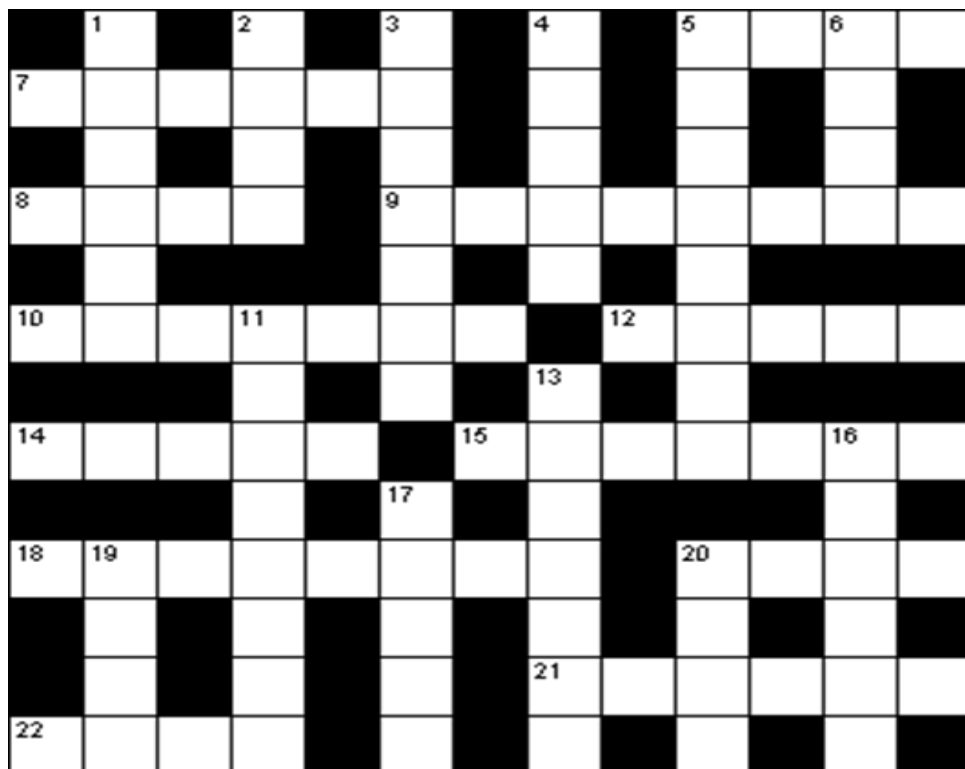
Solution: EASY 1040

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

Solution: MEDIUM 1040

Mind Games

Themed 17



ACROSS:

5. Type of meat (4)
7. Used to make a 'split' (6)
8. Acidic fruit (4)
9. Spirit distilled from potatoes (8)
10. Cut of beef (7)
12. Shaped and dried dough (5)
14. Milled from grain (5)
15. Salad vegetable (7)
18. Thick syrup (8)
20. Part of a rib of meat (4)
21. Dried grape (6)
22. Fresh or saltwater fish (4)

DOWN:

1. Roe of sturgeon (6)
2. Baked flour, sugar and eggs (4)
3. Aromatic herb (7)
4. Type of dark coffee (5)
5. Game bird (8)
6. Cut of steak (4)
11. Sometimes made from 5 across (8)
13. Sweet (7)
16. Type of biscuit (6)
17. Jelly made from stock (5)
19. Edible pods (4)
20. Fried potato (4)

WORD SEARCH - X Words

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

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

ANNEX, APPENDIX, CLIMAX, COMPLEX, CONVEX, CRUCIFIX,
 DUPLEX, EQUINOX, EXECUTRIX, FLUMMOX, HELIX, IBEX,
 ICEBOX,
 INDEX, INFLUX, JINX, JUKEBOX, LARYNX, LETTERBOX,
 MATCHBOX,
 MATRIX, MULTIPLEX, ONYX, ORTHODOX, PARADOX, PERPLEX,
 PREFIX, REFLEX, RELAX, SPHINX, SUFFIX, SURTAX, TELEX,
 TOOLBOX, TRANSFIX, VERTEX, VORTEX.

QUIZ

1. Which AFL team was previously known as Footscray?
2. What general term for the plants native to a particular region is also name of a well known margarine brand?
3. Tahiti is an island in which ocean?
4. Galoshes are worn on what part of the body?

Giggletime

LIFE IS
BETTER
WHEN
YOU'RE
LAUGHING.

A man stumbles up to the only other patron in a bar and asks if he could buy him a drink. "Why of course," comes the reply.

The first man then asks: "Where are you from?"

"I'm from Ireland," replies the second man.

The first man responds: "You don't say, I'm from Ireland too! Let's have another round to Ireland."

"Of Course," replies the second man.

Curious, the first man then asks: "Where in Ireland are you from?"

"Dublin," comes the reply.

"I can't believe it," says the first man.

"I'm from Dublin too! Let's have another drink to Dublin."

"Of course," replies the second man. Curiosity again strikes and the first man asks: "What school did you go to?"

"Saint Mary's," replies the second man.

"I graduated in '62."

"This is unbelievable!" the first man says.

"I went to Saint Mary's and I graduated in '62, too!"

About that time, in comes one of the regulars and sits down at the bar. "What's been going on?" he asks the bartender.

"Nothing much," replies the bartender. "The O'Malley twins are drunk again..."



A married couple were playing in the club's mixed four-somes.

The husband hits a perfect drive down the middle of the fairway.

The wife then slices the second shot into the trees. Unfazed the man then plays an amazing recovery shot, which goes onto the green a foot from the pin.

The wife proceeds to smash the putt 15 feet beyond the pin. The man then lines up the long putt and sinks it. To his wife, he says, "We'll have to do better. That was a bogey five." "Don't blame me," she snaps, "I only took two of them."

Little Johnny returns from the supermarket with his mother. While his mum is putting away the groceries she sees that little Johnny has taken a box of animal biscuits and spread them all over the kitchen table. His mother asks "What on earth are you doing Johnny?"

Johnny replies "The box says that you shouldn't eat them if the seal is broken, I am looking for the broken seal."

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

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

Food Services Manager

Di Jackson

di.jackson@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 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