

*Wishing you and your
family a very Merry
Christmas.*

*May this joyful season
greet you with health
and happiness.*

FUNCTIONS FOR YOUR DECEMBER CALENDAR:

An Evening on the Green

Monday 14th December 2020

5.30 to 7.30

In the Grounds at the front of the High School Centre

Music by Geoff and Meryl James

Food and Drinks provided

Residents are welcome to invite up to 4 guests

RSVP by 9th December.

CHRISTMAS DAY AT HAVILAH

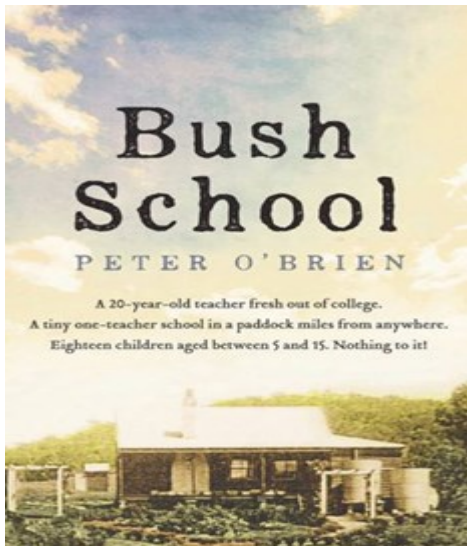
2 Course Lunch with drinks and chocolates \$25 per head.

Visitor Bookings essential.

Please note that Bookings have now closed for the Christmas Lunch

For those who have booked to attend please note that Christmas Lunch is at 12.30 pm

Please check in through Reception. Please arrive pre 12.30 to allow time for admission screening.



There was a bed, a timber floor, thin tar paper on one side for privacy from the nearby road but nothing else. The flimsiest of 'walls', no pegs or nails to hang even a hat, no door, no rug for cold morning bare feet, no bookshelf for a voracious reader, no bedside cupboard for a lamp or a glass of water, no light source-just a bed and a suitcase for the next two years.

In 1960, newly minted teacher Peter O'Brien started work as the only teach-

er at a bush school in Weabonga, two days' travel by train and mail cart from Armidale.

Peter was only 20 years old and had never before lived away from his home in Sydney. He'd had some teaching experience, but nothing to prepare him for the monumental challenge of being solely responsible for the education of 18 students, ranging in age from five years to fifteen. With few lesson plans, scant teaching materials, a wide range of curious minds and ages to prepare for, Peter was daunted by the enormity of the task ahead.

By their simple geographical isolation, the children were already at a disadvantage, but the students were keen and receptive and they'd been given the gift of an enthusiastic and committed young teacher. Indeed it was the children and their thirst for learning who kept Peter afloat during those early days of shockingly inadequate living conditions and a deficient diet-two boiled eggs for breakfast; rabbit, pota-

toes and choko for every other meal-and the terrible loneliness he felt being isolated, so far from family, friends and his burgeoning romance.

Eventually the bleakness was offset by developing friendships and the offer of accommodation in a nearby homestead. The children continued to thrive under Peter's care and diligence. His long-distance love affair flourished with the assistance of Johnny O'Keefe. A growing understanding of the history of crippling poverty and war in the lives of the local families gradually brought respect, acceptance and admiration. By the end of his time in Weabonga, the young teacher found himself greatly changed in positive ways.

Bush School is an engaging and fascinating memoir of how a young man rose to a challenge most would shrink from today. It tells movingly of the resilience and spirit of children, the importance of learning and the transformative power of teaching.



WEIRD and WONDERFUL WORDS

DISCOBOLUS - a discus thrower in ancient Greece



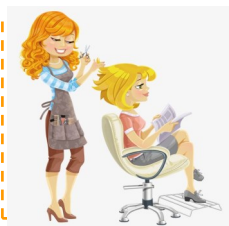
Justice of the Peace

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.

The **HAVILAH AGM** was held Monday 30th November. A very different gathering to in the past due to COVID. In his report President Shane Delavedova thanked the staff saying ***"I am very appreciative of how our staff have adapted and of their commitment to protecting themselves and therefore our residents from the virus. This is a significant obligation for aged care workers and I sincerely thank them"***

It was another year of high intensity with the constant scrutiny of the aged care sector. There have been some very sad stories related to the Royal Commission. Shane said

"These are not Havilah nor would they ever be"

Havilah has continued to achieve outstanding results including in prevention and preparedness for COVID.

