

# HAVACHAT

Issue December 2018

Please contact Andrew on 5461 7387 or email [andrew.earl@havilah.org.au](mailto:andrew.earl@havilah.org.au) if you would like your Havachat sent via email

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



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

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

## **FUNCTIONS FOR YOUR DECEMBER CALENDAR:**

**ANNUAL CHRISTMAS BARBECUE—WEDNESDAY 12th December at 5.30 pm.**

**All family and friends are welcome**

**There are no limits on numbers attending**

**To respond—Please advise Reception 5461 7387 (Mon—Fri) or email by Wednesday 5th December [mail@havilah.org.au](mailto:mail@havilah.org.au) if you would like additional invitations sent out**

**CHRISTMAS LIGHTS TOUR MON 17th and WED 19th DECEMBER**

**CHRISTMAS DAY AT HAVILAH**

**2 Course Lunch with drinks and chocolates \$25 per head. Bookings essential. RSVP by Tuesday 11th December.**

**NEWYEARS EVE - 3.30pm New Years Eve Dance, in main Dining area**

**Resident Meeting - Monday 10th December at 1.15pm in Callistemon Activities Room.  
Resident Meeting Heath House - Monday 17th December at 2pm in Heath House.**

THESE MEETINGS ARE FORUMS FOR YOUR IDEAS AND NEW INITIATIVES—WE WELCOME YOUR INPUT





Leo and Murray with Jo



Dot tried to hide behind the cats eyes

Residents had a great day celebrating Halloween.

Thank you to lifestyle staff for the decorations and joining in the celebrations.



Lifestyle Staff got into the swing, Sam takes the prize.



Do you think Les cleaned his teeth this morning?



Hilda had a giggle, there is no similarity



## PHOTO GALLERY—Cup Day



Nancy all smiles among the roses.



Cheryl with the winning horse and trophy.

The Melbourne Cup festivities were up and running at Harkness Street. The roses were in full bloom and a picnic style lunch was served. Residents enjoyed themselves on the field at the racing game in the afternoon and watching the main race on the TV cheering on their mount for the day.



Lifestyle staff Alison and volunteer Graham ham it up, could be the best dressed couple!

Jacky checking out the form guide for the day.

Not much Luck!



Olive looking beautiful for the Cup.

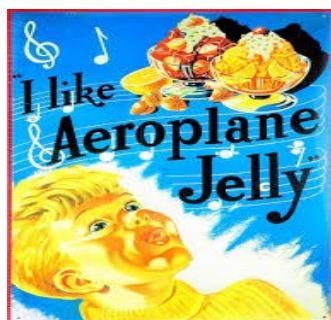






### One Hundred Years Young:

Mary Harris recently celebrated her 100th birthday in Melaleuca House. Mary thoroughly enjoyed the day receiving special attention from her many visitors on the day including family members and many friends from the community, all joining her for afternoon tea and a chat, with lots of laughs and stories being told.



### THINGS MY MOTHER USED TO SAY

Go play outside, it's a beautiful day!

How do you know you don't like it if you haven't tasted it?

I hope one day your children are just like you.

I just want what's best for you.

I will always love you, no matter what.



### FALLS PREVENTION

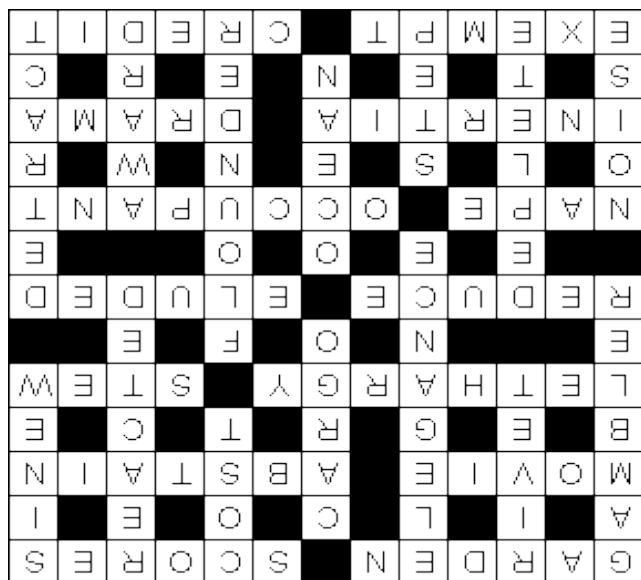
Ask for assistance when lifting or moving objects

