



WEBSITE: [www.havilah.org.au](http://www.havilah.org.au)

You can access the Havilah Facebook Page via the website

**CHRISTMAS in JULY      Wednesday 22nd July**  
**A Take-away Traditional Christmas luncheon will be available**  
**Please place orders no later than Monday 20th July**



**DON'T MISS VIRTUAL SPECIAL MORNING TEA TOMORROW (FRIDAY)**  
**You can pick up your pack from the High School Centre Reception**  
**between 9.30 a.m. and midday.**

## HAVILAH CELEBRATES 25 YEARS

Happy  
BIRTHDAY

Havilah celebrated its 25th Birthday on the 25th June. Havilah began its operations on the 25th June 1995, with accommodation for 30 residents at the Harkness Street site,. Over the years the organisation has grown to 110 residents at Harkness and 30 units at Havilah on Palmerston along with a retirement community of 53 Retirement Units.

Former RL residents, Dot, Ann and George celebrated at a special luncheon, with social distancing of course.





The conversations of life

## Queensland driver pulled over – after wrestling snake in ute By: Lauren Broomham



This may be our most 'Aussie' story ever. A man has been pulled over by police in central Queensland after noticing the one thing you never want to see sitting in the passenger seat – a brown snake.

The ABC reports the 27-year-old, known as Jimmy, had been driving along the Dawson Highway on 15th June when he noticed the unwelcome passenger.

*"I'm driving at 100 kilometres an hour and I just started to brake," he told police. "And the more I moved my legs... it just started to wrap around me."*

*"Its head started to strike at the seat and between my legs."*

Jimmy reportedly fought the snake off with his work knife and seat belt, before stowing the reptile in the ute's rear tray.

He then made a bee-line for the nearest hospital, but unfortunately, he did so well over the speed limit.

Police clocked the motorist at 123km/h when they pulled him over.

*"Although the traffic officer had heard his fair share of excuses for speeding, he soon realised this was not just another colourful tale and promptly sought medical assistance," police said in a statement.*

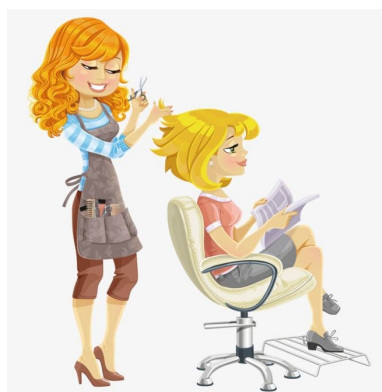
**Maintenance Reporting** Residents are requested to report all maintenance issues to Reception Monday to Friday between 9.00am & 12 noon telephone 54590140 or call in. For urgent items during business hours call maintenance direct on 0417679803 or contact Reception at Harkness 54617387. Alternatively residents can email any issues to [palmerston@havilah.org.au](mailto: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 addressing.

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](mailto: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.



### 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





## WEIRD and WONDERFUL WORDS

### EMMETROPIA: the normal condition of the eye; perfect vision



#### **COVID INITIATIVES FOR HAVILAH'S RETIREMENT LIVING COMMUNITY**

As with our residential care community the retirement community have been staying at home and keeping safe. They have not been having their usual outings or gatherings for Sunday lunch, Happy Hour or special morning tea. Many of our retirement community volunteer at Havilah and they have not been able to do this either. At the beginning of restrictions on gatherings we offered take-away meals and many have taken this up which has been incredibly popular with many take-away meals being served out of the Palmerston kitchen. Residents are at least getting out, "while socially distancing" to pick up their meals

and have a chat while they wait. Great work by the kitchen in managing the uplift in demand during this period. We have also been having "virtual" happy hour and "virtual" special morning tea. Residents come across to reception and pick up their Happy Hour or Special Morning Tea packs. We are loving that our retirement community have got into the "virtual" age that we are all forced to endure at the moment.

Last Friday evening we had a Pizza night. Craig Lovett and his team at the Supreme Bar and Bistro provided the pizzas at an excellent discount price and delivery girls Barb and Raelen delivered 45 pizzas to both retirement communities. More "virtual events are planned".

