ISSUE October 2020



WEBSITE: www.havilah.org.au

You can access the Havilah Facebook Page via the website





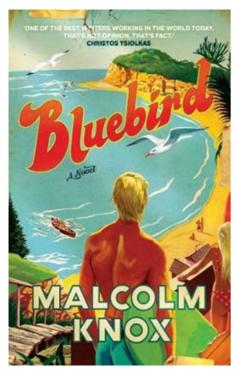




Winners are Grinners, Some of this year's winners in the Football Tipping Competition with their certificate and winnings.



Page 2 October 2020



A stunning novel about longing, regret, redemption and the terrible legacy of decades of secrets buried in an Australian beachside suburb. A house perched impossibly on a

cliff overlooking the stunning, icon- colm Knox has written a classic ic Bluebird Beach. Prime real estate, yet somehow not real estate at all, The Lodge is, like those who live in it, falling apart. Gordon Grimes has become the accidental keeper of this last relic of an endangered world. He lives in The Lodge with his wife Kelly who is trying to leave him, their son Ben who will do anything to save him, his goddaughter Lou who is hiding the family matriarch who has trapped them here for their own good. But Gordon has no money and is running out of time to conserve his homeland. His love for this way of life will drive him, and everyone around him, to increasingly desperate risks. In the end, what will it cost them to hang onto their past? Acclaimed writer Mal-

Australian novel about the myths that come to define families and communities, and the lies that uphold them. It's about a certain kind of Australia that we all recognise, and a certain kind of Australian whose currency is running out. Change is coming to Bluebird, whether they like it or not. And the secrets they've been keeping and the lies they've been telling from her own troubles, and Leonie, can't save them now. Savage, funny, revelatory and brilliant, Bluebird exposes the hollowness of the stories told to glorify a dying culture and shows how those who seek to preserve these myths end up being crushed by them.



WEIRD and WONDERFUL WORDS

DISCOBOLUS - a discus thrower in ancient Greece



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.

Page 3 October 2020

TIREMENT LIVING COMMUNITY outings or gatherings for Sunday see Raeleen or Andrew. This is use-The Premier has announced today lunch or Happy Hour. the further easing of restrictions meals remain incredibly popular and also wearing the card for example around cafes' and restaurants in Re- it is likely this will continue post contractors or other visitors. He also announced covid. gional Victoria. that Victoria is now one state again adapting to the changed pick up areas ther information for you re this. with no restrictions between regional for these meals. those with families in Melbourne who ing the "virtual" age with virtual will now be able to visit. were no new announcements in rela- As the community opens up and tion to regional aged care or retirement living although we expect there more please ensure you are keeping will be a in a fortnight and then again your diaries up to date for contact further easing of restrictions before tracing should you need it. Hopefully it won't be Christmas.

COVID INTIATIVES FOR OUR RE- long before we can get back to group with a "Contact Harold" card please Great to see Very good news for the retirement community embrac-There happy hour and virtual morning tea.

everyone is out and about much

If you are interested in being issued

Take-away ful only when in contact with others Thank you to everyone for Raeleen and Andrew can provide fur-

> Christmas at Havilah is likely to be very different to in the past but our lifestyle and catering teams are already planning to ensure it is still a wonderful season of celebration for the Havilah community.

LIFESTYLE ACTIVITIES FOR OUR **RESIDENTIAL CARE COMMUNITY DURING COVID 19 RESTRICTIONS**

Lifestyle activities have continued during the COVID-19 period although with smaller groups and confined to specific units.

During the past month the residents have enjoyed the AFL Grand Final lunch, virtual visits to the Fish 'n' Chip shop and Skydancers at Harcourt, Halloween and the Spring Carnival get togethers for Cup Day and Oaks Day. These days have been really appreciated by residents.

Recently at the request of residents Dining Rooms have re-opened for lunch. Easing of restrictions around eating in restaurants has guided Havilah in this.

We appreciate the efforts of our Lifestyle and Catering Staff and the significant contributions from local businesses in setting up our virtual activities. A lot of extra work but much appreciated by our residents so well done to everyone

Due to the fantastic effort of all Victorians Regional Victoria is free of the virus at present. This has prompted a further change that will see residents able to go out for small family gatherings without having to quarantine on return assisting residents and families to get back to some sort of

Many of our residents are taking advantage of the better weather for walks outdoors which is great to see and enjoying the sunshine sitting in the quadrangle looking at the birds or the progress of the spring vegetables. Thank you to our "gardening" and "bird care" volunteers for enabling this experience.