Havilah staff have stepped up to the challenge - working in ppe, cohorting within units, screening and testing for COVID, moving offices, changing shifts and work practices, working weekends, volunteering their time.

There has been an incredible amount of work done just to get our COVID Plan, Safe Work and Risk Management Plans for COVID established and kept up to date.

Changing duty lists and rosters, establishing the communications centre and all that goes with this. Accessing the PPE to establish our stockpile has been a huge task in itself. Through it all many innovative strategies and really clever things have been introduced.

Shane said it has been a fantastic team effort and thanked everyone for their ideas and contributions and the very many volunteer hours that have been contributed.

Havilah is a significant contributor to the local economy employing some 200 staff. Labour costs for the 2020 financial year were \$10.1M. Purchases from local businesses totalled in excess of \$1.4M.

Stage 2 (RACF) and Stage 3 (Retirement Living) Havilah on Palmerston Comprising linked residential aged care and retirement living, this is a model that is a first for regional Victoria.

The RACF building has been designed to complement the successful Raglan House and includes communal areas for dining and relaxing (indoors and out) a commercial kitchen and balconies to each unit.

Stage 3 development of co-located retirement living will quickly follow and provide significant opportunity for new revenue streams through assisted living and Home Care Packages.

Supporting this development is the growing market for aged and retirement living services in our region.

With population figures showing people over 70 in Central Goldfields Shire at double the Victorian average and growing, the demand for residential aged care and retirement living is guaranteed to extend well into the future.

Planning permission was applied for in November 2018 and granted in March 2020. An incredibly lengthy process but we won out in the end.

We are now almost at Contract stage with the winning tenderer.

Preliminaries for the construction should be established on site prior to Christmas.

Stage 3 – Retirement Living Ideally, there will be a seamless transition between the construction of Stages 2 and 3. It is planned that expressions of interest will be called from prospective residents in the first part of 2021. The ability to provide high level in home care services into these units and Registered Nurse presence on site 24/7 will further enhance the desirability of this accommodation.

Havilah currently provides 142 residential aged care places and 53 retirement units and has provisional allocations in place for 24 places at Havilah on Palmerston (this develop-

ment) and 24 places at Harkness Street.

Our forward planning has put Havilah in a very strong position going forward.

Shane said it has been a very different year however the Board have adapted well to the changed conditions under which we can meet.

We have been able to move forward with significant projects during restrictions in place for COVID19.

We have held our collective nerve to provide the resources necessary to establish a COVID PPE stockpile at a level we believe is needed to secure the safety of residents and staff should there be an outbreak

Since the introduction of the new Governance Standard Board Member responsibilities are very clear.

The Organisation's governing body is accountable for the delivery of safe and quality care and services"

The Board adopted a proactive approach to its responsibilities under this standard introducing the Governance Quality and Safety Committee in October 2018.

By the time the new Standard commenced in July 2019 the Committee had robust monitoring practices already in place covering high risk clinical areas and complaints.

The oversight of care provided is a significant part of the role of the modern Board Member at Havilah.

Shane said that there are exciting times ahead for Havilah and that the Board have confidence that the Royal Commission will have a positive influence on the delivery of aged care services that reflect the expectations of the community and the resources to enable this.

Shane thanked everyone for their excellent contributions and said it had been a pleasure and a privilege to serve as Havilah President.

The Havilah Board and Office Bearers 2020/2021

Your Board Members are
 Shane Dellavedova (President)
 Danny Tatchell (Vice President)
 Brian O'Connor (Treasurer)

Craig Bell
 Jacque Durbridge
 Randall Edwards
 Robyn Jennings
 Lenette McKnight

NEW All Residential Aged Care Services are now required to have a qualified Infection Control Lead. Names were required to be submitted through My Aged Care within weeks of the announcement of this requirement being made. The qualification for this role as set down by the Commonwealth Government takes around 100 hours to complete with all Infection Control Leads to be qualified by 28th February 2021. This qualification is in addition to the qualification as a registered nurse. We were fortunate to have staff willing to undertake the course in such a short timeframe and are unsure how this would work for organisations where they do not have staff willing to undertake the additional study. Cost of the training will be around \$36K. This requirement is as a result of a recommendation by the Royal Commission that Infection Control Nurses be required at each service with the Government to fund this. Minister Colbeck has announced that Providers have already been given additional funding to cover this which is a constant line of Government.

