

**ISSUED
31st AUGUST
2015**

HOP **HAVILAH** TOPICS

Residential Care & Retirement Living



HOP News

At the recent August Residents meeting some concerning items were raised by residents. Residents again reported that they had nearly been struck by co-residents riding on their personal mobility scooters within the HOP development.

This item had been raised earlier in the year and in response Havilah ran a story in the February edition of the HOP Topics newsletter and also supplied an Australian Government, Personal Mobility Safe Operation Handbook to help educate residents on the potential risks and injuries that can and do occur with these modes of transportation.

It is disappointing that the message has not been heeded by all residents. Havilah urges all residents who own a Scooter to please operate your devices in a safe manner and in accordance with the Safe Operation Handbook.

If any resident requires a replacement copy of the Safe Operation Handbook please contact Resident Liaison Keith.

Residents had also observed people of the general public walking their dogs off the lead through the HOP Development. To add insult to injury the dogs had also left calling cards on some residents lawns outside their units. Havilah asks residents to report incidents to the council's dog catcher and Resident Liaison Keith.

We ask residents not to approach these dog owners, but instead try to identify these individuals and report to Havilah so we can then take the appropriate action.

The speed limit within the HOP development is 10km per hour. 10km signs were recently installed to advertise to both Residents, and the general public the speed limit for site.

If residents have any issues please report them immediately by completing a Comments, Suggestion or Complaint form, or by reporting to one of the Havilah Management Team. We ask residents do not wait until the Resident Meetings to raise issues. Reporting issues immediately will ensure problems are dealt with in a timely manner.

MOBILITY DEVICES SAFETY

People who are mobile enough to operate mobility scooters but are challenged when walking distances generally use Mobility products. Mobility scooters are also known as Motorised Wheelchairs, Motor Chairs, Buggies or Gophers.

Most mobility Scooters are safe if used appropriately. But there is an emerging trend in Australia of death and serious injury associated with the use of mobility scooters, particularly among older people. Death and serious injury can occur when users do not have the necessary strength, physical ability and understanding to operate and manoeuvre mobility scooters safely, including:

- knowledge of safety procedures and the ability to exercise patience in crowded areas such as shopping centres
- enough hand strength and movement to use the controls, steer and turn the scooter
- the ability to turn head look to the side and behind
- balance when riding on bumpy or rough ground
- the ability to sit for periods of time and change the position of their body when going up and down inclines
- sound vision and hearing to notice vehicles and pedestrians approaching and to judge distances
- the ability to concentrate for the entire period of the journey and to react quickly enough to stop and turn suddenly if necessary

Statistics

- · 442 hospitalisations related to motorised mobility scooter fall injuries from July 2006 to June 2008
- · 62 identified fatalities related to motorised mobility scooters from July 2000 to August 2010 in Australia

Mobility Scooter Safety

Users should take care when riding a mobility scooter and observe the following safety guidelines:

General

- Stay within the legal speed limit of 10 km/h.
 - Be aware that taking medication or driving under the influence of alcohol may affect the user's judgement.
- If you are carrying parcels, ensure that the load will not over-balance your motorised mobility device and that the parcels do not interfere with your controls or vision.

Protective Gear

- Always make sure that you are clearly visible, particularly at night or on dull days-use the lights and reflectors and install a reflective safety flag at a height visible to motorists.
- Wear a bicycle helmet whenever possible.

Pedestrians and Footpaths

- **Always Slow down when you are near other people, especially pedestrians and cyclists.**
 - Avoid stopping or driving on inclines greater than your scooter's capabilities.
 - Use footpaths if possible. If there are no footpaths, plan to use quieter roads.
- Plan your trip and avoid uneven surfaces, dips and potholes.

It is the responsibility of all Residents living in the Havilah on Palmerston development who own and operate a personal mobility device to do so in a safe manner and ensure the safety of all residents living in our wonderful little community.

PLEASE ALWAYS BE CURTEOUS, THOUGHTFUL AND RESPECTFUL OF YOUR NEIGHBOURS

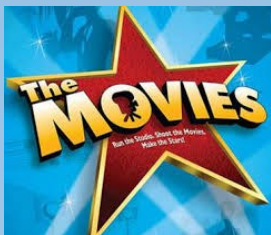
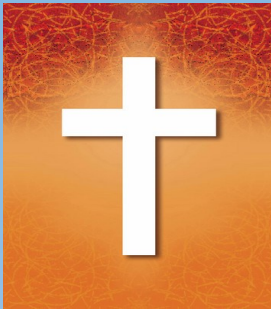
Contact Numbers For Palmerston St