AND FOR OUR STAFF We need to keep saying a huge thank you to all of our staff for their commitment to keeping themselves, fellow staff and residents safe. Kerri continues to surprise us with treats each week and we really appreciate this. We have staff lucky draws on a weekly basis.

Staff are required to be screened each day prior to commencing their There is a set of questions shift. they need to answer in relation to their health, where they have been and details around their close contacts, and they are required to have their temperature taken. Staff cannot come to work even if slightly unwell. If they have even the slightest of sore throats or sniffles they are required to have a COVID test and stay at home until they have the re-

If a close contact requires to have a test due to a minor sore throat for example again our staff member cannot come to work until the close contact has the results of their test returned.

Staff are required to wear face masks throughout their shift and additionally face shields when in close contact for care of residents. moving between units to provide care are required to wear full ppe. With the warmer weather approaching, drink stations are being introduced throughout Havilah buildings so that staff will be able to easily access cold water and take a few minutes to reset before heading off to the next task. We hope that this will reduce discomfort and fatigue throughout each shift.

The Victorian Government has now introduced a policy of asymptomatic testing for Aged Care and Health Care Workers. Staff from Melbourne Pathology were at both Havilah sites last week to carry out testing at Havilah. Around 45 staff were tested on the day. Testing is planned to happen each month.

Monash University Health Division provided face to face infection control training on 8th October.

"They were thrilled with Contact Harald and the plans and teachings we have in place and have been doing.

They said Havilah are very organised and high achievers in the aged care world in this climate."

Page 4 October 2020

A GREAT NEWS STORY The following was posted on the facebook page "The Kindness Pandemic" by June Baxter's granddaughter Lousia Harris-Baxter.

"In May this year my Nanna passed away peacefully in Maryborough, Victoria. Throughout the year prior she had been knitting a cardigan for my baby boy. She had some short term memory loss, and for many months before her death I'd call and get the same update: it'll be in the mail soon, just one arm left to knit. When she passed away one of my first thoughts was that I'd need to learn to knit to finish off nan's work, but when we went to collect her things from her nursing home, we found that the nurses and her friends there had quietly snuck into her room when they found out she was in hospital, and had finished the cardigan off - knowing how much it would have meant to her to have finished the job. To everyone at Raglan

House, Maryborough, thank you so so much, your act of kindness meant so much during such a sad time."

Lifestyle Team Leader, Kim Davidson with the help of Lynne Howden, from the retirement community had organized this back in May for June. Kim said that Lynne finished the cardigan off overnight, buttons and all, so she could get it back into June's room. Since the post Louisa has contacted Kim to say a lady (stranger to her also) was so moved by the gesture that she had organized cakes to be sent to Raglan House from Red House bakery to share amongst staff and say thankyou for being so caring. The cakes duly arrived much to the delight of all the staff.

The post has gone viral with over 10.1K people engaging in the post and 107 shares with many lovely comments full of praise for the Havilah community.

The conversations of life

At times it's seemed like COVID-19 is the only thing that's happened in the news this year – but the grim reality is other problems haven't disappeared.

New figures from the Heart Foundation, released as part of World Heart Day, show an alarming number of Australians skipped their critical heart check-up this year.

A survey of more than 5,000 Australian adults showed people with heart disease were more likely to have missed or delayed an appointment with their GP between April and August this year (27 per cent versus 17 per cent).

There are approximately 2.1 million Australians believed to be living with or at high risk of heart disease at the moment. The Heart Foundation says around 500,000 of these people have skipped a potentially life-saving check-up during the pandemic.



On one hand, with restrictions severely limiting movements, it's understandable.

But on the other, heart disease remains one of the nation's biggest killers.

It's for this reason Heart Foundation general manager of heart health Bill Stavreski urges any Australian who can, to go and get a regular heart check-up.

"Heart disease doesn't stop during a pandemic," Mr Stavreski says.

"It is vital that you continue to monitor your heart health and stay in contact with your GP, and there are options to do this safely via telehealth or in person."