Remove clutter around room

Cleaning up spills to avoid wet floors



**If you want to make a comment, suggestion, complaint or compliment but are unsure how to go about this, please ask a staff member to assist you.**



### Quiz and Crossword Solutions from page 8



### Answers to Quiz

1. 1991
2. The King of Hearts
3. The Pearl (1871, Wodan (1936 and Old Rowley (1940)
4. A Royal Flush
5. King Cobra

## GREAT THINGS TO DO



### Happy Hour Every Friday evening

Commencing at 4.30pm, Music, Finger Food, Hot & Cold Beverage, Ice-creams and Ice-cream in Cones.



**Bus Trip Out** - Monday and Friday afternoon, Wednesday afternoon for Heath residents, departing at 1.30pm for lots of fun points of interest throughout Central Victoria.

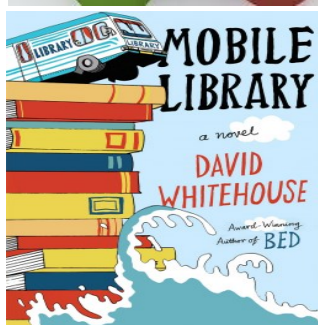
If you have an idea or suggestion for an outing, just let Lifestyle Staff know and we will do our best to arrange the outing for you.



### Resident/Advocate Meetings

Next meeting Monday 10th December 2018 at 1.15 pm

Heath House Monday 17th December 2018 at 2pm



### Mobile Library - December Dates

Friday 7th and 21st December commencing 10.15 am

Grevillea Atrium

Books Movies, Music CD's and Talking books are available

If you are not currently a member you can join on the day.



### Church Services

|                      |                                  |
|----------------------|----------------------------------|
| UNITING CHURCH -     | 1st Tuesday each Month 10.30pm   |
| SALVATION ARMY -     | 2nd Wednesday each Month 10.30am |
| WATTLE CITY CHURCH - | 3rd Wednesday each Month 10.30am |
| CATHOLIC CHURCH -    | 4th Wednesday each Month 10.30am |
| ANGLICAN CHURCH -    | 4th Tuesday each Month 10.30am   |



### HAVILAH KIOSK

**Kiosk Hours: 10am—12noon every Thursday**

The kiosk is situated in Acacia House next to the Hairdressing salon. Our volunteer staff will be happy to help you.

Don't forget to check your Activities Calendar located on the back of your door for other daily activities

## WEEKLY ACTIVITIES - MAIN BUILDING

**MONDAY** Nail Manicure Pamper 9.30am  
Foot Spa 9.30am  
Bus Trip 1.30pm  
Bingo 1.45pm

**TUESDAY** Special Morning Tea 10am  
Chairrobics 11.15am  
Marbowls 1.30pm  
Street Walk 1.30pm  
Bingo 1.45pm  
Afternoon Cards 3.15pm

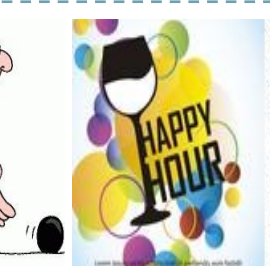
**WEDNESDAY**  
Strength Training 11.15am  
Indoor Bowls 1.30pm  
Bus Trip (Heath House) 1.30pm  
Cooking classes 3.15pm

