

Volunteer **B**uzz



Hi from **Stacey**

Resthaven Aberfoyle Park

It is very exciting that our newest home at Aberfoyle Park is now open, with residents gradually moving in. Residents, staff and volunteers have been exploring and getting to know and enjoy this beautiful environment together. As the blossoms are blooming (as shown in the bus trip photo to the right), so is Aberfoyle Park.

Feedback

I thank all respondents for your feedback on the Volunteer 'High Teas', the Movie Day, and Information and Learning topics. A summary of this feedback is on page 11.

What is Important?

Over the last 12 months, Resthaven asked customers, "What is important to you?".

Customers said, 'Resthaven understands me and shows me respect', and 'I have good relationships with staff and volunteers'. A summary of what they told us is on page 11.

As volunteers, each of you plays an important role in supporting individuals, by listening, acknowledging and sharing experiences together. These connections are meaningful and purposeful for people, and demonstrate our values of trust, dignity and choice, in action.

You are integral to Resthaven, the services and support we provide, and we whole heartedly thank you!

Stacey Thompson

Manager,
Volunteer Services



Spring is in the air!

Blossoms are 'springing' into life across Adelaide, and what better way to enjoy them than by a trip on the Resthaven bus!

The photos (below) were taken at Willunga Hill in late August, just as the cherry blossoms were blooming. What a beautiful sight!

The photo at the bottom was taken at Normanville, early in September.

Thank you to the Resthaven Volunteer Bus Driver team for the joy you bring.



Statement of Purpose

Working together: outstanding care and support for older people and their carers.

Our Values

- Trust
- Dignity
- Choice

Resthaven is a richly diverse South Australian community founded on the principles of inclusion and unity, embracing and respecting each person's beliefs, culture, language, background, lifestyle, life experience and values.

Volunteer Services

P 8373 9036
 E sthompson@resthaven.asn.au
 jpigrim@resthaven.asn.au
 volunteer@resthaven.asn.au
 PO Box 327, Unley SA 5061

In this Issue...

From the CEO 2
 Building Update 5
 Residential Services..... 6
 Community Services..... 7
 Chaplaincy 8
 Site Artworks 8
 Work Health and Safety 9
 Out and About 10
 Customer Engagement 11
 Volunteer Feedback..... 11

From the CEO



Above (L-R): Ben Sarre (Deputy Board President), David Norton (Executive Manager Finance & Corporate Services), Darren Birbeck (Board Treasurer), Wendy Morey (EM Workforce Development & Governance), Tina Cooper (EM Residential Services), Sue McKechnie (EM Community Services), Richard Hearn (CEO), Leonie Robson (Senior Manager Clinical Services), Lee Sando (Board Member), and Lynn Openshaw (Manager Service Development) celebrate Resthaven's award win.

Double Award Win!

On Friday 27 July, Resthaven was named Aged Care Provider of the Year for South Australia at the 2018 Aged & Community Services Australia (ACSA) SA & NT Aged Care Awards.

On Thursday 23 August, Resthaven was honoured to be awarded the 2018 Better Practice Commendation Award for the project, 'Restoring Older People's Lives', at the Australian Aged Care Quality Agency's (Quality Agency) Better Practice Awards reception in Sydney.

Restorative Care Packages enable people to access rehabilitation and wellness support to help them retain independence. Resthaven Marion Community Services offer this program.

Better Practice Awards are presented each year for projects, initiatives or programs that act as exemplars for other aged care service providers to assist and to encourage improvement to care and services. The Better Practice Awards recognise and disseminate better practice and innovation across the broad spectrum of aged care services.

I am really pleased with these awards, in that they give recognition to the great and sustained efforts of Resthaven staff and volunteers in their care and genuine relationships with the individuals who invite us to work with them in supporting their quality of life.

Also pleasing is the importance placed on supporting individuals to remain as independent and active as possible, despite the health challenges that many people live with.

Below: Richard Hearn (CEO) and Melanie Howard (Acting Executive Manager, Community Services) with Resthaven's Better Practice award.



From the CEO

New Political Landscape

Australia has a new Prime Minister, Mr Scott Morrison MP. I was pleased to see that the current Minister for Ageing, Hon Ken Wyatt AM MP, retained his portfolio in the recent cabinet reshuffle that subsequently occurred. Mr Wyatt's recent interactions with Resthaven include:

- A visit to Resthaven Bellevue Heights, together with local member, Nicole Flint MP, to host a 'round table' session with retirement living residents
- A door stop media announcement at Resthaven Leabrook related to changes to aged care quality and legislation, before participating in a resident fitness class, joined by State Minister Stephen Wade and Senator Anne Ruston
- A meeting at Strathalbyn hosted by Rebekha Sharkie MP, where I was able to meet with the minister along with other Aged and Community Services members
- Meeting with other aged care peak bodies in Parliament House in Canberra at an open 'question and answer' session (also included in this event was the ALP Shadow Minister, Julie Collins MP).