Mr Stavreski adds 30 per cent of people surveyed were still avoiding GP appointments, despite restrictions in most states and territories being lifted in August.

There's also been an alarming dip in the number of people discussing blood pressure and cholesterol with their GPs.

"Getting your blood pressure and cholesterol checked is an essential part of managing your risk of heart disease, so we would urge Australians not to put it off any longer," Mr Stavreski said.









Page 5 October 2020

The Retirement Village is showing plenty of spring colour, either in the unit gardens or in communal areas, The large cement urns with succulents are thriving and looking fabulous.















A comic touch from Raglan House residents as they model the right and wrong way to wear your face mask. The correct wearing of the mask is very important otherwise very pointless when out and about in the community.

Page 6 October 2020

Canberra aged care home creates gorgeous Our Floriade flower display

Here's a lovely initiative from staff and residents at BaptistCare Carey Gardens aged care centre. The facility, located in Red Hill, a suburb in Canberra, has decided to add a splash of colour to spring with their own version of the city's traditional Floriade event.

If you haven't been, Floriade is a popular flower show that's held every year from September to October in Canberra's Commonwealth Park.

It's well worth a visit even if flowers aren't your thing but unfortunately, as with many events, this year's iteration was cancelled due to the pandemic.

This is part of the thinking behind the Our Floriade project, which has transformed the centre into a beautiful showcase of botanical brilliance.

The centre's lifestyle coordinator Petrina Becker says the idea was to add a bit of brightness to the facility, in what has been a dark year.

"We wanted to do something special and memorable that would bring in aspects of Floriade and give the residents a taste of the community, while still engage in craft and gardening activities and have something to work towards and together," she said.

By Ben Squires on October 23rd



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 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

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.

We are here also if you need to to Friday 54617380. 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.

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

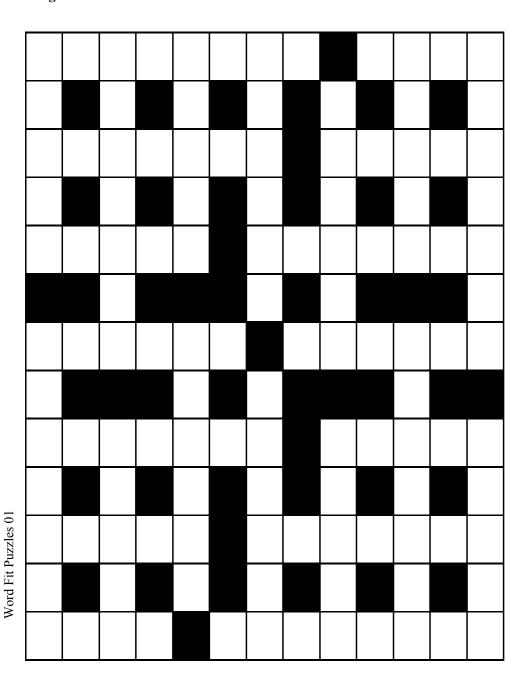
Weekends & Public Holidays 10 am - 4pm

Nursing Supervisor 5461 7394 (24 hr number)

Director of Care 5461 7383

Lifestyle 54617 390

CEO-Barb 54617 381



4 LETTER WORDS

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TREK

5 letter words

BASIL

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RAVEN

6 letter words

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SLEIGH

7 letter words

ADDRESS

INSIPISD

LOCATES

PROSPER

SCIENCE

STUDENT

UMPIRES

VACCINE

8 letter words

DECLARED

INVOLVED

SUDOKU Sudoku is easy to play and the rules are simple. Fill in the blanks so that each row,

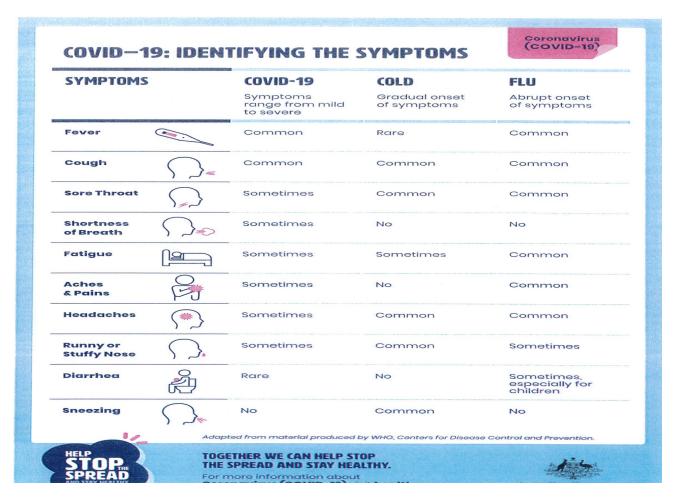
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Medium 667

