

ISSUED
25th November
2014

HOP TOPICS

HAVILAH

Residential Care & Retirement Living



The Residents of the entire Havilah on Palmerston Community joined together and got into the atmosphere of the Melbourne Cup. The residents enjoyed Free Sweeps, Games, Giveaways, Trivia Quizzes, Lucky Door Prize Hamper and of course Fashions on the Field. A fun day was had by all the residents their families, friends and guests it was a great fun family day culminating in watching the Melbourne Cup on the Big Screen TV.



Above : Elsie Tobin getting into the swing of Melb Cup



Above: Residents watch the Cup : Don Drake wins the Hamper



National Distribution – Local Service

BENDIGO COUNTRY CARE PRODUCT DEMONSTRATION DAY

WEDNESDAY 19TH NOVEMBER
**HAVILAH ON PALMERSTON COMMUNITY CEN-
TRE FUNCTION ROOM AT 1.30PM**

The Country Care Group recently come to the Havilah on Palmerston's, Community Centre to demonstrate and display their product range. Paul Egan from Country Care hosted an interactive demonstration of their latest products with the residents. Country Care had an impressive display of Gophers, Personal Mobility Devices, Lift Chairs, Personal Care Products and much, much more. Country Care's Service Technician Owen was on hand and gave free safety checks to residents current Gophers and Mobility Devices which kept him busy all afternoon with a lot of residents taking Country Care up on their offer. The Demonstration Day was a great success and will continue to be an annual event on the Havilah On Palmerston calendar.



Top: Bob Osborne parks his Gopher fro his free safety check

Above: Some of the lift chairs on display at the Expo.



Above: Marj Beaumont take a test drive a compact Gopher



HAVILAH XMAS BBQ

A reminder to all that our Annual Christmas Barbecue for Family and Friends will be held

Friday 12th December 5.30 pm.

*We would appreciate your advice on numbers attending
Please advise Reception 5459 0140 or email keithf@havilah.org.au*

CHRISTMAS DAY LUNCH

Christmas Day Celebrations at Havilah Raglan House 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, RSVP by Friday 12th December.
Please telephone Reception 5459 0140 or email keithf@havilah.org.au
for bookings.**

INTERNAL CAR PARKING

Residents of the Havilah on Palmerston Community are advised that the concrete areas at the end of the grass ovals in Edmund Ave and Market Square were not designed for parking. Residents may use these areas for short term parking for loading and unloading of vehicles or for trade deliveries.

It is recommended residents park their vehicles in their carports or in the case of residents with 2 vehicles the second vehicle should be parked in public streets.

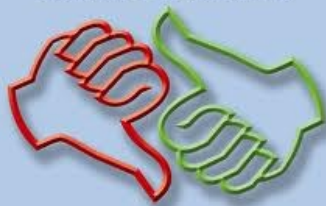


GIFTS:

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

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 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.

RESIDENTS BE AWARE

At times residents receive phone calls from persons claiming that they are a representative of a telephone, electricity companies and Banks asking for bank account details to clear outstanding balances. This type of phone call should at all times be ignored.

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

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

Terry Simpson Mobile. 0419 737 837
Email: 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	barbceo@havilah.org.au
Director of Services	Dave Burridge	palmerston@havilah.org.au
Director of Human Services	Annie Constable	dhs@havilah.org.au
Food Services Manger	Di Jackson	di.jackson@havilah.org.au



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 signup 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

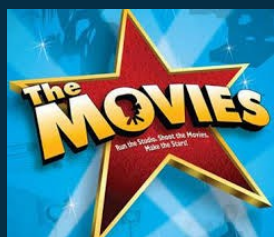
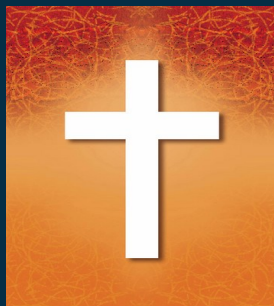
Contact Numbers
For Harkness St
MON-FRI
9AM-4PM
Reception: 5461 7387

