

ISSUED
10th DECEMBER
2015

HOP TOPICS



MERRY CHRISTMAS

Christmas is forever, not for just one day, for loving, sharing, giving are not to put away likes bells and lights and tinsel, in some box upon a self. The good you do for others is good you do yourself.

Havilah would like to wish all resident a Merry Christmas & Happy New Year



COMBINED RESIDENT MEETING & LIFESTYLE COMMITTEE

The Residents meeting and the Lifestyle committee meeting will be combined for our next meeting on Thursday 17th December 2015.

The November Lifestyle Meeting was postponed due to Resident Liaison Officer Keith being temporarily assigned to different duties.

Havilah wishes to apologise for any inconvenience caused and looks forward to seeing all the Independent residents at the meeting. As normal Coffee and Chat will follow the combined meetings with a chance for residents to catch up with each other before Christmas.



MEETING NOTICE!



CHRISTMAS LUNCHEON AT HAVILAH

Havilah again will host it's annual Christmas Dinner luncheon in Room 1 & 2 of the Community Centre for Independent residents and their guests.

Residents are reminded Booking is essential and to contact Resident Liaison Keith on 5459 0169, Mobile 0408 774 715 or email on keithf@havilah.org.au or contact Reception in the Community Centre, Monday to Friday 9am to 12noon on 5459 0140. Booking Close on Friday 18th December



CHANGE TO BOOKING / ORDERING A MEAL

Havilah wishes to advise all resident to a change in the procedure for ordering a meal from the Havilah kitchen.

1. Residents **MUST** call in or phone Reception in the Community Centre the day before the required meal on 5459 0140, between 9.00am - 12 noon and make a selection from the menu for the required meal service.
2. All other times call the Kitchen on 5459 0180 again the day Before the required meal and make your selection from the menu.

This new procedure will enable the Chef to prepare the required amount of portions from the 2 selections available on the menu.



60th Wedding Anniversary

The residents of the Havilah on Palmerston Community would like to congratulate Len & Anne Peck on celebrating their 60th Wedding Anniversary recently on the 19th November 2015.

Congratulations to them both on their 60 wonderful years together.



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

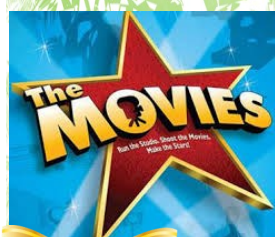
54 617370

11PM-9AM 54 617367

SAT-SUN

9AM-11PM 54 617370

11PM-9AM 54 617367



What's On & Events

- ♦ **Residents Meeting & Lifestyle Committee Meeting**
will be Combined 17th December 2015 @ 2.45pm in the Community Centre in Room 7 (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.
- ♦ **Christmas Dinner** - Friday 25th December 2015
12.00pm in room 1 & 2 of the community Centre. Booking Essential Cost is \$25.00 per head.
- ♦ **Movie Night** - Monday 1st February 2016 7.00pm in room1 of the community Centre. **(No movie night in January)**
- ♦ **500 Card Night** - Raglan House
Every 4th Wednesday of the month at 7.00pm
Next Game 2015 Tea & Coffee provided.
- ♦ **HAPPY HOUR**
Every Friday night in the Community Centre Function Room commencing at 5.00pm entertainment, finger food & drinks.
- ♦ **Sing-a-Long**
Will return for the Christmas Carol edition on Wednesday 16th December 2015 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
(No Carpet Bowls on December 25th 2015)

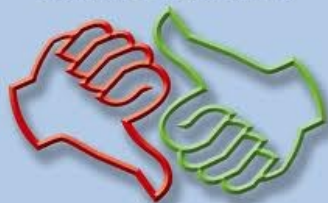




- ♦ **Uniting Church** - 1st Wednesday of the month at 2.30pm.
Room 7 of the Community Centre
- ♦ **Anglican Church** - 2nd Thursday of the month at 10.30am
Room 7 of the Community Centre
- ♦ **SALVATION ARMY CHURCH** - 4th Wednesday each
Month 2.45pm
- ♦ **AOG Genesis Church** - Selected Dates Throughout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

[illegible]

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** 5461 7381 Mobile 0429 617380 email: barbceo@havilah.org.au

Director of Human Services Kelsey Hooper 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 outside business hours with any urgent maintenance issues 0417 679 803

Christmas Carols

Residents are invited to come along and attend The Havilah on Palmerston Christmas Carol Edition of Sing - Long with Cynthia & Bob on Wednesday 16th December 2015 at 2.45pm. Family & Friends are most welcome to attend.



