

ISSUED  
19th December  
2014

# HOP TOPICS

**HAVILAH**

Residential Care & Retirement Living



*All the Management and Staff of Havilah would like to  
say*

*It's Christmas*

***Thank You***

*It's been our pleasure spending time with all the  
residents this past year*

*We hope you and your family have a*

*Wonderful Christmas*

*and a Happy New Year.*



## **INTERNAL CAR PARKING**

At the December 2014 Independent Resident's Meeting there was some confusion with regards to parking within the HOP Development.

Residents were advised via the newsletter that the concrete areas at the end of the grass ovals in Edmund Ave and Market Square were not designed for parking and only to be used for short term temporary parking. As an Interim decision it was decided "Short Term Parking" was for a maximum of 2 hours.

Residents with more than one vehicle were also advised to park their second vehicle in public streets. Some residents had exception to this rule and voiced their concerns.

The Board & CEO Barb have already planned an inspection of the HOP development in January 2015 to look at internal parking and signage on the site. They will make recommendations to Board at its meeting of January 30th.

A survey will be forwarded to residents in January in relation to on site parking.

Residents who did not attend the December Meeting can request a copy of the Meeting Minutes by contacting Resident Liaison on 0408 774 715 or email [keithf@havilah.org.au](mailto:keithf@havilah.org.au)

## **RESIDENT LIFESTYLE COMMITTEE**

The Resident Lifestyle Committee is asking all residents of the Havilah on Palmerton Community for an expressions of interest in being part of Activities Lifestyle Committee.

They invite you to come along and express any great ideas you may have for an activity or outing which everyone will enjoy.

**COME ON  
GET INVOLVED IN YOUR COMMUNITY  
COME ALONG TO OUR ACTIVITIES AND PARTICIPATE.  
WE WOULD LOVE TO SEE YOU THERE!**

# CHRISTMAS DAY LUNCH

*Christmas Day Celebrations at Havilah on Palmerston are lots of fun, with good food and good cheer to be had by all. Families and friends are welcome to join residents for a 3-course lunch at a cost of \$25.00 per head.*



***Bookings are essential, if you have forgotten to Book please do so ASAP  
Please telephone Resident Liaison Keith on 0408 774 715 or  
email [keithf@havilah.org.au](mailto:keithf@havilah.org.au)***

## 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](mailto: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.



## Nuisance Phone Calls

At the December 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.**

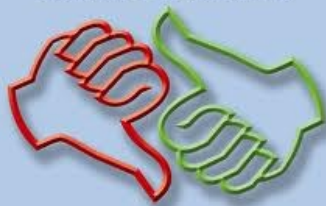
## GIFTS:

With Christmas just around the corner, we ask that Residents do not make gifts to individual members of staff of Havilah. Individual staff accepting gifts put their jobs in jeopardy, so please do not be upset or offended when gifts are refused. We would appreciate your co-operation in relation to this. A smile and thank you lets us know that you are happy at Havilah and our staff are rewarded by the knowledge that they have contributed to your wellbeing and enjoyment of each day.





## COMPLAINTS COMMENTS COMPLIMENTS



## Suggestions

Complaints  
Comments  
Compliments



## 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](mailto:barbceo@havilah.org.au)

**Director of Human Services Annie Constable** 54 617383 email: [dhs@havilah.org.au](mailto:dhs@havilah.org.au)

**Resident Liaison Officer Keith Fankhauser** 5459 0169 or 0408 774 715 email: [keithf@havilah.org.au](mailto: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](mailto: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](mailto:palmerston@havilah.org.au)

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



### **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.



### **EFTPOS**

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

## **Justice's of the Peace**

There are 2 Justice's of the peace living in the Havilah On Palmerston Community. If resident's require their assistance your are welcome to contact them during Business Hours to arrange their services.