I will continue to advocate on behalf of older people with our government representatives and other Members of Parliament.

Industry Update

In June, as Chairman of the UnitingCare Australia National Aged Care Network, I visited Kununurra, in Australia's far north-west, with other network representatives.

There is no doubt about the importance of living in your own environment amongst family and community supports. However, the logistics of providing services to isolated communities over vast distances are significant, as is the difficulty in attracting the staff and volunteer workforce. The need is beyond the support currently provided by government in such remote areas.

The challenge for those living in remote Australia is even greater. Yet they are no less deserving of quality aged care, to remain in their communities, and on their land.

The sustainability and accessibility of quality residential aged care is also very important. Again, it is even more difficult in rural and remote Australia, where economies of scale cannot be achieved. Sustainability has been a key area of concern for providers. This is because of cuts to indexation in residential services in the last and current financial years, plus increases in the national minimum wage for aged care workers that are higher than the Consumer Price Index (CPI).

Recent data indicates that more than 108,000 older individuals are assessed and approved for a home care package but are not receiving the level of support they require.

I encourage Federal Members of Parliament to support industry calls for additional funding assistance in residential services, a far greater response to home care packages than the increase offered in the May budget, and take particular regard to the needs of services in rural and remote areas.

A topic currently attracting media attention is the publishing of staff ratios. Resthaven argues that publishing staff ratios is not as simple as it is being portrayed in some discourses.

Aged care providers fund and plan staffing levels around a complex system based on the level of care required by individuals, the experience and skill levels of staff rostered on, natural staff income variance, extra government funding received for select services, and a number of other continually changing variables. For this reason, staff ratios are not able to be fixed at any certain level, as our focus on individualised services creates a naturally variable staff ratio in each home, and in each area within that home.

Enforced publishing of staff ratios does not take into consideration any of these complex factors, and we argue that it oversimplifies this complex issue, and does not provide comparable information for the consumer in their consideration.

Aged Care Reforms

The Minister for Ageing, Hon Ken Wyatt AM MP, announced a new Aged Care Quality and Safety Commission, to operate from January 2019, assuming legislation to implement this is passed in parliament (not yet passed at the time of writing).

The new Commission will combine the functions of the current Australian Aged Care Quality Agency, the Aged Care Complaints Commissioner, and the aged care regulatory role of the Department of Health.

To maintain approval to receive Commonwealth funding, residential aged care homes must currently comply with four standards comprising 44 expected outcomes, with the new Aged Care Quality Standards being a set of eight standards with many additional requirements. These new standards have been announced for residential and home care services and are proposed to commence in July 2019. In conjunction, new User Rights Principles are being developed by the government.

Until this change, Home Care services will continue to undergo a three-yearly quality framework review, which will also involve feedback from consumers.

Continued page 4...

From the **CEO** (continued)

Unannounced visits for the full re-accreditation audit for residential aged care homes commenced on 1 July 2018. Resthaven residential services are due to receive these re accreditation review audits during 2019. You may already be aware that the Australian Aged Care Quality Agency has been undertaking unannounced assessment contact visits for some time, but this change now means that all visits will be unannounced.

Several advocates and stakeholders, who do not manage aged care homes, have wanted unannounced visits, which has now been adopted by Government. However, we have raised concerns. Unannounced visits not only make it difficult for residents and their carers to participate in the process, but also means that key staff may not be present on the day that a visit occurs. We think it is reasonable that staff should be able to plan and prepare for such a key accreditation process.

Working in Aged Care

It is important to me to ensure that the public discourse about working in aged care is balanced, to ensure that the value of working in aged care is not diminished. We appreciate the diversity of individuals who choose to work and volunteer in aged care.

I find my work with Resthaven very rewarding, and I observe this in so many other people who work in aged care. It is time that this work is heralded and praised by government, and in the wider community, in affirming that it is valued.

Funding to ensure sustainability is very important, as we seek to balance staffing levels, community expectations, and our focus to achieve quality outcomes. Linked to this is the importance of quality tertiary education from the university and vocational sectors.



Above: Khun Navaret and Dr Chat Vanaprucks enjoy a tour of Resthaven Mitcham with Manager Residential Services, Mandy Hutchinson, and Coordinating Chaplain, Rev Sil Hein.

Both federal and state governments must ensure that there are pathways for graduate nurses in the non-government sector, particularly with a significant number of Australia's nurses soon reaching retirement. Resthaven does its part by funding scholarships at all three South Australian universities, and supporting and providing a positive learning experience for students when they undertake a placement with us.