Nuisance Phone Calls

At the Last Residents meeting, Residents reported they had receive phone calls from persons claiming that they are a representative of a telephone, electricity companies, Banks and the like. These people ask for bank account details and personal information to clear outstanding balances. This type of phone call should at all times be ignored. Don't engage the caller just hang up.

PLEASE DO NOT ADVISE YOUR BANK DETAILS TO ANYONE OVER THE 'PHONE AND REPORT ALL SUCH CALLS TO RECEPTION.

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

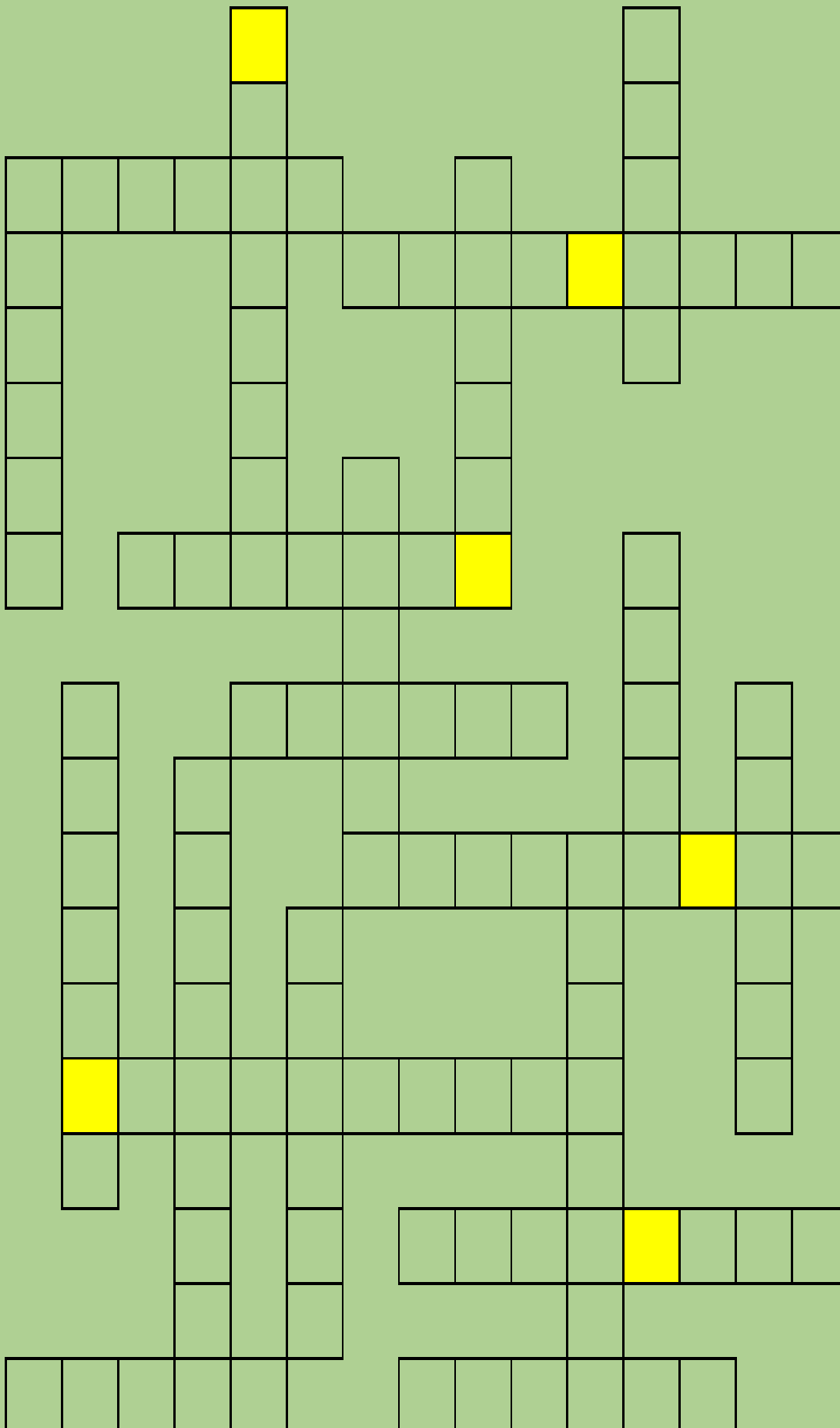
For the convenience of ILU residents, there is EFTPOS facilities located at the reception in the Community Centre for payment of Accounts.