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

- ♦ **Lifestyle Committee Meeting**
Thursday 18h September 2015 @ 2.45pm at the Community Centre , Meeting Room **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 20th August 2015.
- ♦ **Movie Night** - Will return on Monday the 5th October 2015.
- ♦ **500 Card Night** - Raglan House
Every 4th Wednesday of the month at 7.00pm
Next Game 26th August 2015 Tea & Coffee provided.
- ♦ **Havilah on Palmerston Independent Residents Meeting. (Held Bi-Monthly) Next Meeting**
Thursday 15th October 2015 at 2.45pm Room 7 of the Community Centre. **Coffee & Chat immediately after the meeting**
- ♦ **HAPPY HOUR**
Every Friday night in the Community Centre Function Room commencing at 5.00pm entertainment, finger food & drinks.
- ♦ **Sing-a-Long (Having a Break)**
With Cynthia Jarratt, Bob Osborne and the residents of Raglan House will be having a break for the next 3 months and will Return in December for the Christmas Carol Edition..
- ♦ **Carpet Bowls**
Every Friday 10.30am in Raglan House at The Neill St End with June Gillespie, Anne Stuart & Val Marks



HOP CHURCH SERVICES



- ♦ **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



AFL 2015 SEASON FOOTY TIPPING COMPETITION



The Footy tipping competition for the home and away season is nearly over with 1 round to go. Dorrie Duffin has a handy lead of 5 and it will take a mighty effort for the chasing packing to over take her. Time will tell.

Presentations to the winners will be at Happy Hour on Friday the 11th of September.

In Round 22 Shirley Huggett and Dorothy Sharp correctly tipped all 9 winners. Congratulations folks you win \$10.00 for your fine effort.

Good Luck to all and remember to get your tips in before the 1st game each week. For those residents who forget to pick on any given week, they will receive the Away Teams.

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.

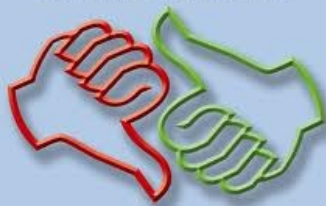


**To arrange an appointment with Sharon Hodgson Havilah Foot-Care Nurse
You can call Havilah Harkness St, Reception Monday to Friday between
9.00am & 4.00pm on 5461 7387 leave your details and Sharon will return your
call to confirm an appointment time and date.**

Sharon can also refer and arrange an appointment for residents with Podiatrist Debbie Rothsay.

[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** 54 617381 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



JUSTICE OF THE PEACE

There are 2 Justice's of the peace living in the Havilah On Palmerston Community.

If residents 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

(Currently Away) Terry Simpson Mobile. 0419 737 837

Email: terryhsimpson@gmail.com

Nuisance Phone Calls

At the Last Residents meeting, Residents reported they had receive phone calls from persons claiming they represented Banks. That money had been taken from their account by mistake and required your Banking details to credit the money into your account. 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	Kelsey Hooper	dhs@havilah.org.au
Food Services Manger	Di Jackson	di.jackson@havilah.org.au