**THURSDAY** Foot Spa 9.30am  
Bingo 1.45pm  
Craft Group 3.15pm  
Music DVD 3.15pm

**FRIDAY**  
Chairrobics 11.15am  
Bus Trip 1.30pm  
Bingo 1.45pm  
Video in Lounge 3.15pm  
**HAPPY HOUR**  
4.30 pm– 5.30pm

**SATURDAY** Morning Activities (every 2nd)  
9.30am  
Special Bingo 1.30pm

**SUNDAY** Devonshire Afternoon Tea in  
Main Lounge 3.00pm



## WEEKLY ACTIVITIES - HEATH HOUSE

**MONDAY** Activity Time/Craft 10.30am, 3.00pm  
& 6.00pm  
Hand Care/Facials 1.30pm  
Sonas 4.00pm

**TUESDAY** Special Morning Tea 10.00am  
Activity Time 10.30am & 6.00pm  
One on One 2.15pm  
Daily Living Activity 3.00pm  
Sonas 4.00pm

**WEDNESDAY**  
Organ Music 10.00am  
Bus Trip or Movie 1.30pm  
Guitar Music 2.00pm  
Activity Time 3.00pm & 6.00pm  
Sonas 4.00pm

**THURSDAY**  
Activity Time 10.30am,  
1.45pm & 6.00pm  
Cooking 1.30pm  
Sonas 4.00pm

**FRIDAY**  
Activity Time 10.30am,  
3.00pm & 6.00pm  
Group Games 1.45pm  
Sonas 4.00pm  
Happy Hour 4.30pm

**SATURDAY**  
Activity Time 10.30am,  
1.30pm & 6.00pm  
Delta Dogs (2nd & 3rd Sat)  
1.30pm  
Café 3.00pm  
Sonas 4.00pm

**SUNDAY**  
Activity Time 10.30am,  
1.30pm & 6.00pm  
Devonshire Afternoon Tea  
3.00pm  
Sonas 4.00pm

**The Hav-a-Latte Café is open between 1.30pm and 3.00pm for residents, family and friends,**



## *Joyce Johnson*

**Length of time at Havilah:** I have resided at Havilah for two and half years.

**My Story:** I was born at Dunolly on 3rd November 1928, to Hilda and Lesley Collicoat, the 6th child of 10 children. I lived at Laanecoorie as a young girl, went to primary school there and later was a junior Sunday school teacher there.

I attended Maryborough Technical College for year 7 and then left school to help my mum and neighbours with housekeeping. As a teenager I went to stay with my Aunt and Uncle and worked in the Shepparton canneries for a year, then returned to work at the Maryborough Knitting Mills where I met lifelong friends Betty Dellar and Betty Bishop. I met my husband to be, George whilst visiting a sick friend, love at first sight, I was swept away on his Rudge motor bike and we were married on the 28th November 1950. We started our own business Johnson's Auto Marine and Caravan Centre which we built up and ran successfully for over 40 years. We have two children, Leonard and Maree, 5 grandchildren and 7 great grandchildren.

**Things you used to do for fun:** As a child I remember riding our old cow at Laanecoorie, enjoying jelly as a treat for birthdays and visits from my Bendigo cousins. In the early days of our marriage George and I used travel around on his motor bike and attend the local dances on a regular basis.

**About where you have lived:** During my childhood I lived in Laanecoorie. I spent a little time in the Shepparton area and majority of my life, Maryborough.

**Travel, sport, passions:** I have always loved family camping and had many a memorable camping trip along the Murray river in our caravan, boating and fishing. As George and I moved into retirement we went cruising to Fiji and several trips in the caravan around Australia. I've always had a passion for craft and in my spare time did many paintings, decorated eggs and knitted and crocheted blankets for family and friends.



With cousin Myra Martin, I played netball and softball and also with my sister Lesley. In later years I enjoyed golf with my brothers and sister at Talbot, I enjoyed working in the garden and attending car rallies with George in our classic cars.