#### **FOR OUR RESIDENTIAL CARE COMMUNITY**

As you will all know lifestyle activities have continued during the COVID-19 period although with smaller groups and confined to specific units. Restrictions ease in relation to gatherings we want to be able to offer some special functions around "virtual outings". So for example this may be setting up an Italian Restaurant for Pizzas, some of the residents favourite haunts for afternoon tea or even a

virtual visit to Kentucky Chicken. Staff are currently thinking about how these types of functions can be planned and staged within each facility keeping in mind the 4 square metre rule will still apply. We think it is important that these occasions can be seen as an outing and residents feel they are going out for a special occasion rather than just for instance normal lunch where pizza is on the menu.

#### **AND FOR OUR STAFF**

The only thing that is constant at the moment is change. Guidelines for prevention and management of COVID-19 in Residential Aged Care Facilities and in the community generally are changing every day. Our staffs' continuing commitment to keep themselves and therefore fellow staff and residents safe is vitally important. We commend them for the way they have conducted themselves outside of working hours. We want our staff to know we really appreciate the efforts they are making inside and outside of working hours. Kerri McInnes has taken on the task of organising the surprise treats all staff are receiving at the moment. This might be small bags of lollies or chocolates left on our desk, special morning tea and lucky draws. There is a lot of added things happening at present whether it is the increased monitoring of residents and staff, recording and monitor-

ing of visitors increased communication to families and residents and many many other things that are evolving each week on top of the normal working day.

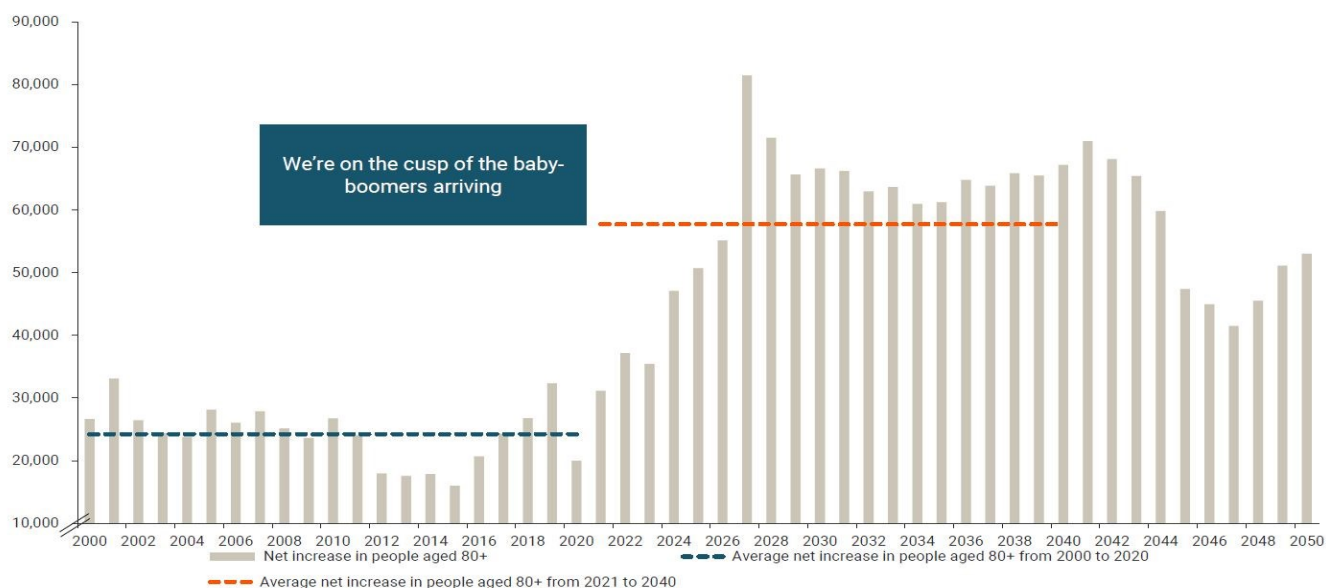
Staff cannot come to work if even slightly unwell. They are responsible for answering the screening questions accurately and recording their temperature each day prior to commencing their shift. If they have any of the listed symptoms, however minor they must not come to or stay at work and must get tested.

Staff waiting the results of testing cannot return to work until testing has excluded the infection or until advised they can return by the department.