Easy 667

Page 8 October 2020



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.

separated - due to "fowl" lan- suspecting patrons. guage



Just when you thought 2020 had dished up enough strange news! A group of foul-mouthed parrots at a zoo in the UK have had to be separat-

ed after learning to swear - and

Parrots at UK zoo have had to be demonstrating this new talent for un- The parrots have now been distributed

It's unknown where the five parrots - learn some manners. named Billy, Elsie, Eric, Jade and Tyson - picked up the bad language after joining the zoo's colony of 200 grey parrots in August.

But zookeepers noticed, and quickly realised it could be a problem for patrons.

"We saw it very quickly - we are quite used to parrots swearing but we've never had five at the same time," said Steve Nichols, CEO of the wildlife park. "Most parrots clam up outside, but for some reason these five relish in it."

to different areas of the park until they

"People have come to us but they think it's highly amusing, we haven't had one complaint," he said.

"(When a parrot swears) it amuses people very highly. It's brought a big smile to a really hard year."

By Ben Squires on October 2, 2020

Keeping weight off is all in your head - but it might not necessarily be a matter of willpower

Willpower (or a lack thereof) is not the only reason we find a slice of pizza harder to resist than a stick of celery when we're feeling hungry.

Israel's Ben-Gurion University of the Negev has published new research linking brain activity to the electric frequency waves in the stomach associated with hunger and satiety.

The findings support the theory that people who experience heightened responses to seeing and smelling food are more likely to overeat.

> "To our surprise, we discovered that while higher executive functions, as measured behaviourally, were dominant factors in weight loss, this was not reflected in patterns of brain connectivity," says Gidon Levakov, a graduate student who led the study.

> "Consequently, we found that weight loss is not merely a matter of willpower, but is actually connected to much more basic visual and olfactory cues."

Sight and smell making the difference

As part of the research, 92 participants regularly underwent brain imaging scans and executive function tests over an 18-month weight loss intervention program.



Researchers noticed when mealtime came around the parts of the brain corresponding to basic triggers like smell and sight gave off higher readings than the multimodel regions associated with activities like acts of willpower.

The findings were different in each participant, suggesting some people are more likely to be persuaded by the visual and olfactory cues in food than others.

"It appears that visual information may be an important factor triggering eating," said Professor Galia Avidan, who also worked on the study. "This is reasonable, given that vision is the primary sense in humans."

So, it seems like beauty is in the eye of the beholder even when it comes to a bowl of chips.

Page 10 October 2020



Falls Prevention

Have medications reviewed on a regular basis.

Have an eye test with the optometrist at least once a year.





THINGS MY MOTHER USED TO SAY

If you can't be good, be careful.

Wait until your father comes home!

When I was your age.

As long as you live under my roof...

BROCCOLI and BACON ZUCCHINI SLICE:

Ingredients:

- 1/2 cup extra virgin olive oil
- 1 brown onion, finely chopped
- 4 rashers middle bacon, trimmed, chopped
- 1 large head broccoli, cut into florets
- 2 garlic cloves, crushed
- 1/2 cup fresh basil leaves, torn
- 3 zucchini, grated
- 2 cups grated tasty cheese
- 1 and 1/2 cups SR flour
- 8 eggs
- 1/2 cup milk
- 100g fetta crumbled

Instructions:

 Preheat oven to 180c/160c fan forced. Grease a 5.5cm deep,
 20cm x 26cm dish. Line base and sides with baking paper, extending paper 2cm above edge of pan

- Heat 2 teaspoons oil in a large frying pan over medium heat. Add onion and bacon. Cook, stirring for 5 minutes or until onion softens. Add broccoli,. Cook, stirring for 2 minutes, Add garlic. Cook for 1 minute or until fragrant. Remove from heat, set aside to cool.
- Transfer bacon mixture to a large bowl, add basil, zucchini, tasty cheese and flour, mix well to combine.
- Whisk eggs, remaining oil and mix in bowl, add to vegetable mixture, mix well to combine. Season with salt and pepper, stir in fetta, pour mixture into prepared pan. Sprinkle with remaining tasty cheese. Bake for 40 minutes or until top is golden and mixture is firm to touch. Stand for 15 minutes, Serve warm or cold.