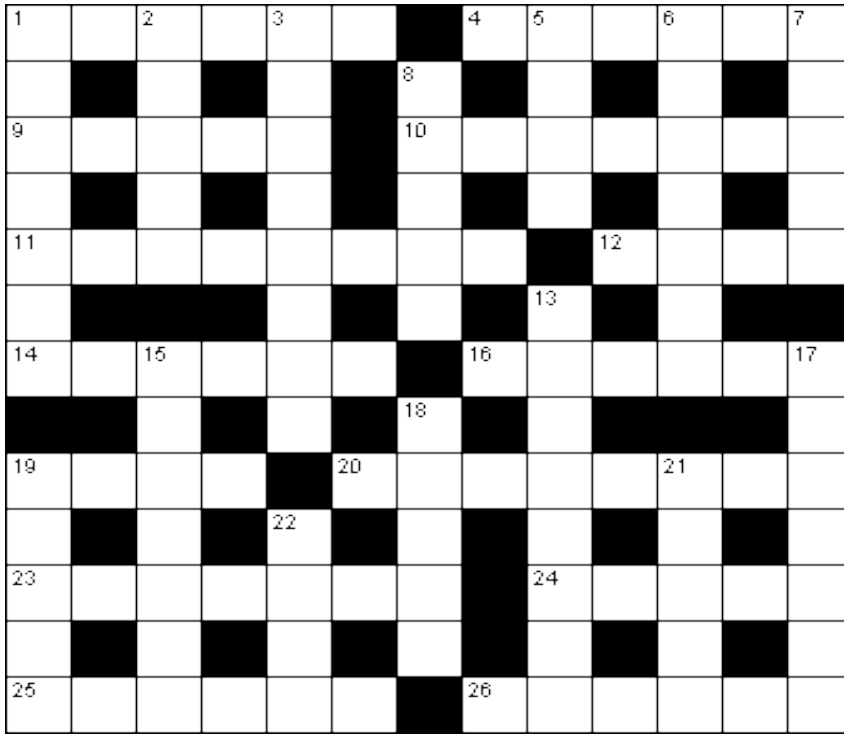
**Things you enjoy to do now:** I look forward to my daily visit from George and attending Happy Hour listening to the music and being around the jovial staff.

**Your favourite topics:** My favourite topics are craft, cooking, fishing and travel

**Favourite Food and Music:** I enjoy listening to Andre Rieu and enjoy eating fish and apple pie and cream.

### *December 2018*

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|-----|-----|-----|-----|-----|-----|-----|
|     |     |     |     |     |     | 1   |
| 2   | 3   | 4   | 5   | 6   | 7   | 8   |
| 9   | 10  | 11  | 12  | 13  | 14  | 15  |
| 16  | 17  | 18  | 19  | 20  | 21  | 22  |
| 23  | 24  | 25  | 26  | 27  | 28  | 29  |
| 30  | 31  |     |     |     |     |     |



## Across:

1. Cultivate plot (6)
4. Written musical composition (6)
9. Film (5)
10. Refrain from voting (7)
11. Listlessness (8)
12. Meat or vegetables cooled slowly (4)
14. Shrink (6)
16. Evaded (6)
19. Part of the neck (4)
20. Resident (8)
23. Inactivity (7)
24. Play (5)
25. Excused (6)
26. Deferred payment (6)

## Down:

1. Risk taker (7)
2. Stud (5)
3. Panache (8)
5. Monetary value (4)
6. Responded (7)
7. Tendon (5)
8. Freight (5)
13. Flatfish (8)
15. Use up (7)
17. Take away (7)
18. Large expanse of water (5)
19. Dissonance (5)
21. Accolade (5)
22. Pace (4)

## Word Search - Sweet Things

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

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

AMBROSIA, BLANCHMANGE, BON BON, BRITTLE, BUTTER-SCOTCH, CANDY, CANDY APPLE, CANDY FLOSS, CARAMEL CHEWING GUM, CHOCOLATE, CONFECTION, CONFITURE, CREAM, DESSERT, FONDANT, FUDGE, GUMDROP, HONEY, ICECREAM, JELLY BEAN, JUNKET, LOLLIPOP, MARSHMALLOW, MARZIPAN, MOLASSES, MOUSSE, NECTAR, NONPAREIL, NOUGAT, PRALINE, ROCK, SACCHARINE, SUGAR, SWEETMEET, SWEETS, SYRUP, TOFFEE, TREACLE.