This puts added pressure on staff leave to cover the abnormal absences. Havilah supports staff in these situations to ensure they do not come to work if unwell.

# Demand for health & aged care already growing

**180**  
YEARS | **Australi**  
**U,**  
Real Well



## HAVILAH MAJOR RAFFLE:

### A bit of history about the raffle.

Havilah has been running this raffle since around 1997, **raising almost half a million \$'s in that time.** The first two years a car was raffled and it has been \$'s to be spent wherever you like since then. CEO Barb Duffin remembers well the meeting held to plan raffling of a car, ticket price to be \$2. Bill Rootes and Doug Rowe were involved in the meeting to decide how to manage selling 20,000 \$2 tickets. Who would take turns sitting outside IGA and Woolies every week? Barb said, we all agreed we couldn't do it and the 400 tickets at \$100 raffle was born. The idea was 40 people selling 10 tickets each. Bill Rootes in the

first year sold over 80 tickets. He travelled the country side each day visiting his former customers on the land. We could see where he had been each day by the addresses on the tickets. The record stood until last year when Lenette McKnight passed Bill's total. Havilah continues to have tremendous support for this fundraiser.

Pretty fantastic, we really value the support we receive from the Havilah and wider community.

### The Lucky Winners

#### Early Bird Draws

Week 1: Joan & Wendy Hartley

Week 2: Sam Griffiths

Week 3: MACKS Girls Syn

Week 4: Alan & Colin Nicholson

Week 5: Peter Matthews

Week 6: Linda Murray

Week 7: Donna Marchant

Week 8: Troy Driscoll

Week 9: Erin McKinley

Week 10: HACC Dept Shire

### Major Draw

\$10,000.00 David Branch

\$5,000.00 Jill and John Stewart.

**Congratulations to all winners. For the rest of us we will have to wait until next year.**

A huge thank you to everyone who supported this major fundraiser for Havilah.



## 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

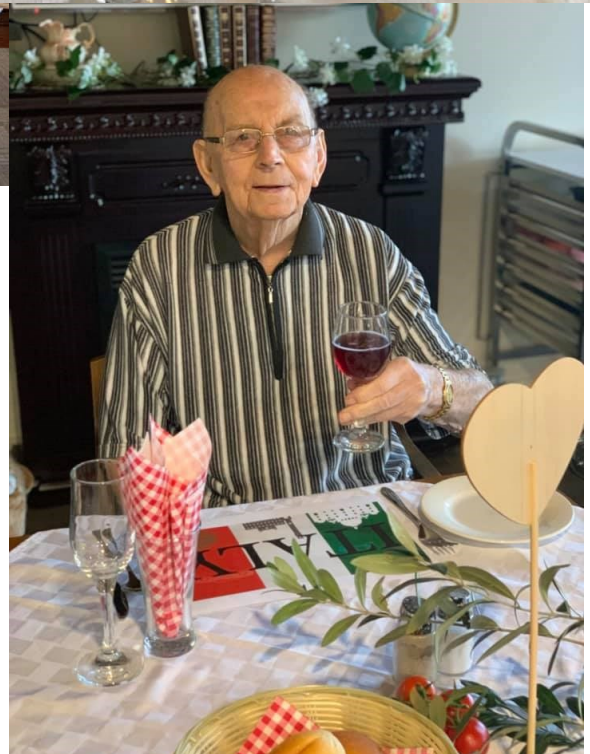
If you provide us with your email address, we can email your Newsletter to you. Please email your details to [andrew.earl@havilah.org.au](mailto:andrew.earl@havilah.org.au).

Your assistance with this is appreciated.



**PHOTO GALLERY**

Over past weeks Raglan residents have enjoyed virtual outings. The outing to the Dunolly Bakery being a huge success with delivery an array of goodies for afternoon tea and also an Italian day luncheon with pizza, pasta and a traditional sweet. Everyone is enjoying these virtual experiences but are looking forward to getting out and about again. Let's hope it is soon



## BOOK REVIEW



Twenty-eight year Cook lands her dream job in the world of professional tennis. It was like being invited to the Academy Awards, except they were all wearing branded track-suits.

Katie finds life in Sydney to be not quite measuring up and makes the move to follow her childhood obsession with professional tennis, running away to join this circus of a world and finding work as a publicist.