International Relations

Resthaven continues to nurture its international relationships, recently welcoming a family of aged care professionals from Thailand. Dr Chat Vanaprucks of Bangkok had attended the Resthaven co-hosted '2017 Active Ageing—Learning from our Friends' conference in Thailand last year.

In Adelaide, Dr Chat was accompanied by his son, Khun Kaan, and his wife, Khun Navarat, who is the manager of their aged care homes.

Upon arrival at Head Office, our guests met with me, before heading over to Resthaven Mitcham for a tour of this newly-redeveloped site (above), where they were very impressed, particularly with the new multifunctional hall, and common areas.

They were interested to see the functions of Lane Cottage, a Community Respite cottage co-located at Resthaven Mitcham. They loved the warm feel of the cottage and the person-centred model they use.

I am always amazed at what visitors take away from seeing our services and people in action, and am pleased about the innovations we inspire for colleagues from overseas to consider.

Keep safe,

Richard Hearn
Chief Executive Officer

Building Update



A number of major capital works projects are complete, or nearly so. What a busy few years we have had!

The Resthaven Mitcham redevelopment was completed in June, Resthaven Aberfoyle Park opened in July, and the new reception area at Resthaven Westbourne Park is now open. Resthaven Murray Bridge residential and community services projects will be completed later this year.

Resthaven Mitcham

The new reception entry and car park are now complete, and the site looks great. The new Banksia extension has six new rooms, with the existing rooms having had a ‘touch up’.

The new sculpture by artist, Gerry McMahon, (see page 8) has received wonderful reviews, and is much loved by residents.

Resthaven Murray Bridge

Stage 3 of the Resthaven Murray Bridge redevelopment is progressing well. The superstructure is quite the sight from Swanport Road!

The redevelopment is expected to be completed in November 2018.

Resthaven Murray Bridge, Hills & Fleurieu Community Services

The new Resthaven Murray Bridge, Hills & Fleurieu Community Services building is speeding along. The main superstructure has been erected and roofing is complete.

The new centre is located next to Resthaven Murray Bridge, to bring Resthaven Murray Bridge, Hills & Fleurieu Community Services activities and team under one purpose built centre. The project is due for completion in late 2018.

Resthaven Westbourne Park

The Resthaven Westbourne Park project is currently being finalised. The reception and café area (above) were handed over on 27 July, and the area is looking light and airy. Residents moved into the new area in August. Other works in Opal, Jade and Hampton continue.

It’s been a mammoth few years of Resthaven building projects. It’s now time to enjoy the spring weather.

Emmet O’Donovan, Manager, Building and Capital Projects



Residential Services

Resthaven Aberfoyle Park

On Thursday 12 July, Resthaven's brand new home at 100 Hub Drive, Aberfoyle Park, opened to the public. It was a huge success and a sensational effort.

With more than 500 people attending to check out our beautiful building, feedback was nothing short of amazing. Resthaven Board Members who attended were also most impressed.

Having commenced operations on Monday 16 July, the first residents have moved in, and are enjoying their new home.

Accreditation

In July, both Resthaven Malvern and Westbourne Park had unannounced visits from the Australian Aged Care Quality Agency. I am pleased to report that feedback from the surveyors was very positive, and all expected outcomes were recommended as being met at both sites.

This is a great achievement for the site teams—well done.

Staff Movements

Pardeep Singh has been appointed to the role of Care Coordinator at Resthaven Craigmore. Pardeep most recently worked as Resthaven Relieving Care Coordinator



Congratulations to Lauren Brannen, who has been appointed to the role of Relieving Coordinator Housekeeping Services. Lauren comes to us from



Resthaven Port Elliot, where she worked as the site Cook.

Rev Dr Bruce Grindlay has joined Resthaven Aberfoyle Park as Coordinating Chaplain. Bruce will continue his current role of Coordinating Chaplain at Resthaven Marion.



Resthaven Paradise: Koala Approved

A local koala was so impressed with the recent refurbishment at Resthaven Paradise that he tried to move in!

Manager, Belle Kerr, recalled how one of their many site koalas had kept an eye on proceedings throughout the works. When a new automatic door was installed from the new lounge area into the gardens, he saw his chance for a private inspection, and wandered in!

The Resthaven Paradise upgrade included the refurbishment of resident rooms and common areas, improved resident access, and a new undercover gopher storage area. It also includes a new family space, with outdoor seating, a barbeque and 'hide and seek' garden.

This has all taken place under the watchful eye of the site koala, who sits in his gum tree making sure everyone is where they're meant to be!