## QUIZ

1. In what year did Australia first win the Rugby world cup?
2. In a deck of cards, what is the only king without a moustache?
3. Which horse have won the Melbourne Cup at 100/1 odds?
4. What is the best poker hand?
5. What is the world's longest venomous snake?



## Re-accreditation

Havilah is due for re-accreditation by 21st May 2019 and our application has been submitted on the 27th of November. Earlier this year re-accreditation assessments were changed to unannounced and subsequently we are now required to notify residents and advocates once the application has been submitted. The official notification is as below. We are again required to notify you and your advocates when the assessors arrive on site so you will have the opportunity to speak to them should you wish. The 1800 number is contained in the site audit notice below should you wish to contact the Agency prior to the re-accreditation assessment which could happen any time from now until the beginning of May. Please do not hesitate to contact Barb Duffin (Chief Executive) or Kelsey Hooper (Director of Care) should you require any further information in relation to this.

## SITE AUDIT NOTICE:

Quality assessors from the Australian Aged Care Quality Agency will be visiting to check the quality of care and services at Havilah Hostel.

This assessment is called a site audit. The audit will be carried out any time before 21 May 2019.

When the quality assessors visit the home, you (or someone who represents you) will be given the opportunity to talk to an assessor about the quality of your care and services.

You (or someone who represents you) can also provide information prior to the audit by calling the Quality Agency on **1800 978 666**.

If you need interpreter assistance please call Translating and Interpreting Service (TIS) on **131 450** and ask for Australian Aged Care Quality Agency.

For more information, you can visit the [Quality Agency Website](http://www.aacqa.gov.au) (www.aacqa.gov.au).



### RESIDENT SURVEYS -

**October 2018**

**Of the 40 residents surveyed at Harkness:**

37.5% of the surveyed residents would sometimes or on a regular basis would participate in gardening if there were raised garden beds. 63% of residents indicated they would never due to health problems or they do not like gardening.

95% of residents indicated when surveyed that they are most of the time or always able to reach their call bell during the night.

100% residents surveyed agree or strongly agree that they receive a copy of the Havachat newsletter each month

100% of surveyed residents agree or strongly agreed that any repairs they require in their room is done promptly.