Havilah has received some \$350K in additional subsidy for COVID with a conservative estimate of the addi-

tional annual costs at \$670K. This does not include the large increase in stocks of PPE and other items that we are currently holding for outbreak preparedness or the cost of screens and equipment vital for the set up of our communications centres and staff areas. Visitor screening and day to day staff ppe alone is at an annual cost of \$350K.

The level of volunteer hours that has been contributed by our staff is quite remarkable.

Further, health and aged care workers are expected to undertake asymptomatic testing each month. Melbourne pathology staff come on site at Havilah to carry out this testing each month. This is not mandatory but expected none the less.

UPDATE **Victoria's Restrictions**

From 11.59 pm Sunday 6th December.

Masks

- ◆ Must be carried at all times
- ◆ Must be worn in large department stores and shopping centres including large outdoor markets. Examples are Bunnings, Ikea, Myer, Kmart, Supermarkets
- ◆ Must be worn on public transport and in commercial transport such as taxis

- ◆ Recommended in all public places where physical distancing cannot be maintained
- ◆ Hairdressing and beauty parlours patrons do not need to wear a mask if the density quotient is followed but it is recommended that staff wear a mask.

Cafes and Restaurants

- ◆ Indoor and Outdoor 1 person to 2 m2 with no cap. Up to 25 patrons allowed before the density quotient kicks in. This is to support smaller venues.
- ◆ Standing service is now available
- ◆ Night Clubs 1 person to 2 m2.
- ◆ If you feel like dancing this is 1 person to 4m2.
- ◆ Gaming 1 person to 4m2

Visitors to your Home

Each household can have up to 30 visitors from multiple households across each day. So this does not mean 30 for lunch and 30 for dinner it means 30 visitors over the course of the whole day.

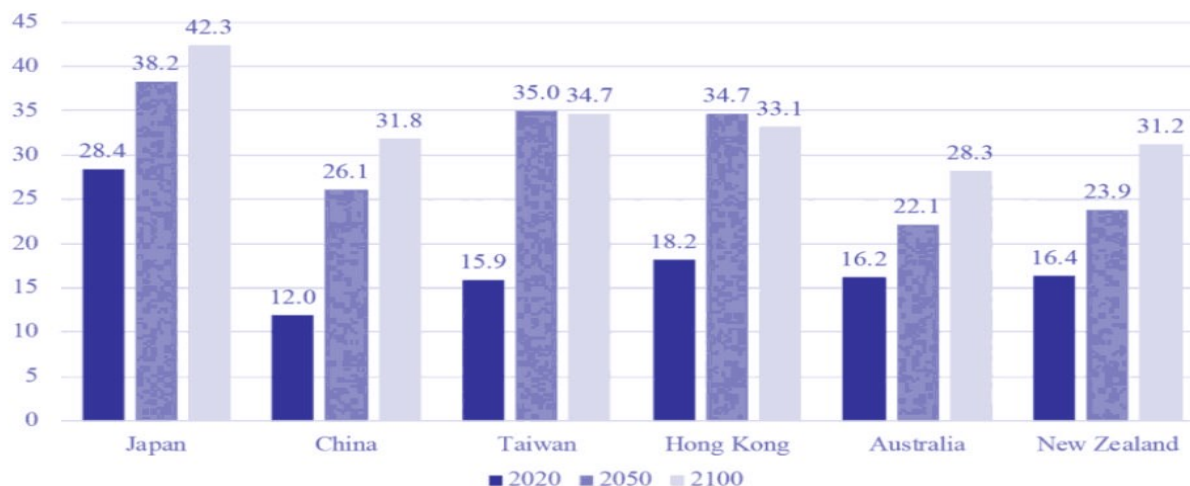
Returning to the Office

From 11/1 50% of private sector office workers will be able to cease working from home and return to the office. This will apply to 25% of public sector office workers. On the 8/2 public sector office workers to increase to 50%.