Racing around the globe faster than a Contiki tour, creating internet scandals wherever she goes, Katie is seduced by the appearance of glamour and her weakness for bad boys,. She falls for one of the troubled champions and starts a relationship.

With an archenemy placing social media bombs in her way and hashtags haunting Katie in her sleep, she navigates her way through a series of social media and love crises.

Katie has some decisions to make. Does she want a hero or a career? Will she end up happily ever after? What does that even mean? One thing is for sure, she will never schedule an Instagram post again.

The story is written by a tennis insider and has been described as The Devil Wears Prada meets the exciting world of professional tennis.



Calling on knitters and crochet enthusiasts

Kim is planning a project for remembrance day

this year that requires many poppies. If you

feel that you would like to contribute and make some

please give Kim a call on 54590169 to

have a copy of the

patterns dropped off to you. With the colder weather

approaching it is nice to have a little project to keep

your hands busy. Patterns available for all different

skill levels of crochet and knitting.

### 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

24 hr 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

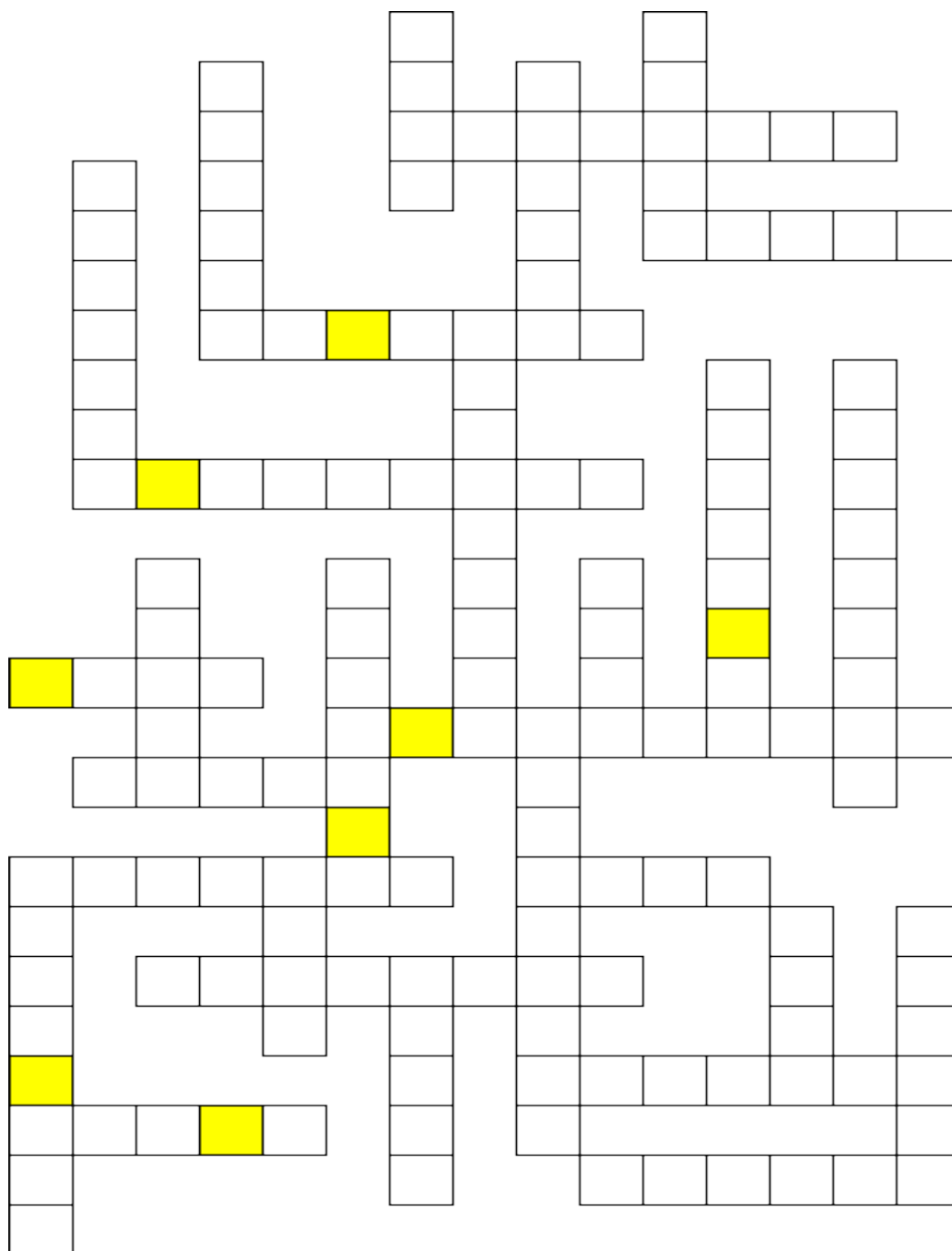
LIFESTYLE 54617 390

CEO 54617 381

0429617380

RAELEEN 54617 380



**4 Letter Words:**

DRUM

HARP

LUTE

LYRE

OBOE

TUBA

**5 Letter Word:**

BANJO

BUGLE

CELLO

FLUTE

ORGAN

PIANO

**6 Letter Word:**

CORNET

GUITAR

VIOLIN

ZITHER

**7 Letter Word:**

BASSOON

CYMBALS

PICCOLO

TIMPANI

TRUMPET

**8 Letter Word:**

BAGPIPES

CLARINET

TRIANGLE

TROMBONE

**9 Letter Word:**

ACCORDIAN

CASTANETS

SAXOPHONE

XYLOPHONE

**10 Letter Words:**

CONCERTINA











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

Medium 613

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

Easy 613

COVID-19: IDENTIFYING THE SYMPTOMS			
SYMPTOMS	COVID-19 Symptoms range from mild to severe	COLD Gradual onset of symptoms	FLU Abrupt onset of symptoms
Fever 	Common	Rare	Common
Cough 	Common	Common	Common
Sore Throat 	Sometimes	Common	Common
Shortness of Breath 	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 	No	Common	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, visit [www.health.gov.au/covid](https://www.health.gov.au/covid)

## 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.



The secret to ageing well, to making it to a grand old age, is work.

