

**ISSUED
29 OCTOBER
2015**

HOP HAVILAH TOPICS

Residential Care & Retirement Living



Laying the foundations for our latest extension.



Havilah at Harkness Street has laid the foundation slab for the extension to the existing Correa wing. It will create another 13 High Care beds for the community with upgrades to the existing Correa Kitchen amenities.

The extension to the Correa wing is expected to be completed by July 2016, bringing the total number of beds at the Harkness facility to 110.

COMMUNITY OWNED

QUALITY LIFESTYLE

MENTAL HEALTH AWARENESS DAY



**Feeling down, sad or stressed.
You are not alone.**



One in five Australians will experience a mental illness in the next 12 months, almost 50% of us in our lifetimes. However less than one in five of us seek help when we are stressed or down.

To raise our awareness of mental health and resources available Havilah is having a Mental Health Awareness Day.

There will be take away resources available on Wednesday 2nd December at Raglan, this will be in the main foyer between 10.30 and 12 midday.

Sandra Field who is the Anglican Minister and our Pastoral Carer will be available during this time for those who may wish to make contact with her.

There will be fact sheets on eating disorders, communication with adolescents, cannabis, alcohol, the range of mental health disorders and much more.

The resources are free and are available to all, so if you, a family member or a friend could use the information please call by.

Closer to the day you will be asked to wear yellow on the day. This will make it obvious to all that come into the facility on the day that something is different and they may ask you about the day.

If there are any residents or family members who have experience with mental health issues and feel confident enough to assist manning the table at either site please contact Sandy.

If you are unable to come to the table on this day and wish to collect some resources please contact Sandy Platt on 54617 484 or via email: sandra.platt@havilah.org.au



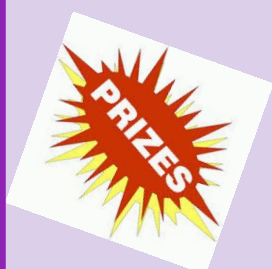


MELBOURNE CUP

Tuesday 3rd November 2015



- ♦ FINGER FOOD LUNCHEON COMMENCING AT 12.00PM
- ♦ FASHIONS ON THE FIELD COMPETITION
- ♦ GAMES, QUIZZES, PRIZES & GIVEAWAYS
- ♦ LUCKY DOOR PRIZE
- ♦ WATCH THE CUP ON THE BIG SCREEN



Melbourne Cup Tickets are currently on sale.
Residents can purchase tickets from reception in the Community Centre between 9.00am and 12.00 noon Monday to Friday.

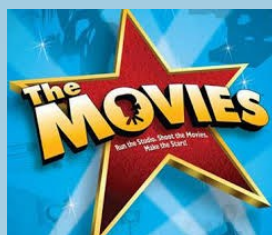
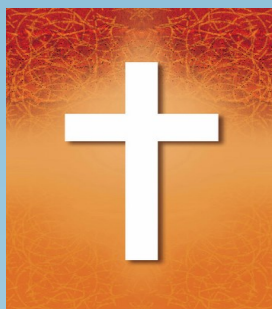
Contact Numbers For Palmerston St

Community Centre
MON-FRI
9AM-12 NOON
Reception: 5459 0140

Contact Numbers
For Harkness St
MON-FRI
9AM-4PM
Reception: 5461 7387

MON-FRI
5PM-11PM 54 617394
54 617370
11PM-9AM 54 617367

SAT-SUN
9AM-11PM 54 617370
11PM-9AM 54 617367



What's On & Events

- ♦ **Lifestyle Committee Meeting**
Thursday 19th November 2015 @ 2.45pm at the Community Centre, Meeting Room **Coffee & Chat immediately after the meeting**
- ♦ **Coffee & Chat** - Community Centre, Meeting Room
Every 3rd Thursday of the month at 3.00pm next session will be the 2015.
- ♦ **Movie Night** - Monday 2nd November 2015 at 7.00pm in room 1 of the community Centre.
- ♦ **500 Card Night** - Raglan House
Every 4th Wednesday of the month at 7.00pm
Next Game 2015 Tea & Coffee provided.
- ♦ **Havilah on Palmerston Independent Residents Meeting. (Held Bi-Monthly) Next Meeting Thursday 17th December 2015 at 2.45pm Room 7 of the Community Centre. Coffee & Chat immediately after the meeting**
- ♦ **HAPPY HOUR**
Every Friday night in the Community Centre Function Room commencing at 5.00pm entertainment, finger food & drinks.
- ♦ **Sing-a-Long**
Christmas Carol edition on Wednesday the 16th December at 2.45pm in the Community Centre Room 7 with Cynthia Jarratt and Bob Osborne
- ♦ **Carpet Bowls**
Every Friday 10.30am in Raglan House at the Neill St End with June Gillespie, Anne Stuart & Val Marks
- ♦ **The Annual Christmas Breakup** on the 11th of December, bookings to liaison officer Keith by the 4th of December, Contact 54590169 or 0408774715
- ♦ **Havilah on Palmerston Christmas Luncheon** Friday 25th of December bookings by the 18th of December