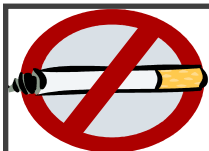
## WEIRD and WONDERFUL WORDS

**EUCATASTROPHE - a happy ending to a story**

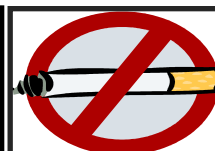
## Emailing the Havachat

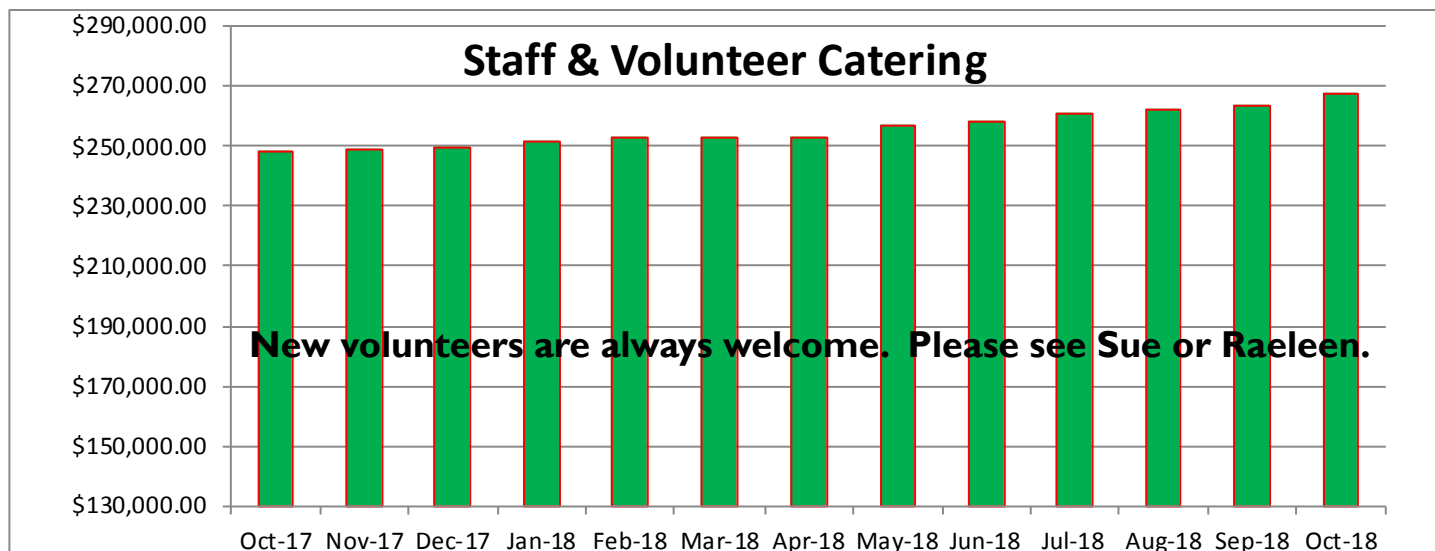
If you provide us with your email address, we can email your Havachat to you. Please email your details to [andrew.earl@havilah.org.au](mailto:andrew.earl@havilah.org.au).

Your assistance with this is appreciated.



**ALL HAVILAH SITES ARE NON SMOKING SITES.  
PLEASE RESPECT THIS FOR THE SAFETY OF  
RESIDENTS AND STAFF.**





"I'm running behind. Can you take half the list and deliver the toys?"

**Want to live forever? Then choose one of these professions:**

- Old **bankers** never die, they just lose their interest!
- Old **lawyers** never die, they just lose their appeal.
- Old **limbo dancers** never die, they just go under.
- Old **printers** never die, they're just not the type.
- Old **tanners** never die, they just go into hiding.
- Old **wrestlers** never die, they just lose their grip.
- Old **chauffeurs** never die, they just lose their drive.



**Replacement Keys**

**Please note that a fee of \$14.00 is charged for a set of replacement keys.**







One December, a postman was making his deliveries and pickups, and at one house he came upon a letter addressed to God.

He didn't intend to read it, but the envelope was not sealed, and the letter fell out and open. He could see it was a plea for help.

The husband and wife were both out of work and had no money for Christmas presents for their little boy. The letter asked for just \$20 to help them buy something for their son.

Moved by this, the postman opened his wallet and found all he had was \$15 in cash. He all put the money in the enve-

lope, sealed it, and wrote "from God" on the outside.

Two days later at the same house, there was another letter addressed to God.

This time he knew what it probably was, so he opened it and read it.

It said, "Dear God, Thanks for the money for presents for our little boy. This really means a lot.

But we asked for \$20 and there was only \$15 in the envelope. We don't blame you, God. It was probably those crooks at the post office."



A sweet grandmother rang St Vincent's Hospital and timidly asked, "Is it possible to speak to someone who can tell me how a patient is doing?"

The operator said, "I'll be glad to help dear."

"What's the name and room number of the Patient?"

The grandmother in her weak, tremulous voice said "Norma Findlay, room 32."