That is according to Sydney woman, and recent centenarian, Evelyn Jenkins from the Uniting Bernard Austin Lodge in Liverpool.

Hard work has been the bedrock of Evelyn's life and along with never drinking or smoking, working hard has kept her going, she tells me.

"The goal was 100. But now we've said we're going to go for 101. Aren't we?" says Bernard Austin Lodge service manager Renee Kruger, who joins us in our conversation.

"That's right. I feel good," Evelyn replies.

Born and raised in Concord, Evelyn had an eclectic working life which included stints chicken farming for Ingham's as well as shirt making for Woolworths.

"I spent six months of my life cutting off the threads of the shirts," she tells me.

I chuckle at the thought and tell her that she had two very different jobs.

"That's right, good mixture. And I loved it."

And she was good at what she did, taking pride in her hard work. Her son Ken tells me about his mum's award-winning chickens – she was the number one grower for Ingham's at one stage.

"I took part of a chicken to work. I was in the fire brigade at headquarters, 42 blokes a shift. And the chicken was about 8 or 9 lbs and the leg looked like a turkey, the blokes at headquarters wouldn't believe me it was a chicken leg," he says with a laugh.

On top of the obvious cache that comes along with turning 100 and the letter from the queen (how does the queen always know, we ask ourselves), staff and friends at Evelyn's home threw her a surprise party.

"Oh yes, it was lovely," Evelyn says.

"She was the lady of the hour," Renee adds.

Residents and staff spent the last month making hand-made purple and gold paper flowers to decorate the room in preparation for Evelyn's big day, and they set up a red-carpet welcome and a mini fashion show for her too.

Everyone chipped in, with Mike, the transport manager, playing some music for the event.

And of course, a birthday cake was had, central to any good birthday knees up, and it was decorated in purple and gold, Evelyn's favourite colours.

During a pandemic, when aged care homes are seeing less visitors and outside entertainment, a milestone like this can be just as important for the staff and other residents.

"I think we've been trying to have a bit of fun all along but I think it's been a very special day to look forward to," Renee says. "I've been a nurse for many years. And I've been with Uniting for the past seven years. And this is the first time I've been able to celebrate someone turning 100. And the second time in my lifetime, because I celebrated my great aunt's 100th. So, it was a very special moment for everybody. It doesn't happen too often."