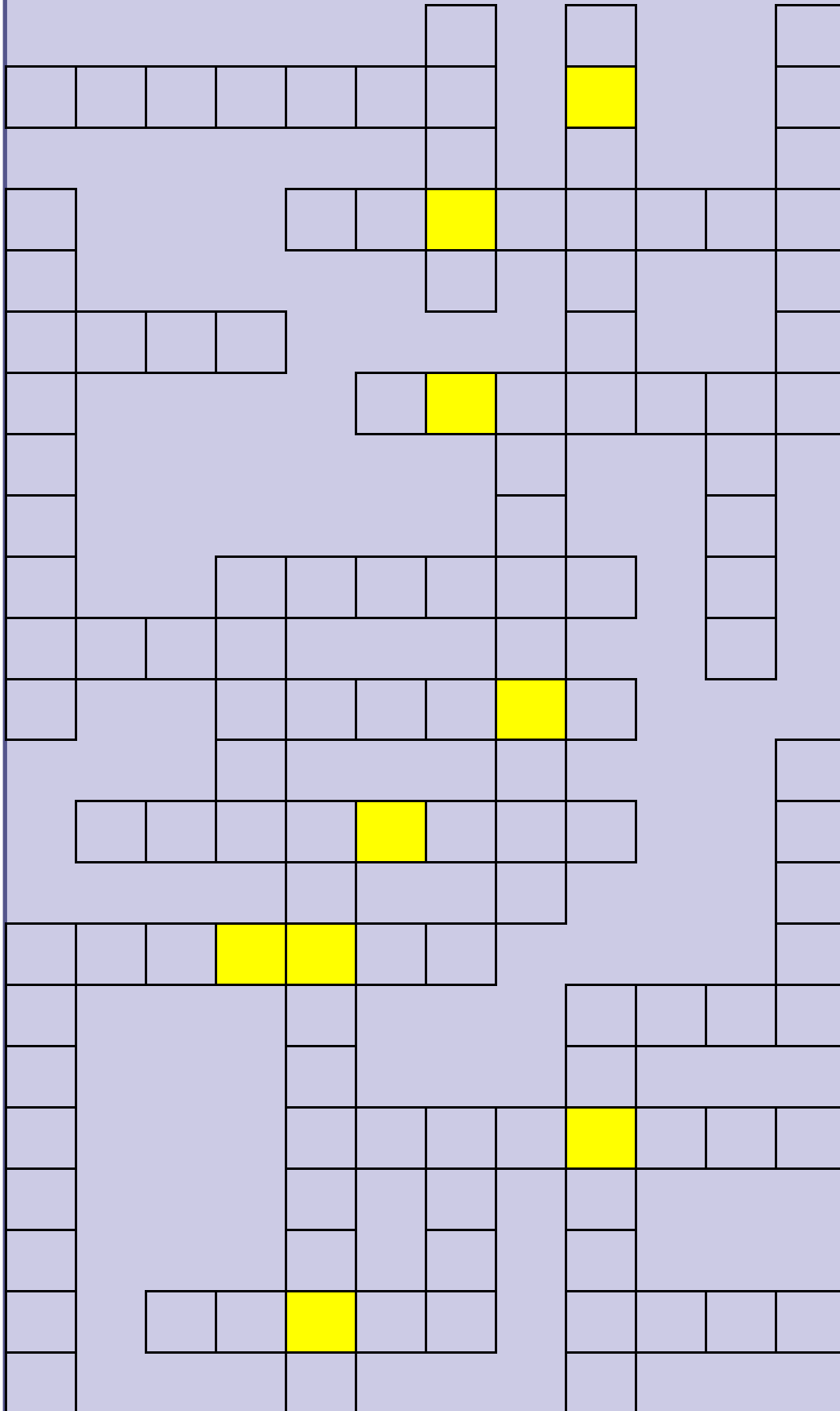
EFTPOS

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.9

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



4 letter words

DOVE
IBIS
LION
SEAL
TUNA

5 letter words

EAGLE
HYENA
LLAMA
MOUSE
ZEBRA

6 letter words

ALPACA
LIZARD

7 letter words

DOLPHIN
LOBSTER
MANATEE
OCTOPUS
PANTHER
SARDINE

8 letter words

ANACONDA
ANTELOPE
MARMOSET
STARFISH

9 letter words

BARRACUDA
JELLYFISH

10 letter word
CHIMPANZEE

WORD SEARCH - MOVIES

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

ADAPTATION, AGAINST THE ROPES, ALIEN, ALONG CAME POLLY, AMADEUS, ANNIE HALL, BABE, BASIC INSTINCT, BEN HUR, BIG FISH, BRAVEHEART, CABARET, CASABLANCA, CHICAGO, CONFIDENCE, DAREDEVIL, DIE HARD, DR ZHIVAGO, EVITA, GHANDI, GHOSTBUSTERS, GLADIATOR, GOLDFINGER, INSOMNIA, IRIS, JAWS, LANTANA, LOST IN TRANSLATION, MAD MAX, MIRACLE, MR DEEDS, NETWORK, PEARL HARBOR, PLATOON, PSYCHO, ROCKY, SIGNS, STAR WARS, THE LORD OF THE RINGS, THE STING.

Hav-A-Laugh

An old man went to the Doctor complaining that his wife could barely hear. The Doctor suggested a test to find out the extent of the problem. "Stand far behind her and ask her a question, and then slowly move up and see how far away you are when she first responds." The old man excited to finally be working on a solution for the problem, runs home and sees his wife preparing supper. "Honey" the man asks standing around 20 feet away "what's for supper?" After receiving no response he tried it again 15 feet away, and again no response. Then again at 10 feet away and again no response. Finally he was 5 feet away "**honey what's for supper?**" She replies "**For the fourth time it's lasagna!**"

I recently asked a friend, 'Has your son decided what he wants to be when he grows up?'

'Yes, he wants to be a garbage collector', my friend replied.

I had to think about that one for a moment. 'That's a rather strange ambition to have for a career,' I finally managed to reply.

'Well,' said the boy's father, 'he thinks that garbage collectors only work on Tuesdays'.