Contact Details: **Bob Osborne** Phone: 5461 2709 Mobile: 0409 189 681  
Email: [bobosborne8@iprimus.com](mailto:bobosborne8@iprimus.com)

**Terry Simpson** Mobile. 0419 737 837  
Email: [terryhsimpson@gmail.com](mailto:terryhsimpson@gmail.com)



**JUSTICE OF THE PEACE**



### **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	<a href="mailto:barbceo@havilah.org.au">barbceo@havilah.org.au</a>
Director of Services	Dave Burridge	<a href="mailto:dave.burridge@havilah.org.au">dave.burridge@havilah.org.au</a>
Director of Human Services	Annie Constable	<a href="mailto:dhs@havilah.org.au">dhs@havilah.org.au</a>
Food Services Manger	Di Jackson	<a href="mailto:di.jackson@havilah.org.au">di.jackson@havilah.org.au</a>



***Residents are reminded that Wireless Internet and Personal Health Care security monitoring are services now available to all members of the independent community.***

***If you would like to sign up for these services or require more information please contact Reception at the Community Centre on 5459 0140.***

The fee for connection to Havilah's services are as below -

### **Havilah Alarm Service**

Establishment Fee

\$200.00

\$120.00

Non Pensioners

Pensioners, Health Card Holders, Seniors Card or Carers Card

### **Monitoring**

\$25 per month

### **Other Options**

Daily Call Option

\$5.85 per month

Additional Pendant

\$200 (\$100 refunded on return in good condition)

Replacement Pendant

\$200 (Havilah replacement cost) if lost or damaged by the resident

Residents must agree to use this **emergency** service responsibly and may be levied a call out charge for inappropriate use. Havilah may discontinue this service for repeated inappropriate use of the system.

### **WIFI – Retirement Units**

Establishment Fee

\$99

Monthly Charge

\$30/Month up to 250gb/month

Does not require a modem and this is a saving of \$80 - \$100 but may require a Wi-Fi adapter If not built in (older computers) cost of adaptor \$35.00

No mail server but there are plenty of free mail servers available

No requirement for ADSL or full service phone line

## Contact Numbers For Palmerston St

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

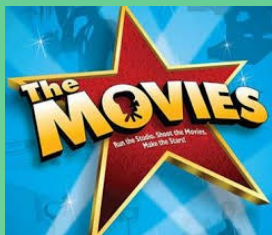
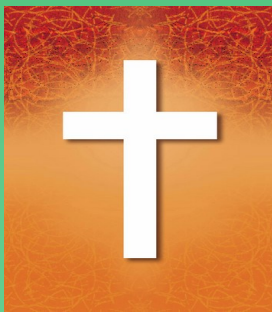
**Contact Numbers  
For Harkness St**  
MON-FRI  
9AM-4PM  
Reception: 5461 7387