"Everyone doll'd up for the occasion. And we had the red carpet happening, and the music. And she was down on the red carpet, we had her on the catwalk. All the residents had a reason to really glam up for the day."

And the love and care shown by the Uniting team has been very important for Evelyn's family as well.

"They really excelled themselves, we've yet to thank them properly for that," says Wendy, Evelyn's daughter-in-law.

"They did a wonderful, wonderful job ... they put on a wonderful show."

"Did she tell you she beat Don Bradman?" Wendy asks me.

"It's what she's been saying for the last three years," Ken chimes in. "I'm going to beat Don Bradman's score."

The Aussie cricket great famously finished his test career with a batting average of 99.94.

The family was also excited to celebrate the occasion as Evelyn has had a few obstacles on the way to her century.

"It's enormous actually considering some of the issues she has been through," says Ken.

A number of stays in hospital recently had the family concerned, but Evelyn has always "recovered like a champion", says Wendy.

"We said it's all those years on the chicken farm that made her tough," she says. "And she never drank, and she never smoked!"

And while work and clean living might be the key to living long, how does it feel to have hit 100?

"Ah, yes. I don't feel any different. I feel good, feel alive. I feel good," Evelyn says.



### Falls Prevention



Get up slowly from sitting or lying position,  
Pause before taking a step.,  
Walk more slowly.  
Stay seated if you are dizzy or sit down immediately.



### THINGS MY MOTHER USED TO SAY

Beggars can't be choosers

Don't stoop to their level

Eat it or go hungry

Never chew with your mouth open.

### Raspberry and White Chocolate Scones

#### Ingredients:

- 3 cups (450g) self-raising flour
- 1 cup (250ml) chilled lemonade
- 600ml thickened cream
- 150g frozen raspberries
- 150g white chocolate, finely chopped

#### Instructions:

- Preheat oven to 220C. Line baking tray with baking paper.
- Place the flour in a large bowl and make a well in the centre. Pour in the lemonade and 1 cup (250ml) of the cream. Add the raspberries and white chocolate. Use a flat-bladed knife to stir until a soft, sticky dough.
- Turn onto a lightly floured surface and lightly knead until just smooth, Press into a 3cm thick disc. Use lightly floured 5cm pastry cutter to cut

discs from dough, re-rolling dough if necessary. Place the scones, side-by-side, on the lined tray. Lightly brush the tops with a little of the remaining cream. Bake for 12-15 minutes or until lightly golden and scones sound hollow when tapped on the top.

- Meanwhile, use electric mixer to whisk the remaining cream in a bowl until soft peaks form.
- Serve scone warm or at room temperature with whipped cream.



Please comply with parking signs, therefore only cars displaying Disabled stickers in Disabled 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. Havilah is looking forward to welcoming back our volunteers once the COVID restrictions have been lifted.





to the various states. After round 6 the tipping

The 2020 AFL Football season has finally had the official bounce, with very limited games held in Melbourne over the last few weeks and now all clubs have relocated

competition is tight between first and third tipsters. In first place is Dianne Rowe and Elma Taylor on 35 points, Wilma Doble is in 2nd place with 34 points and George Evans and Merv Huggett is third with 33 points. Merv was lucky to pick a full house in round 6 claiming the 9 winners. There is lots of footy on TV from Thursday night through to Sunday if you like to watch the game.

### VISITING HAVILAH'S RESIDENTIAL CARE FACILITIES

There are current Visitor Restrictions in place due to the Coronavirus.

Visiting times are currently between 9am and 5.00 pm Mon – Sun, Currently we are requesting that visitors continue with the reduced time of visits up to 30 minutes. Visits are limited to a maximum of two immediate social supports (family members, close friends) or professional service or advocacy time, each day. Visits can be two people at the one visit or one person for two separate visits. Visiting times and numbers of visitors are able to be relaxed in special circumstances such as during palliative care or to provide care and support for residents with dementia if this has been the previous practice.

Visitors must visit with the one resident (or one couple) only within their room or within the external grounds of the facility. As a normal practice you cannot visit with any other residents. Special visiting needs can be accommodated where a person is the main social contact for more than one resident. Social distancing is important and needs to be maintained to a range of 1.5 metres (5 foot).