The operator replied, "Let me put you on hold while I check with the nurse's station."

After a few minutes, the operator returned to

the phone and said, "I have good news."

"Her nurse just told me that Norma is doing well, her blood pressure is fine, her blood's just came back normal and her doctor has scheduled her to be discharged tomorrow."

The grandmother said, "Thankyou, that wonderful, I was so worried. Gold bless you for the good news."

The operator replied, "You're more than welcome, is Norma your sister?"

The grandmother said, "No, I'm Norma in room 32, no one tells me anything.

## FROM THE KITCHEN :

Residents will enjoy a change in menu's as from December 3rd the new menu will reflect the flavours of the warmer months.



The menu for each day is displayed on the dining tables. If residents do not wish to have the 'First Choice' for lunch please notify the catering staff that you would like the 'Second Choice' shown on the menu. Just in case you do not like either choice offered there are additional alternatives available every day. Lunchtime alternates are - Quiche, Cold Meat and Salad, Baked Beans, Spaghetti or Sandwiches. Please advise kitchen staff at breakfast or up to 10.00am if you would like one of the Lunch alternates rather than what is being offered as first or second choice on the menu for the day. At tea time there is a selection of two soups, two mains and two sweets on the menu.

**Tea time alternatives each day are** - Salads, raisin toast and sandwiches. Please advise the kitchen prior to 3pm if you would like one of these alternate choices.

***So that staff can have your meal ready for you at mealtime please take special note of the times for ordering of alternate meals, therefore at breakfast or by 10 a.m. for lunch and by 3pm for tea.***

## MEALS FOR FAMILY MEMBERS AND GUESTS.

We welcome resident guests for meals at a cost of **\$8.00** per head for all meals, with exception for special occasions, eg Christmas Day, Mothers Day when special prices are set. Guests can attend at Happy Hour free of charge.

Please advise the relevant kitchen prior to 10.00am by phoning the : Main Kitchen Harkness Street. 5461 7388 Heath House Kitchen. 5461 7482 When booking meals for more than 5 people, please notify the kitchen the day before.

## REPORTING FOOD BROUGHT IN FOR RESIDENTS

As all food prepared by Havilah is closely monitored under the Food Safe Standards it is a requirement that **All food brought in to Havilah** by residents or their families/visitors must be reported to **kitchen staff**. Food put in the fridges must also have the residents name and the date clearly marked. Your assistance with this is appreciated.

If there is food that you enjoy that you would like to see on the menu you can discuss this with Food Services Manager Di Jackson or alternatively fill out a form and place in the Comments, Suggestions and Complaints Box.

From all of the food services staff, we wish our residents, family and friends all the very best for Christmas, hope it is safe and exciting for all.



## CONTACTING STAFF

You can contact staff by using your **room phone**

**In the main building Ring 394 In Heath House Ring 626. In Melaleuca House Ring 627.**

The call system is for emergency calls so where possible for other than emergency issues please use your telephone to contact staff. This will ensure prompt action when you are in an emergency situation. There are call points in public areas for residents and family members to use when requiring staff attendance.

Please familiarise yourself with the position of these call points.

Wall phones are installed in the lounge areas at Heath House to provide greater accessibility to staff for families. Please make use of these 'phones as required.

FOR FAMILIES ringing from outside Havilah to speak to staff in **Heath House** please call **54617481**, FOR FAMILIES ringing from outside Havilah to speak to staff in **Melaleuca House** please call the nurses station on **54617495**, if there is no answer the call will be diverted to staff on the floor.

**For all other areas of Havilah dial 54617300** and follow the prompts.

**For 24 hour EMERGENCY CONTACT telephone 54617394**

## COMMENTS, COMPLIMENTS, SUGGESTIONS & COMPLAINTS

We welcome feedback from residents, families and visitors and provide the 'Comment, Suggestion, Complaint and Compliment' forms are available at the main Havilah entrances. Residents and families are encouraged to communicate any issues they may have.