MON-FRI  
5PM-11PM 54 617394  
54 617370

11PM-9AM 54 617367

SAT-SUN  
9AM-11PM 54 617370

11PM-9AM 54 617367

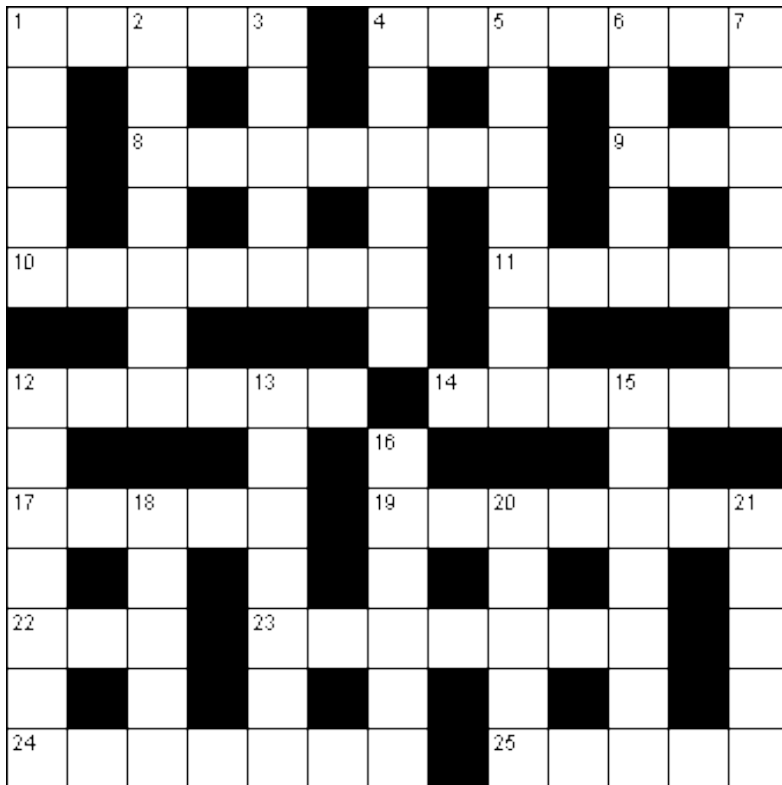


## What's On & Events

- ♦ **Coffee & Chat** - Community Centre, Meeting Room  
Every 2nd Thursday of the month at 3.30pm next session  
Will be the 8th January 2014.
- ♦ **Movie Night - Next Movie Monday 19th January 2015**  
Every 3rd Monday Evening of the Month in the Community  
Centre Function Room assemble 7.15pm Movie commences  
7.30pm Sharp. Tea & Coffee and light snacks provided.
- ♦ **500 Card Night** - Community Centre, Meeting Room  
Now Every 4th Wednesday of the month at 7.00pm  
Next Game 28th January 2015 Tea & Coffee provided
- ♦ **HAPPY HOUR**  
Every Friday night in the Community Centre Function  
Room commencing at 5.00pm entertainment, finger food  
& drinks.
- ♦ **Havilah on Palmerston Independent Residents  
Meeting. (Held Bi-Monthly )**  
Thursday 12th February 2015 at 2.45pm Room 7 of the  
Community Centre. **Note: Meetings will now be held every  
2nd THURSDAY of Even numbered month.**
- ♦ **Lifestyle Committee Meeting**  
Tuesday 13th January 2015 @ 2.45pm at the Community  
Centre , Meeting Room
- ♦ **Church Services at Havilah**  
Uniting Church - 1st Wednesday of the month at 2.30pm.  
**No Uniting Church Service in January 2015**  
  
Anglican Church - 1st Thursday of the month at 10.30am  
**No Anglican Church Service in January 2015**  
  
AOG Genesis Church - 4th Thursday of the Month at  
10.30am Next Service 22nd January 2015



# UK STANDARD CROSSWORD 15 & 16

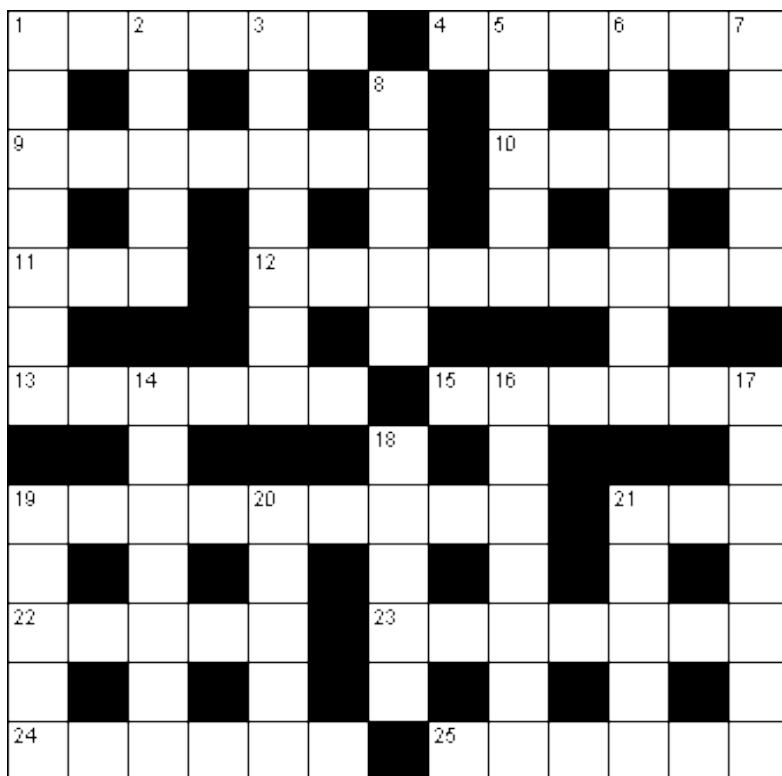


## Across

1. Gem (5)
4. Shade of yellow tinged with orange (7)
8. Symetrically arranged (7)
9. Pouch (3)
10. Two-wheeled vehicle (7)
11. Publish (5)
12. Patisserie (6)
14. Syntactic category (6)
17. Wanderer (5)
19. Stone pillar (7)
22. Mesh (3)
23. Floorshow (7)
24. Stayed clear from (7)
25. Groups of cattle (5)