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.



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.

October 2020

VISITING HAVILAH'S RESIDENTIAL CARE FACILITIES Visitor Rules Updated 23rd October 2020

New visitation limits have been imposed on aged care homes in Victoria, as the State Government continues to fight the spread of COVID-19 in aged care homes. A maximum of 2 visits each day, within the set visiting times of 10 a.m. to 4 p.m.

Each visit limited to a maximum of one hour.

Visits can be either by one person or **up to two persons** from the same household

Note: That this means that they must reside/live together in the same house

Note also: There can be no more than three people in the resident room at the same time, (this includes the resident). This is due to the density quotient.

Children Under 16 are now able to visit.

To decrease the risk of transmission, visitation has been restricted by the direction of the Victorian Government to those defined as "carers".

This means that the visit is:

1. to provide physical support such as feeding, showering, dressing;

OR

2. to provide emotional and social support that cannot be provided by electronic or non contact means.

Havilah has staff available to assist residents with contact via electronic means to assist you to keep in touch. OR

3. to provide care and support for residents with behaviours and psychological symptoms of dementia (BPSD) when this has been the normal practice. *Limited to 1 person at any one time*.

Visiting times and numbers of visitors are able to be relaxed in special circumstances such as during palliative/compassionate care.

For essential visits as above visiting hours are BETWEEN 10AM AND 4PM each day. special visiting needs can be accommodated. Social distancing is important and MUST be maintained to a range of 1.5 metres (5 foot).

All visitors are required to wear facemask and gloves for the entirety of each visit. These are supplied each time visitors check in.

NO VISITING FROM RESTRICTED AREAS. There are currently none in Victoria.

We have requested that people from a restricted area do not visit at this time. This will be reviewed at the end of the current restriction period. People living within a restricted area can arrange a telephone or Skype call by contacting lifestyle staff or reception.

We understand that it is difficult to reduce contact to essential visits only, but we are at a critical stage of the COVID-19 outbreak in Victoria. If people believe their visit is essential and cannot be supported via electronic means with the assistance of our staff, please make contact with Reception as above. Any visitors allowed from a restricted areaswill be required to wear full PPE.

A person cannot visit if they:

- Have returned from overseas or travelled on a cruise ship within the last 14 days.
- Have been diagnosed with COVID-19 or have been in contact with a confirmed COVID-19 case within the last 14 days.
- Have been in contact, within the last 21 days, with someone who is currently awaiting test results regarding COVID-19
- Have fever or symptoms of respiratory illness (sore throat, cough, shortness of breath, however mild).
- Have not been vaccinated against influenza (after 1/5/2020)
- Children aged 16 years or less are now permitted to visit.

This is a changing situation day by day. Should we find more cases occurring in adjoining local government areas or within our local area then we may need to close to visitors altogether for a time.

Social Distancing We ask visitors to please remain aware of maintaining social distancing. It is difficult not to give a hug and kiss when greeting your loved ones. Try to remember though that COVID-19 is spread by droplets so too close face to face is a problem. The best protection is social distancing and hand hygiene.

National Visitor Code

Victorian legislation has not at this stage legislated to ease restrictions as per the National Visitor Code. With the very good results at the moment we do expect an easing of restrictions to be announced on 22nd November.