### Rules on visitors: The Directions from the Victorian Chief Health Officer

In effect the rules are:

Visit must be for the purposes of “providing care or support” and a maximum two people per day over a maximum two visits in Victoria.

Exception if it is for end-of-life care –more visitors allowed.

### Also, you cannot visit if you:

Have returned from overseas within last 14 days.

Have been in contact with a confirmed COVID-19 case within last 14 days.

Have fever or symptoms of a respiratory illness.

Under 16 (special circumstances permitted in the case of residents in palliative care).

Have no current season flu vaccine

### Quiz and Crossword Solutions from page 7 & 13



- |    |             |
|----|-------------|
| 1. | Libra       |
| 2. | Magnum      |
| 3. | Screwdriver |
| 4. | Nero        |

D	E	L	I	C	A	T	E	U	G	L	Y
I	E	E	E	E	E	E	E	E	E	E	E
U	R	G	E	D	E	E	E	E	E	E	E
G	N	E	E	E	E	E	E	E	E	E	E
N	E	A	R	E	S	T	A	S	T	E	E
A	T	A	A	A	A	A	A	A	A	A	A
L	A	R	Y	N	X	C	R	O	W	D	S
A	O	A	A	A	A	A	A	A	A	A	A
A	C	T	O	R	E	M	B	A	R	G	O
R	A	A	A	A	A	A	A	A	A	A	A
B	A	N	O	U	E	T	L	A	B	E	L
E	E	E	E	E	E	E	E	E	E	E	E
Z	E	S	T	D	E	L	I	V	E	R	S

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

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

Medium 613

Easy 613



## Medical transcription errors

### To paraphrase :

Mark Twain: Be careful of medical transcripts; you may die of a misprint.

Social history reveals this one-year-

old patient does not smoke or drink and is presently unemployed.

On the second day, the knee was better, and on the third day, it disappeared.

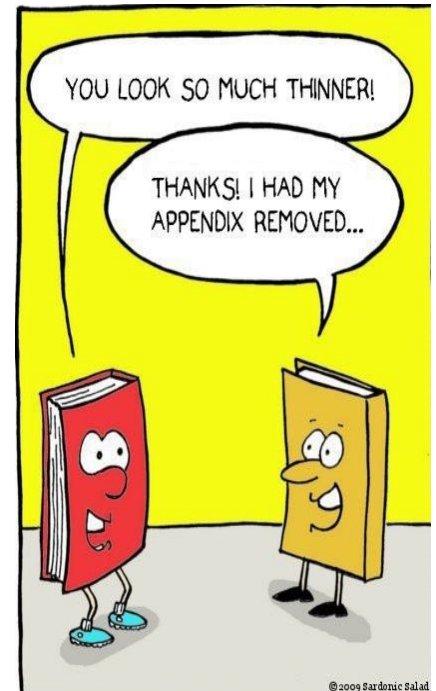
Discharge status: alive but without permission.

Exam of genitalia reveals that he is circus sized.

Occasional, constant infrequent headaches.

Bleeding started in the rectal area and continued all the way to Los Angeles.

She is numb from her toes down.



It's a sunny morning in the Big Forest and the Bear family is just waking up. Baby Bear goes downstairs and sits in his small chair at the table. He looks into his small bowl. It is empty! "Who's been eating my porridge?" he squeaks. Father Bear arrives at the table and sits in his big chair. He looks into his big bowl. It is also empty! "Who's been eating my porridge?" he roars. Mother Bear sticks her head out the kitchen door and yells, "For Pete's sake, how many times do we have to go through this? It was Mother Bear who got up first. It was Mother Bear who woke