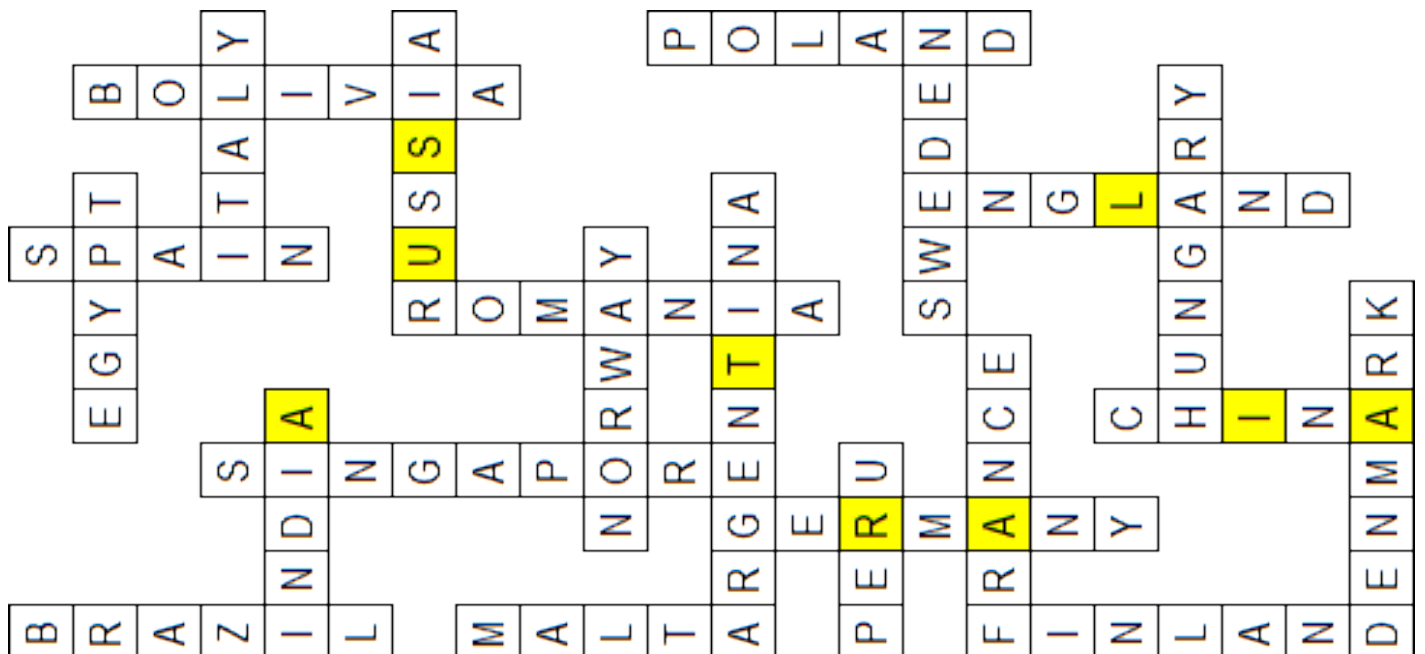


HOP CHURCH SERVICES

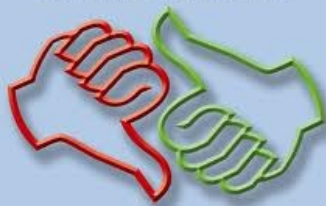
- ♦ **Uniting Church** - 1st Wednesday of the month at 2.30pm.
Room 7 of the Community Centre
- ♦ **Anglican Church** - 2nd Thursday of the month at 10.30am
Room 7 of the Community Centre
- ♦ **SALVATION ARMY CHURCH** - 4th Wednesday each
Month 2.45pm
- ♦ **AOG Genesis Church** - Selected Dates Throughout the
Year