CRISS CROSS NO.13



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



5 letters

BAGEL

CURRY

KEBAB

6 letters

CAVIAR

HAGGIS

HOT DOG

PAELLA

POTATO

QUICHE

TURKEY

WAFFLE

7 letters

GOULASH

PANCAKE

8 letters

APPLE PIE

CHOW MEIN

TORTILLA

9 letters

HAMBURGER

ROAST BEEF

SPAGHETTI

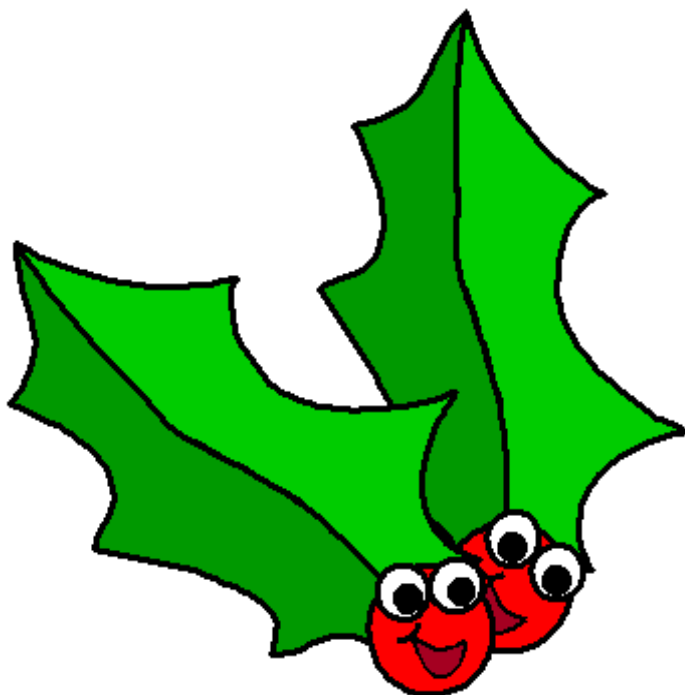
10 letters

SAUERKRAUT

WORD SEARCH - CHRISTMAS

Christmas Word Search

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



candycane
chimney
Christmas
cookies
cranberries
elves
family
holly
lights
mistletoe

ornament
presents
reindeer
Rudolph
Santa
sleigh
stockings
stuffing
tinsel
turkey

Hav-A-Laugh

After being away on business for a week before Christmas, Tom thought it would be nice to bring his wife a little gift.

"How about some perfume?" he asked the cosmetics clerk.

She showed him a bottle costing \$50.

"That's a bit much," said Tom, so she returned with a smaller bottle for \$30.

"That's still quite a bit," Tom groused.

Growing disgusted, the clerk brought out a tiny \$15 bottle.

Tom grew agitated, "What I mean," he said, "is I'd like to see something real cheap."

So the clerk handed him a mirror.

A guy bought his wife a beautiful diamond ring for Christmas.

After hearing about this extravagant gift, a friend of his said, "I thought she wanted one of those sporty four-wheel-drive vehicles."

"She did," he replied. "But where was I going to find a fake Jeep?"