Residents gathered for the Remembrance Day service to mark their respect for those who served our country, it was great we could incorporate the hard work of many volunteers with our display of 500 knitted and crocheted poppies as part of the Raglan House Remembrance Wall created this year. This was a spectacular display. Resident Ethel Nowell leading the way making many poppies for this project. Residents from our retirement community also contributed by making poppies. Some of the poppies were sold on the day with the proceeds donated to the RSL. Kim read the Poem In Flanders Fields and Ken McKenzie recited the ode. Resident photos, medals and other memorabilia was proudly displayed.





Source: UN (2019a).

Figure 1.1 Percentage of people aged 65+ in selected Western Asia-Pacific countries, 2020, 2050 and 2100, median projections

An interesting graph showing how other countries in our region are faring in relation to the ageing populations of each. Australia has considerably less rate of increase compared to others in our region so although there are substantial increases between now and 2050 Australia and New Zealand will not have the impact that others in this group will see.

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@hivilah.org.au

For after hours, weekends and public holidays telephone our on call maintenance on 0408 645 203

NOTE: This also applies to garden and grounds issues that need ad-

ressing.

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@hivilah.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 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

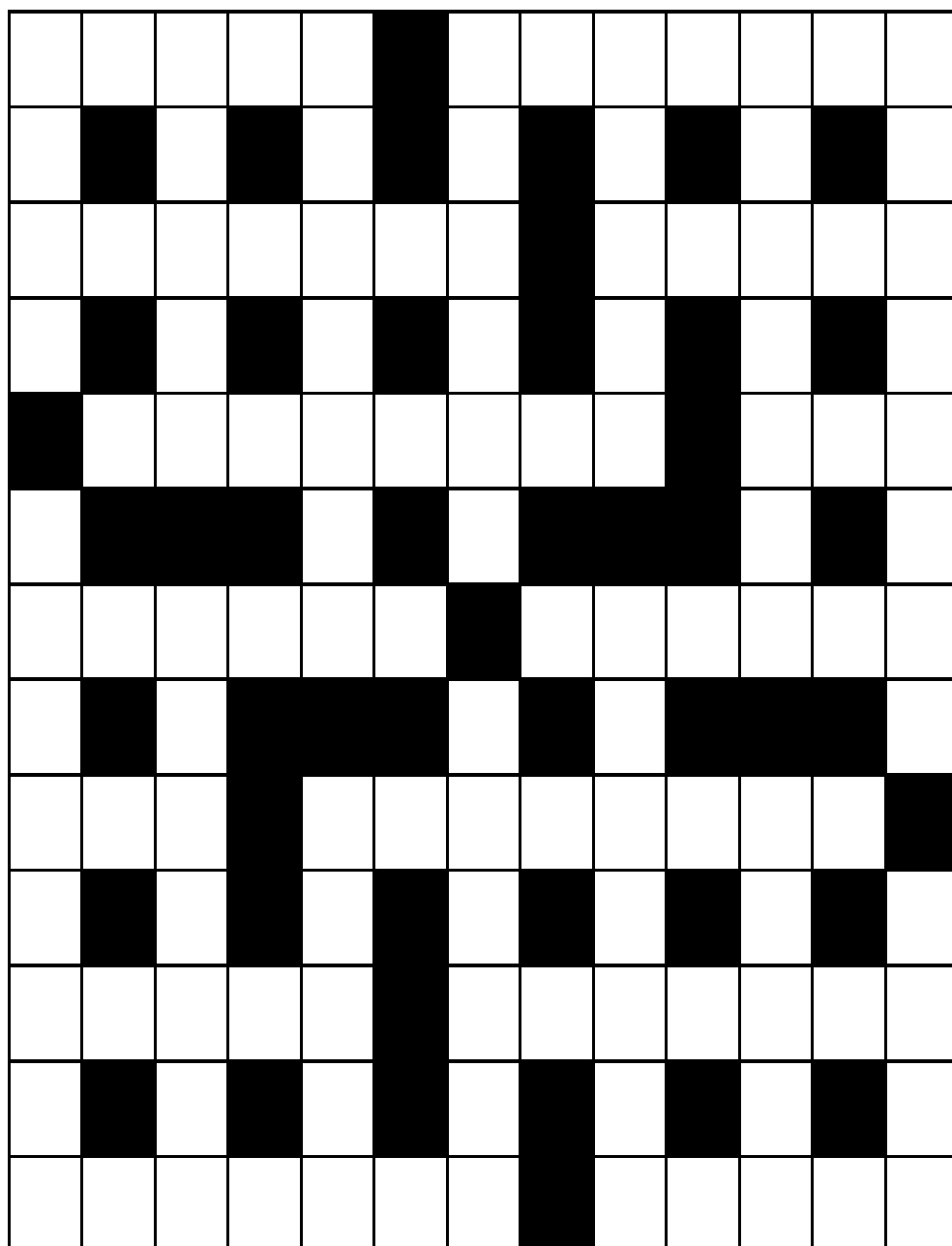
Weekends & Public Holidays 10 am - 4pm

Nursing Supervisor 5461 7394 (24 hr number)

Director of Care 5461 7383

Lifestyle 54617 390

CEO-Barb 54617 381



3 LETTER WORDS
 EGG
 ERR

4 LETTER WORDS
 ACTS
 RICE

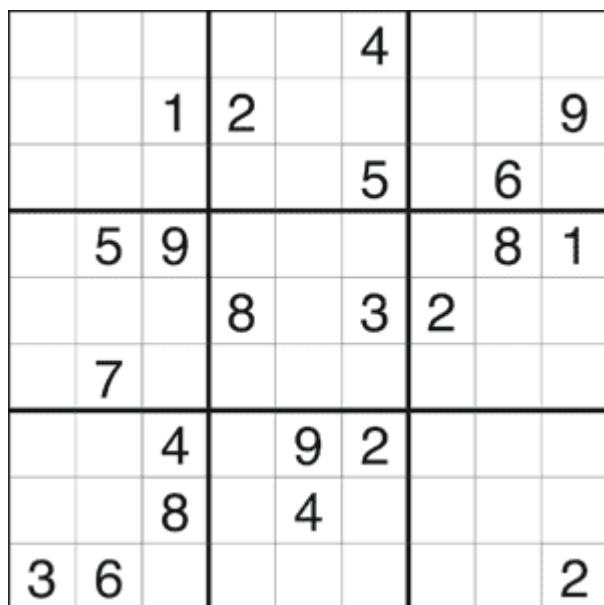
5 LETTER WORDS
 ADAGE
 GUSTS
 NOTES
 PAUSE
 PEDAL
 RAPID
 STEER
 UNION

6 LETTER WORDS
 ENVIED
 ESSAYS
 RHYTHM
 SEESAW

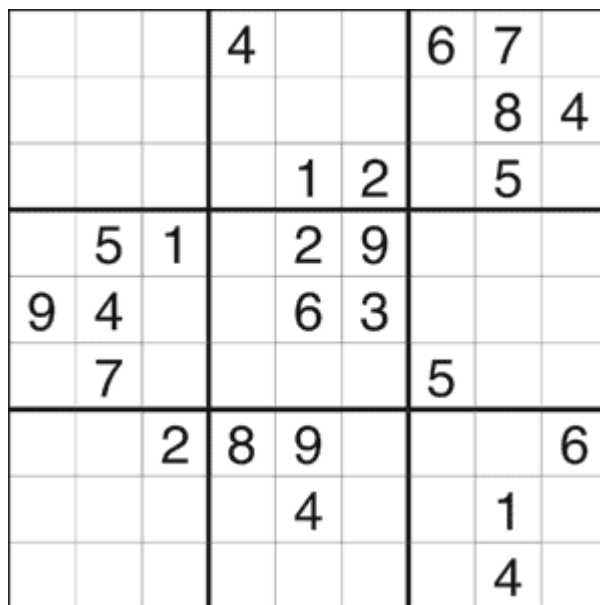
7 LETTER WORDS
 CADENCE
 DENSITY
 EMINENT
 ENSURED
 HOUSING
 IDIOTIC
 SAPIENT
 SIGNALS

8 LETTER WORDS
 BEVERAGE
 SANGUINE
 TANTRUMS
 ULTIMATE











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



Medium 691



Easy 691

COVID-19: IDENTIFYING THE SYMPTOMS			
SYMPTOMS	COVID-19	COLD	FLU
	Symptoms range from mild to severe	Gradual onset of symptoms	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

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.