We strive to continuously improve our service and look forward to working with you to achieve the best possible outcomes for residents.

You can also speak to the Unit Manager or Supervisor in your area or alternatively please contact

**Director of Care Kelsey Hooper 54 617383 email: [kelsey.hooper@havilah.org.au](mailto:kelsey.hooper@havilah.org.au) ; or CEO Barb Duffin 54617381 OR 0429617380 email: [barb.duffin@havilah.org.au](mailto:barb.duffin@havilah.org.au)**

## GENERAL ENQUIRIES

For any general enquiries: Families or 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: 5461 7387. Leave a message if it is out of office hours and staff will get back to you as soon as possible.

**Residents can contact reception by simply pressing the numbers 387 on room phones.**

## ADMINISTRATION OFFICE HOURS

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

Postal Address: Havilah Hostel 11 Harkness Street, Maryborough Vic 3465

## TO CONTACT THE KITCHEN

|               |                 |                          |
|---------------|-----------------|--------------------------|
| Main Kitchen  | <b>54617388</b> | Internal Dial <b>388</b> |
| Heath Kitchen | <b>54617482</b> | Internal Dial <b>482</b> |

**For 24 hour EMERGENCY CONTACT telephone 54617394**



## WHEN THE FIRE ALARM SOUNDS

Please remain where you are and wait for staff to instruct you on evacuation. If you can see the fire you should move away from the immediate area and wait for instruction from staff. If the fire is in your room you should leave the room and close the door behind you. Havilah is a very safe facility and has many measures in place to stop the spread of fire and smoke and to provide for safe evacuation in the case of a fire – this includes fire and smoke compartments, and sprinklers and smoke alarms. Should evacuation be required only residents in the affected compartment would be affected in the first instance. The fire alarm automatically alarms to the brigade who are here within minutes. **YOU WILL BE KEPT INFORMED BY STAFF AND THROUGH THE PUBLIC ADDRESS SYSTEM.**



**RETIREMENT LIVING RESIDENTS ARE WELCOME TO ATTEND ACTIVITIES OVER BOTH SITES** Please contact **Kim Davidson** for **Havilah on Palmerston and Raglan House**

Phone: 5459 0169 OR

**Sue Edmondson** 54617390 for **Harkness Street**

### HAVILAH AT HARKNESS

#### INDOOR BOWLS

Each WEDNESDAY 1.30 pm

#### MOVIES AT HARKNESS

Check out the NOW SHOWING in the Grevillea Theatre

#### CARDS (show Poker)

Each TUESDAY 3.15 PM in Callistemon

#### STRENGTH EXERCISES

Each WEDNESDAY 11.15 am in Callistemon

#### HAPPY HOUR

Each FRIDAY 4.30 pm in the Main Lounge

#### WEEKEND ACTIVITIES

#### BINGO

Each SATURDAY at 1.30 pm

#### MARBOWLS

Alternate SATURDAYS 10.30 a.m. Correa Lounge

### CHRISTMAS BBQ

will be held on Wednesday 12th December commencing at 5.30 pm.

**CHRISTMAS DAY:** Families and friends are welcome to join residents for a 2-course lunch at a cost of \$25.00 per head.



**SEE FRONT PAGE FOR DETAILS**

### HAVILAH ON PALMERSTON

#### MOVIES AT PALMERSTON

Room 7 High School Centre

3rd SATURDAY of the month at 1.30pm - afternoon tea provided.  
3rd TUESDAY of the month at 6.30 - supper included. - Next Screening 18th December

#### TAI CHI AT PALMERSTON

Room 7 High School Centre

Each MONDAY and WEDNESDAY

10.30 - 11.30

#### STRENGTH EXERCISES

Each MONDAY at 2.30 pm at Raglan House

#### HAPPY HOUR

Rooms 1 & 2 High School Centre

Each FRIDAY 5.00 pm