CRISS CROSS SOLUTION



COMPLAINTS COMMENTS COMPLIMENTS



Suggestions



COMMENTS, COMPLIMENTS, SUGGESTIONS AND COMPLAINTS FORMS ARE AVAILABLE IN THE FOYERS OF THE COMMUNITY CENTRE AND RAGLAN HOUSE

Residents are encouraged to communicate any issues they may have. There is **CEO Barb Duffin** 54 617381 Mobile 0429 617380 email: barbceo@havilah.org.au

Director of Human Services Annie Constable 54 617383 email: dhs@havilah.org.au

Resident Liaison Officer Keith Fankhauser 5459 0169 or 0408 774 715 email: keithf@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: rhonda@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.

PALMERSTON ST ADMINISTRATION OFFICE HOURS

MON-FRI 9.00 am—12.00 pm for account payments and enquiries

HARKNESS ST ADMINISTRATION OFFICE HOURS

MON-FRI 9.00 am—4.00 pm for account payments and enquiries

Home Maintenance Reporting

Residents are requested to report all maintenance issues to the HOP Office located in the Community Centre which is open from Monday to Friday between 9.00am & 12 noon for residents to phone on 54590140 or call in.

If residents need to make contact during business hours after 12.00pm you can now call Rhonda on 5461 7387 and she can assist residents with all enquiries. Please leave a message on her phone if unavailable.

Alternatively residents can email any issues to palmerston@havilah.org.au

Residents are still welcome to call Stuart / Laurie outside business hours with any urgent maintenance issues 0417 679 803

STAFF ON LEAVE

Residents are advised that Resident Liaison Officer Keith will be away on leave from Monday the 2nd of November to Tuesday the 10th of November 2015.

Maintenance Officer Stu is on leave from the 26th of October to Monday 9th of November 2015.

Any enquiries please contact Director of Service Cleta Roughead on 54590154

For any maintenance issues please contact MO Laurie on 0417679803



LEAVE

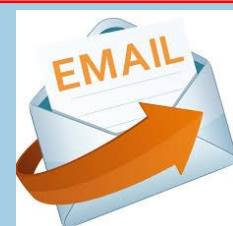
Emergency Procedure

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.



EMAIL

Havilah request that any resident who has an email address to please contact Residents Liaison Officer Keith preferably by email sending to keithf@havilah.org.au or contact him on 0408 774 715 or 5459 0169



**Email is a fantastic way for Havilah to communicate with residents.
Email is instant, fast and efficient.**

USING EMAIL TO CONVERSE WITH 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	barbceo@havilah.org.au
Director of Services	Dave Burridge	dave.burridge@havilah.org.au
Director of Human Services	Annie Constable	dhs@havilah.org.au
Food Services Manger	Di Jackson	di.jackson@havilah.org.au