## Down

1. Jests (5)
2. Male witch or demon (7)
3. Source of illumination (5)
4. Remuneration (6)
5. Surreptitious (7)
6. Hazards (5)
7. Type of power (7)
12. Very rich vein of precious ore (7)
13. Made smaller (7)
15. Vagrant (7)
16. Prohibit (6)
18. Slogan (5)
20. Planet (5)
21. Praise (5)



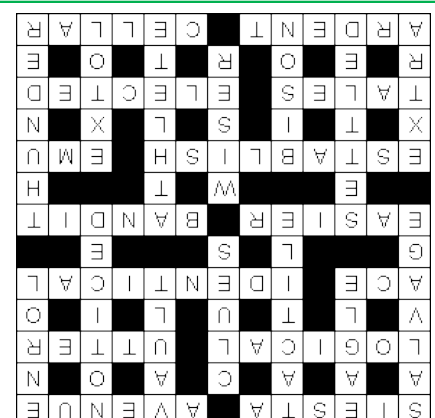
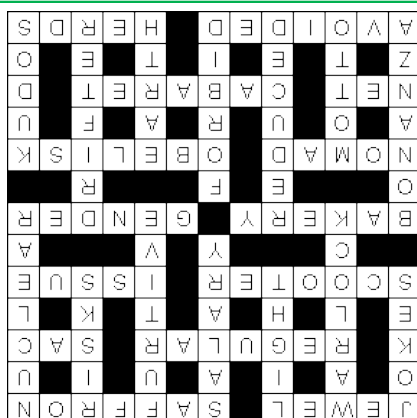
## Across

1. Afternoon nap in Spain (6)
4. Wide street (6)
9. Coherent (7)
10. Speak (5)
11. Playing card (3)
12. Exactly the same (9)
13. Not as strict (6)
15. Armed thief (6)
19. Set up or found (9)
21. Australian flightless bird (3)
22. Stories (5)
23. Chosen by vote (7)
24. Fervid (6)
25. Basement (6)

## Down

1. Save from destruction (7)
2. Bird of prey (5)
3. Haptic (7)
5. Strongroom (5)
6. Observed (7)
7. Join up (5)
8. Hints (5)
14. Resolved (7)
16. Sports contestant (7)
17. Booming noise (7)
18. More judicious (5)
19. Additional (5)
20. Large shaggy bovid (5)
21. Exalt (5)

## CROSSWORD SOLUTION







## WORD SEARCH - TREES



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

ALDER, BEECH, BIRCH, CEDAR, CHERRY,  
CHESTNUT, CYPRESS, LARCH, MAPLE,  
OLIVE, PALM, PEACH, PEAR, PINE, PLUM,  
POPLAR, REDWOOD, SPRUCE, SYCAMORE,  
VIBURNUM, WALNUT, WILLOW.



# Jokes For Christmas

## Ho Ho Ho!

### Christmas Jokes!

Q. Why does Santa have 3 gardens?

A. So he can "hoe hoe hoe!"



Q. What do you get when Santa goes down a chimney with a lit fire?

A. "Crisp" Cringle!

Q. What do snowmen eat for lunch?

A. Ice bergers!



Q. Which of Santa's reindeer has bad manners?

A. RUDE-olph!

Q. How does Rudolph know when Christmas is coming?

A. He looks at his calen-DEER!

Q. What is the first thing elves learn in school?

A. The "elf"-a-bet!

## Holiday Cheer



A Russian couple was walking down the street in St. Petersburg the other night, when the man felt a drop hit his nose. "I think it's raining," he said to his wife.

"No, that felt more like snow to me," she replied. "No, I'm sure it was just rain, he said." Well, as these things go, they were about to have a major argument about whether it was raining or snowing. Just then they saw a minor communist party official walking toward them. "Let's not fight about it," the man said, "let's ask Comrade Rudolph whether it's officially raining or snowing."

As the official approached, the man said, "Tell us, Comrade Rudolph, is it officially raining or snowing?"

"It's raining, of course," he answered and walked on. But the woman insisted: "I know that felt like snow!" To which the man quietly replied: "Rudolph the Red knows rain, dear!"