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

11PM-9AM 54 617367

SAT-SUN
9AM-11PM 54 617370

11PM-9AM 54 617367

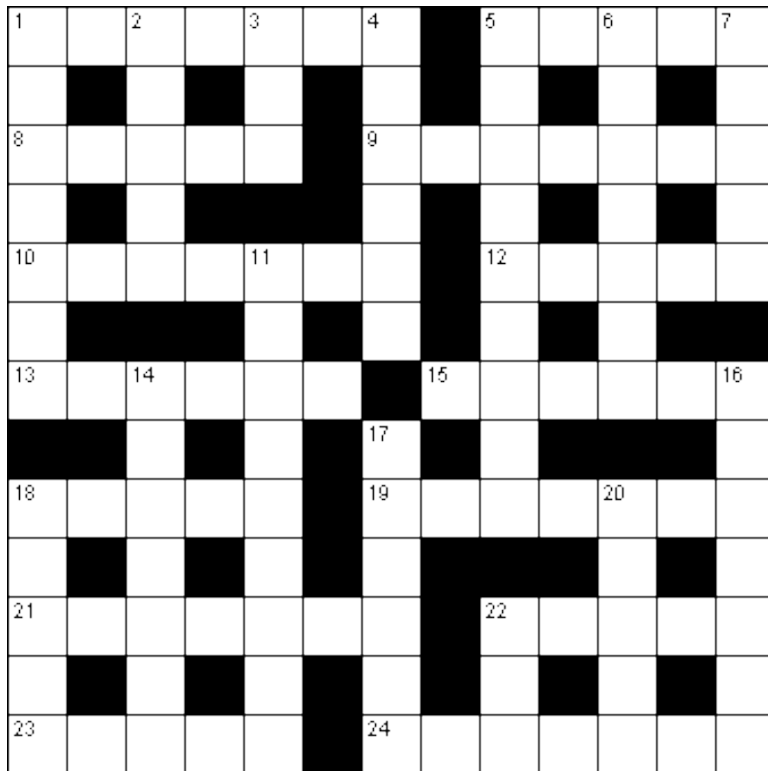


What's On & Events

- ♦ **Coffee & a Chat** - Community Centre, Meeting Room
Every 2nd Thursday of the month at 2.30pm next session
Will be the 11th December 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)**
Wednesday 10th December 2014 at 2.45pm Room 7 of the
Community Centre
- ♦ **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.
Anglican Church - 1st Thursday of the month at 10.30am
AOG Genesis Church - 4th Thursday of the Month at 10.30am



UK STANDARD CROSSWORD 13 & 14

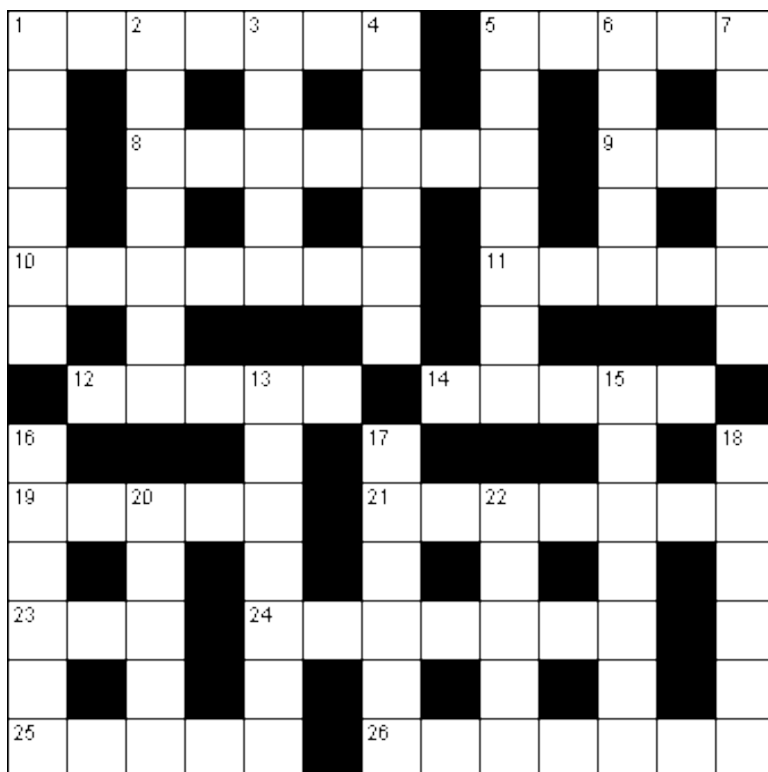


Across

1. Entrust (7)
5. Small thin biscuit (5)
8. Dissonance (5)
9. Projecting upper floor (7)
10. The sheltered side (7)
12. Unvarnished (5)
13. Scheme (6)
15. Become visible (6)
18. Flowed back (5)
19. Athlete (7)
21. Hinged window blind (7)
22. Slight push (5)
23. Two or more contesting groups (5)
24. Striking (7)

Down

1. Tapers (7)
2. Inexperienced (5)
3. Frozen water (3)
4. Personify (6)
5. Decorative covering (9)
6. Photographic film (7)
7. Synthetic silklike fabric (5)
11. Short accounts of incidents (9)
14. Quashed (7)
16. Private place with peace and quiet (7)
17. Marine mammal (6)
18. Alleviates (5)
20. Emblem (5)
22. Nothing (3)