Directions update: Residential Aged Care Facilities Visitors and Outings

Changes to visitor restrictions

There are now no limits on the number, reason or duration of visits.

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

Density limits only apply in common areas used by staff, visitors and residents. Density limits do not apply in resident (single or shared) bedrooms or in communal areas that are used by residents only.

In these dual visitor/resident areas, the number of people that can enter must comply with density limits. This means, one person per 2 square metres.

Use of a communal visitor-resident space can only occur in accordance with the RACF's COVIDsafe plan. This might include recording where groups gathered/sat in the space; regular cleaning between groups; hand sanitiser at the entrance to the space; and separate entrance and exit.

All visitors must wear face masks* unless they have a specified exemption.

*People 12 and over should wear a face mask unless an exception applies.

All visitors are required to have a current influenza vaccination unless they have a specific exemption.

Excursions

Travel in vehicles, such as minibuses, for group outings can occur. Social distancing should be maintained with mask wearing indoors and in vehicles where appropriate.

Where the vehicle transport is operated by the care facility (or a similar organisation), the transport can only occur in accordance with a COVID-Safe Plan. This would include measures such as recording who used the vehicle; regular cleaning of the vehicle; and perhaps encouraging

driving with windows down to encourage ventilation.

The destination for any excursion must also be permitted by the public health directions.

Returning to the RACF

Residents are to be screened upon their return, for example, having their temperature checked. Residents do not need to be isolated upon their return except on specific advice from Public Health.

Residents can leave RACFs

Under current restriction levels, residents in Victoria can leave their care facility for any reason, provided they comply with current restrictions applicable to all Victorians.

When residents leave the facility, they must comply with the general directions, including:

- Social distancing (keeping 1.5m distance)
- Wearing a face mask indoors and wherever social distancing is not possible (carry a face mask at all times)
- Private/public gathering limits outdoors)
- Not knowingly mixing with persons who are unwell, isolating or in quarantine.
- Abide by the directions that apply to all Victorians when they leave their home.

Havilah is required to undertake and document a risk assessment for residents going on and returning from outings. This can take some time to organize and we ask that outings be organized 24 hours in advance if possible. It may feel intrusive for residents and families to answer questions prior to going out and on return. We would rather not be doing this but this is a requirement at present for us all to comply with. Hopefully for not much longer and the important thing is we can all get out and about again.

Specific Directions

Care Facilities

- There are now no restrictions on the

types and duration of visits – the former clause 7 has been entirely revoked.

- The current clause 7 now refers to facility obligations, such as the requirement to take all reasonable steps to assist a resident with electronic communications.

Workplace Directions significant changes:

- Density quotients apply to spaces that are communal for visitors and residents (but not to resident's own rooms)

This has meant that we have been able to recommence some volunteering over the past week and look forward to welcoming all volunteers back in the new year.

Retirement Village Guidance

This has not been updated since October but we would expect to see an update shortly. The current document is still talking about 2nd Step in Metro and 3rd Step in Regional Victoria so has not been updated to include the changes made at 22nd November. For residential aged care the rules have been changed to match what is permitted in a private home and it is anticipated that this will be the same for retirement villages. So therefore the rules around visitors in private homes will be the same for resident units in a retirement village. In communal areas we expect that the density quotient will apply.

Falls Prevention



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 & 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 feta crumbled

Instructions:

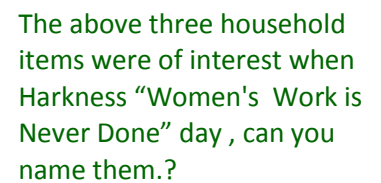
- Preheat oven to 180c/160c fan forced. Grease a 5.5cm deep, 20cm x 26cm dish. Line base and sides with baking paper, extending paper 2cm above edge of pan
- Heat 2 teaspoons oil in a large frying pan over medium heat. Add onion and bacon. Cook, stirring for 5 minutes or until onion softens. Add broccoli, 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 feta, 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.