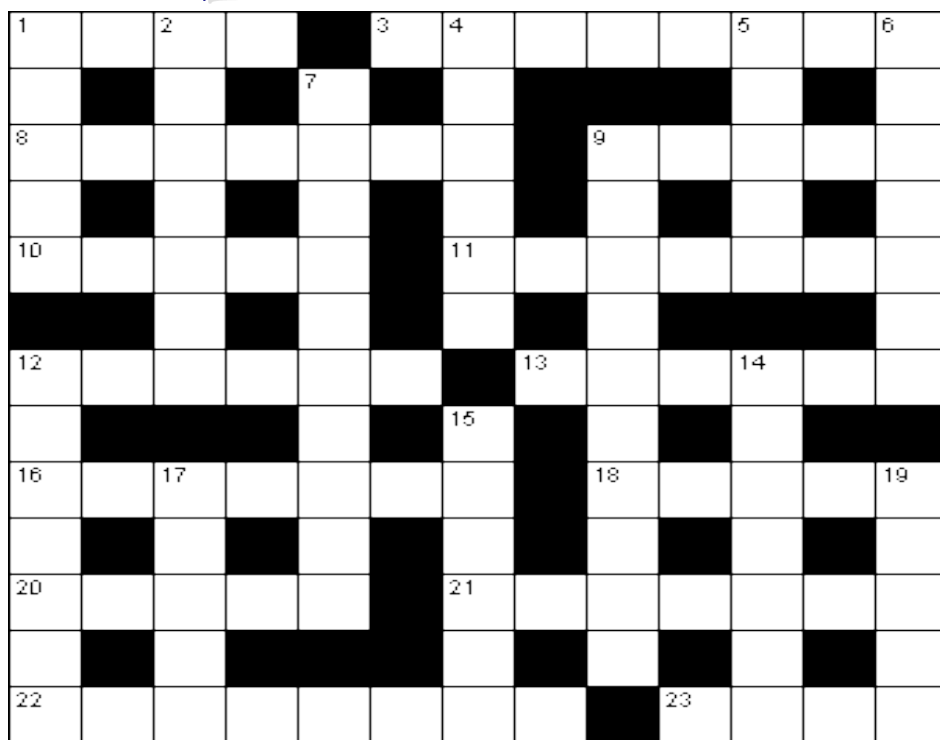
everybody else in the house up. It was Mother Bear who unloaded the dishwasher from last night and put everything away. It was Mother Bear who went out into the cold early morning air to fetch the newspaper. It was Mother Bear who set the table. It was Mother Bear who put the cat out, cleaned the litter box and filled the cat's water and food dish. And now that you've decided to come down stairs and grace me with your presence, listen good because I'm only going to say this one more time: I haven't made the porridge yet!"

Paddy and Murphy are having' a pint in the pub, when some scuba divers come on the TV. Paddy says, "Murphy, why is it them deep sea divers always sit on the side of the boat with them air tanks

on their backs, and fall backwards out of the boat?" Murphy thinks for a minute then says, "That's easy. It's 'cos if they fell forwards, they'd still be in the boat!"





**ACROSS:**

1. Gusto (4)
3. Brings to an address (8)
8. Feast (7)
9. Tag (5)
10. Performer (5)
11. Trade Barrier (7)
12. Voice box (6)
13. Large numbers of people (6)
16. Closest (7)
18. One of the senses (5)
20. Cajoled (5)
21. Before (7)
22. Fragile (8)
23. Unsightly (4)

**DOWN:**

1. Striped equine (5)
2. US legislator (7)
4. One or the other (6)
5. Hot remnants of fire (5)
6. Bars (7)
7. Secured by written agreement (10)
9. Research workplace (10)
12. Lackadaisical (7)
14. Hoping for (7)
15. Certify (6)
17. Spiritual being (5)
19. Ahead of time (5)

## WORD SEARCH - Word & Music

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

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

ALTO, ANTHEM, ARIA, BALLAD, BAND, BARITONE, BASS, BLUES.  
 CHOIR, CHORISTER, CLASSICAL, COMBO, CONTALTO, COUNTRY MUSIC, DUET, ETUDE, FOLK SONG, GOSPEL MUSIC, GROUP, OPERA, HIP HOP, HYMN, JAZZ, KARAOKE, LULLABY, MADRIGAL, MUSICAL, NEW WAVE, POP SONE, PSALM, RAPPER, REFRAIN, RHAPSODY, ROCK, SERENADE, SONATA, SOPRANO, SWING, SYMPHONY, TENOR.

## QUIZ

1. Which sign of the zodiac is represented by the scales?
2. One and half litres of champagne is known as a what?
3. Phillips, London and Ratchet are all types of what?
4. Who is reported to have played his fiddle while Rome burned?

## 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**