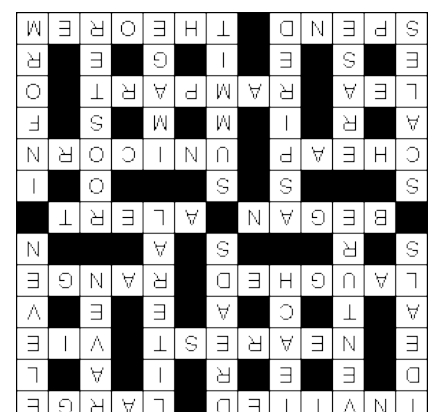
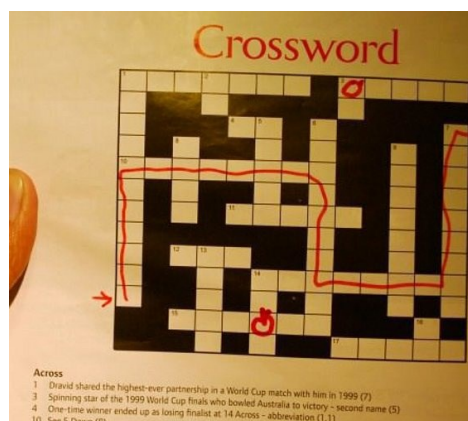
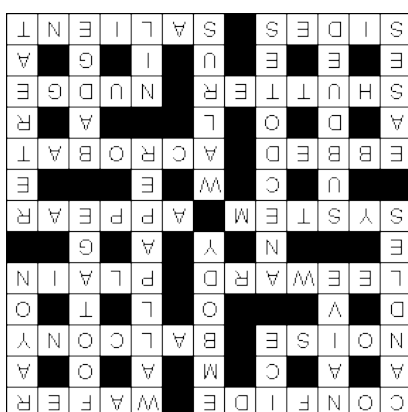
Across

1. Requested the presence of someone (7)
5. Prominent (5)
8. Closest (7)
9. Compete for something (3)
10. Expressed mirth (7)
11. Scope (5)
12. Started (5)
14. Mentally responsive (5)
19. Inexpensive (5)
21. Imaginary creature (7)
23. Pasture (3)
24. Bulwark (7)
25. Pay out (5)
26. Proposition deducible from basic postulates (7)

Down

1. Models of excellence (6)
2. Speculation (7)
3. Impart skills or knowledge (5)
4. Is afraid of (6)
5. Actual (7)
6. Corvine bird (5)
7. Cricket team (6)
13. Had a lofty goal (7)
15. Adult male chicken (7)
16. Weighing machine (6)
17. Pinnacle (6)
18. Apprise (6)
20. Efface (5)
22. Visual representation (5)

CROSSWORD SOLUTION



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

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

Jokes & Cartoons



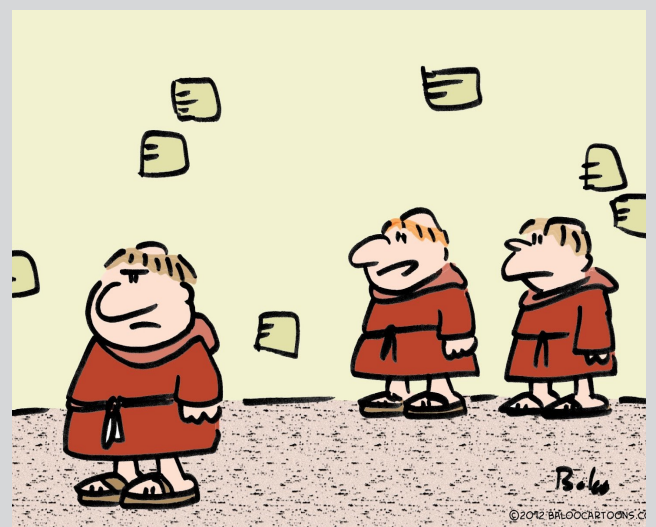
"A low carb diet is bad for you! One of my patients slipped on some bacon grease and broke her toe!"

"Hi Sarah, listen I only have a minute. I'm about to get picked up for a blind date, can you call me in a half hour just in case it's going bad? Yes? Ok great! We'll speak." Raquel gave herself a quick spray of perfume, checked herself out one more time in the mirror, and headed outside to wait for the guy. Sure enough after twenty minutes Raquel was discreetly checking her watch. After ten more long minutes her phone finally buzzed. Raquel listened for a few seconds, grimly pursed her lips, and turned to her date, "I feel terrible, but my Grandmother is terribly sick, and I must go home now." "No problem!" Said her date with a big grin, "in a few more minutes my dog was going to get run over!"

An Irish drunk staggered down the main street of the town. Somehow he managed to make it up the stairs to a cathedral and into the entrance, where he crashed from pew to pew, finally making his way to a side aisle and into a confessional. A priest had observed all this, and figured the fellow needed some help, so he entered his side of the confessional. After the priest sat there in deathly silence, he finally asked, "May I help you, my son?" "I dunno," came the drunk's voice from behind the partition. "You got any paper on your side?"

There were no two ways about it. Rosie was fat. Very fat. "Martha", said Rosie to her best friend, "it was terrible what happened yesterday after the birthday party. You know how half of the birthday cake was left over? Well, I knew Bob would be fuming at me for eating it, with my diet and all, but I couldn't help myself, it started with just a small nibble and before I knew it the whole cake was gone!" "Oh my!" clucked Martha, "was Bob really upset?" "He never found it", responded Rosie with a full double chin smile, "I just baked another cake and ate half of it!"

"Honey!" screamed my husband from our bedroom, "you MUST check this out! "What is it?" I hollered back from the kitchen. "You're not going to believe what I found when I was drilling a hole through the wall! I found a secret stash of bottles!" Just then I heard my daughters voice hollering from the bathroom, "I'm trying to brush my teeth in here! Who the hell is drilling a hole through the medicine cabinet!?"



"Brother Jerome has a problem with humility, but he can't bring himself to admit it."