1. Copper agitator
2. 1950's Fridge defroster
3. Copper/Bat heating element

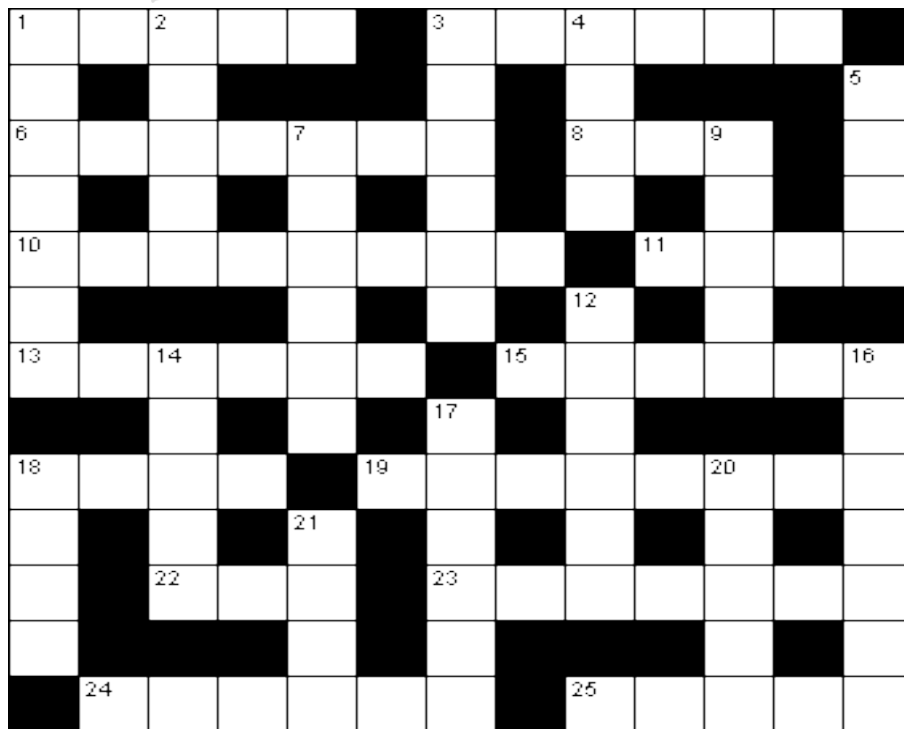


6	9	5	7	1	4	8	2	3
4	3	1	2	6	8	5	7	9
7	8	2	9	3	5	1	6	4
2	5	9	4	7	6	3	8	1
1	4	6	8	5	3	2	9	7
8	7	3	1	2	9	4	5	6
5	1	4	6	9	2	7	3	8
9	2	8	3	4	7	6	1	5
3	6	7	5	8	1	9	4	2

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

Easy 691

1. Bob Hawke.
2. Australia.
3. 21.
4. Kangaroos.



ACROSS:

1. Fruit (5)
3. Retail food seller (6)
6. Italian rice (7)
8. Consume (5)
10. Type of lobster (8)
11. Used to season and preserve food (4)
13. Sampled (6)
15. Pestle and _____ (6)
18. Aromatic leaves (4)
19. Thick syrup (8)
22. Cereal grass (3)
23. Pear shaped tropical fruit (7)
24. Type of cake (6)
25. Very thin pancake (5)

DOWN:

1. Downy fruit (7)
2. Shaped and dried dough (5)
3. Game bird (6)
4. Kitchen appliance (4)
5. Open pastry with fruit filling (4)
7. Sticky candy (6)
9. Heated bread (5)
12. Edible tuber (6)
14. Sweetener (5)
16. Cooked meat or fish coated in egg and breadcrumbs fried (7)
17. Thick soup (6)
18. Cook slowly in liquid (4)
20. Large edible ray (5)
21. Vegetable (4)

WORD SEARCH - Q - Words

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

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

QUACK, QUADRANGLE, QUADRANT, QUADRATIC, QUADRU-
 PED, QUAIN, QUALIFY, QUANDARY, QUANTIFY, QUANTUM,
 QUARREL, QUARRY, QUART, QUARTER, QUARTZ, QUASH, QUO-
 TATION, QUAYER, QUAY, QUEEN, QUEER, QUELL, QUENCH,
 QUERY, QUEST, QUESTION, QUEUE, QUIBBLE, QUICK, QUICK-
 SAND, QUICKSTEP, QUIET, QUILL, QUILT, QUINCE, QUIP,
 QUIRKY, QUIT, QUITE, QUIVER, QUIZ, QUOTE, QUOTIENT

QUIZ

1. Which Australian Prime Minister set a beer drinking world record?
2. Does Australia's or Switzerland's alps receive more snow?
3. There 25 deadliest snakes in the world, how many are in Australia?
4. Is there more kangaroos or humans in Australia?