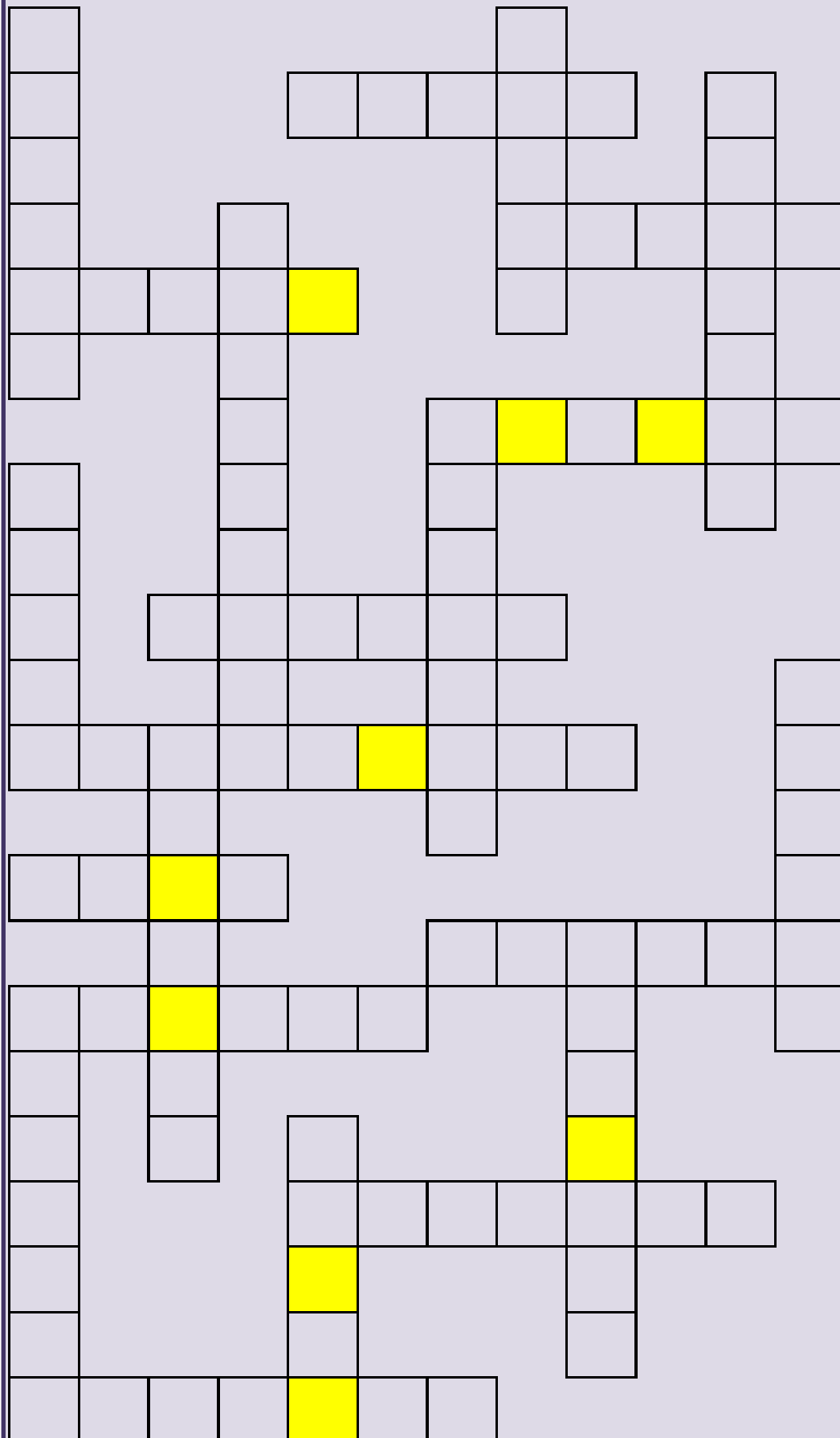
EFTPOS

For the convenience of ILU residents, there is EFTPOS facilities located at the reception in the Community Centre for payment of Accounts.



CRISS CROSS NO.11

Can you fit the words correctly into the grid?
The letters in the yellow boxes will spell out another word.



4 letter word
PERU

5 letter words
CHINA
EGYPT
INDIA
ITALY
MALTA
SPAIN

6 letter words
BRAZIL
FRANCE
NORWAY
POLAND
RUSSIA
SWEDEN

7 letter words
BOLIVIA
DENMARK
ENGLAND
FINLAND
GERMANY
HUNGARY
ROMANIA

9 letter words
ARGENTINA
SINGAPORE

WORD SEARCH - MURDER MYSTERY

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

ALIBI, ARREST, CAPTURE, CAUTION, CHARGE,
CLUE, CRIME, CRIMINAL, DETECTIVE, EVIDENCE,
FORENSIC, INVESTIGATION, MOTIVE, MURDER,
MYSTERY, OPPORTUNITY, PERPETRATOR, PLOT,
POLICE, PURSUIT, SENTENCE, SOLVE, SUSPECT,
WEAPON.

Hav-A-Laugh

Jim grabbed his suitcase off the luggage carousel and headed outside to hail a taxi. A taxi promptly picked him up and they were on their way. Twenty minutes into the ride Jim had a question for the taxi driver, "Excuse me sir" said Jim tapping the driver on the shoulder. "AHHHH HHH" screamed the taxi driver swerving the taxi across three lanes of traffic finally stopping the car on the opposite shoulder. "What the heck was that all about?" demanded Jim thoroughly shaken. "I'm sorry," said the taxi driver, wiping his brow, "this is my first day on the job, I've been driving a hearse for the last fifty years!"

Before going in for surgery I thought it would be funny if I posted a note on myself telling the surgeon to be careful. After the surgery I found another note on myself."Anyone know where my cell phone is?????????"