Quiz and Crossword Solutions from page 7 & 12



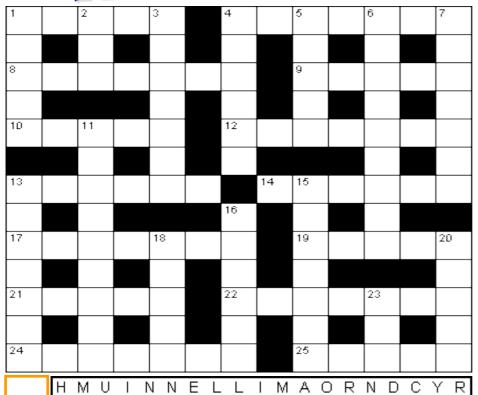
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2. Emu
3. Drake

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WORD SEARCH - Just in Time

048

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

AGES, ATTOSECOND, CALENDER, CENTURY, CLOCK, DATE, DAYS, DECADE, EONS, EPHERMERA, ERAS, ETERNITY, FEMTOSECOND, FOREVER, FORTNIGHT, FUTURE, HOUR, HOURGLASS, INFINITY, INSTANT, LEAP YEAR, MICROSECOND, MILLENNIUM, MILLISECOND, MINUTE, MOMENT, MONTH, NANOSECOND, OLYMPIAD, PAST, PRIOD, PICSECOND, PRESENT, SECOND, SUNDIAL, TIME, WATCH, WEEK, YEAR, YORE.

Answers: Page 9

ACROSS:

- I. Prank (5)
- 4. Small community (7)
- 8. Everlasting (7)
- 9. Accolade (5)
- 10. Wear away (5)7)
- 12. Voter (7)
- 13. Alter or regulate (6)
- 14. Refuge (6)
- 17. Repossess (7)
- 19. Travel lodge (5)
- Mound of stones used as a marker
 (5)
- 22. Sincere (7)
- 24. Latticework (7)
- 25. Herd or flock of animals (5)

DOWN:

- I. Subject (5)
- 2. Frozen water (3)
- 3. Dog houses (7)
- 4. Smooth fabric (6)
- 5. Letting contract (5)
- 6. Flat (9)
- 7. Senior (7)
- II. Target (9)
- 13. Fruit (7)
- 15. Stuck (7)
- 16. Hot fragments form a fire (6)
- 18. Declare invalid (5)
- 20. Supple (5)
- 23. Self (3)

OUIZ

- Cheddar cheese is named after a village in which country?
- 2. Country singer John Williamson's first top 10 hit was the song Old Man
- 3. Also beginning with D is what word for a male duck?
- 4. What would a doctor measure using a sphygmomanometer?
- 5. What is the next prime number after 19?



A guy was on trial for murder and if convicted, would get the electric chair. His brother found out that a redneck was on the jury and figured he would be the one to bribe. He told the redneck that he would be paid \$10,000 if he could convince the rest of the jury to reduce the charge to manslaughter.

The jury was out an entire week and returned with a verdict of manslaughter.

After the trial, the brother went to the redneck's house, told him what a great job he had done and paid him the \$10,000.

The red neck replied that it wasn't easy to convince the rest of the jury to change the charge to manslaughter. They all thought he was not guilty and, wanted to let him go.

A priest conducts a service in church. "The person who puts the most in the church collection box can choose three hymns", he says. The collection box comes back to him after being filled up and finds that someone had donated \$1000.00.

The priest askes the congregation "Who was the generous person who has donated \$1000.00. A women raises her hand, the priest invites her to the front and tells her to choose three hymns. Pointing at the most handsome men in the church she says, "I'll have him, him, and him."







" ARE YOU SURE THE BIG ONES ARE BITING HERE, BOB? "

A customer at a local delicatessen marvelled at the proprietors writ and intelligence.

"Tell me, Marty what makes you so smart?" the custom- Two weeks later, he's back and this time he's really aner asks.

"I wouldn't share my secret with just anyone," Marty replies. "But I'll let you in on it. Fish heads. You eat enough of them, you'll be positively brilliant."

"You sell them here?" the customer asks.

"Only \$4 a piece," Marty says.

The customer buys three.

A week later, he's back in the store complaining that the fish heads were disgusting and he isn't any smarter.

"You didn't eat enough," says Marty.

The customer goes home with 20 more fish heads.

gry.

"Hey, Marty," he says, "Not only are those fish heads horrible, you've been selling them to me for \$4 apiece when I just found out I can buy the whole fish for \$2. You're ripping me off!"

"You see?" says Marty. "You're smarter already."

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NOTICE BOARD

Emergency Procedure

Call 000 to report any incidents to Police of Vandalism, Then when safe to do so report the Incident to Havilah Violence, Loitering or any Anti-Social behaviour.

Please use the same procedure for Medical

Emergency or Fire Emergency.

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, 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

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 **NUMBER** Telephone 54 590150

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