A wife was preparing for a big dinner party she was hosting that evening. It was to be a special dinner for several girlfriends who were reuniting from their college days. As a special appetizer, escargot was on the menu, as a remembrance of a trip to France all the girls took one year. However, to her surprise the wife discovered she did not have enough snails to make the dish. So she asked her



husband to run down to the beach and gather more snails.

Grudgingly the husband agreed and with a pail in hand headed off to the beach in search of snails. As he walked along the beach he picked up snails one by one and placed them in the pail. While wondering along the beach he came across an old friend and they got to talking. The two friends talked and talked and eventually decided to visit a nearby bar for a beer or two or three. They sat and visited and drank beers late into the night.

The husband did not realize how long he had been gone when all of a sudden he remembered the dinner party and

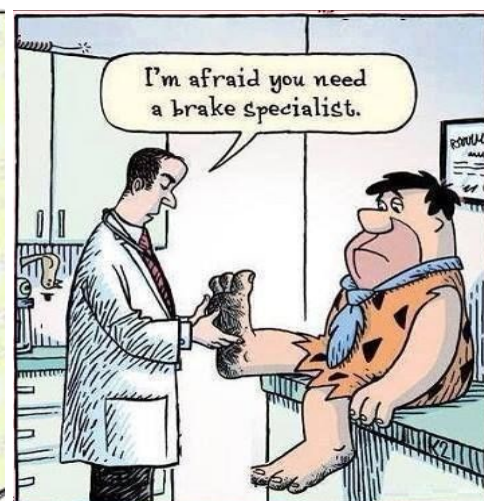
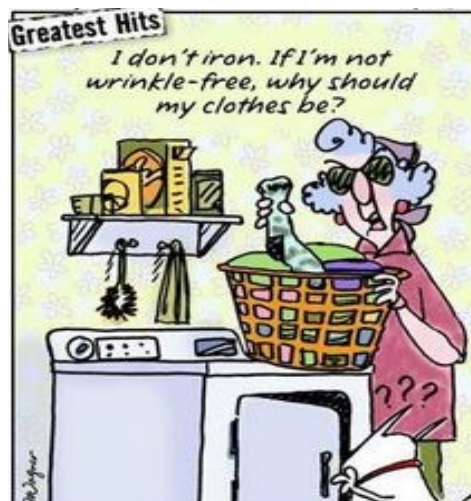
the snails he was supposed to have brought to his wife. He hastily said good bye to his friend and ran off for home. He was in such a hurry that when he got to the entrance of his home he tripped and spilled out the snails he had collected all down the steps by his front door. As he got up, just at that moment, his wife opened the door. "Where have you been?" She asked.

The husband looked at his wife and then looked at all the snails scattered along the steps. Then he said, "Come on guys, just a little further, you're almost there."

Morris, an 82 year-old man, went to the doctor to get a physical. A few days later the doctor saw Morris walking down the street with a gorgeous

young woman on his arm. A couple of days later the doctor spoke to Morris and said, "You're really doing great, aren't you?" Morris replied, "Just do-

ing what you said, Doc: 'Get a hot mamma and be cheerful.'" The doctor said, "I didn't say that. I said, 'You've got a heart murmur. Be careful.'" .ooh!



- ♦ How do the elves clean Santa's sleigh? They use Santa-tizer.
- ♦ How much did Santa pay for his sleigh? Nothing, it was on the house!
- ♦ What goes "Oh, Oh, Oh"? Santa walking backwards!
- ♦ What do you get if you cross Santa with a duck? A Christmas quacker.
- ♦ What do you call an obnoxious reindeer? Rude-olph
- ♦ Why are Christmas trees so fond of the past? Because the present's beneath them.
- ♦ What do you call cutting down a Christmas tree? Christmas chopping!

Dear Santa,
 For Christmas I would like a
SLIM BODY
 and a
FAT bank account
 (please don't mix them up
 like last year)
 xoxo

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

Director of Care Kelsey Hooper 54 617383

email: kelsey.hooper@havilah.org.au

Nurse Manager Havilah on Palmerston Deb Matthews

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