Until next time,

Tina Cooper

Executive Manager, Residential Services



Community Services

SALA Festival Entry

Guests at Resthaven's Lane Cottage have created a range of individual and collective art works during respite stays, which featured in a 2018 SALA Festival exhibition titled 'Art in the (re)Cycle Lane'.

The works are described as 'The transformation of old, recycled items into contemporary works of art created by older people participating in respite services in Adelaide's southern metropolitan area.'

The exhibition was held from Monday 27 August to Friday 31 August, 1.30-4pm, at Resthaven's Lane Cottages, at Truro Avenue, Kingswood. Well done to all involved in this fantastic exhibition.

Refurbished Site Gym

Clients of Resthaven Northern Community Services are reaping the benefits of the newly refurbished site gym (below).

The site gym, which was established when the site opened in 2004, recently underwent a significant expansion and refurbishment. Clients are enjoying the range of new equipment in this large, modern space.



Above: Community Respite Services clients and staff work on the 'Art in the (re)Cycle Lane' exhibition (L-R) Marlene (client), with Home Support Workers, Lorraine and Renata.

New Community Services Office at Mount Gambier

With continued demand for quality aged care support at home, Resthaven is expanding our services by adding a new outreach office for community services staff at 15B James Street, Mount Gambier.

The new office will complement our main community service office at Gordon Street, Naracoorte, and our other outreach office in Millicent.

It will be a little while before works to the new office are complete. At this stage, the plan is that staff will be located in the office in around October-November.



Resource for Carers

Our very popular booklet for carers, 'With a Little Help', first published in 2010, has been reprinted due to popular demand. If you would like a free copy, please speak with reception, or email pr@resthaven.asn.au.

This booklet was conceived by Resthaven's Carer's Advisory Group.

Sue McKechnie
Executive Manager,
Community Services



Chaplaincy

'Shine a Light'

Leading up to Christmas when I was 20 years old, a friend who I'd just recently got to know, presented me with what would turn out to be one of the most precious gifts I've ever received.

It wasn't shiny and bright, and it wasn't expensive. It was a simple, home-made candle.

It was red, and stood 8-10cms tall. It meant a lot to me because of the effort that the giver had put into making the candle, just for me.

Over the intervening decades, the candle accompanied me to the various places I've lived. Like me, over time, it has shown signs of ageing, and wear and tear.

It's been dropped on the ground, and left with scratches and dents.

It's been left too long on the back seat of a car on a hot day, resulting

in a candle that has become quite misshapen—flat on one side, and leaning like the Tower of Pisa.

And yet, despite the candle now taking on a quite dishevelled form, it still performs its most important function as well as it did all those years ago, which is to shine brightly.

As we get older, we may feel a bit dishevelled, a bit 'knocked around' by life's circumstances, but the light and spirit of life can still shine in us as it always has.

May our light bring joy and hope to our neighbours and ourselves, always.

Rev Dr Trevor Whitney
*Coordinating Chaplain,
Resthaven Craigmore*



Site Artworks



Above: 'Feeding the ducks' at Resthaven Mitcham.

The new statue at Resthaven Mitcham (above) is the latest by South Australian sculptor, Gerry McMahon, installed at a Resthaven home. All of Gerry's statues focus on positive intergenerational interactions.

Gerry's artworks also feature at Resthaven Mount Gambier, Head Office, Port Elliot, and Aberfoyle Park.



Right: 'Hikers' at Resthaven Aberfoyle Park.

'Spiritual Care in a Diverse World' Seminar



On 20 June, Resthaven Mount Gambier and Meaningful Ageing Australia co-hosted a seminar for people who work with or care for older people in the local community.

This session engaged employees and volunteers (left) in a process of developing and deepening understandings of spirituality and spiritual care to support the development of confidence in providing basic spiritual care, and discerning when to refer to a skilled practitioner.

For more information and resources about this valuable program, visit the website: <https://meaningfulageing.org.au>.

Work Health and Safety

Hazard Identification

There are many hazards in the aged care environment. However, with some forethought and care, you can identify and report hazards to make your work environment safer for everyone.

One such hazard is working in close proximity to mobile plants, such as delivery vehicles.

Risks of 'mobile plants' may include pedestrian movement near vehicles, reversing and manoeuvring, arrivals or departures, loading or unloading, hitching or unhitching trailers, lowering ramps, mounting or dismounting from vehicles, securing of loads, movement of materials and maintenance work.

Food Safety

A reminder to be aware of individual food and dietary requirements. We cannot provide food or drink to someone unless we know it is safe for them.

Staff will provide you with information about individuals. If you are ever unsure, please double check before providing food or drink.

Please check even if you have seen staff providing a certain kind of food, as individual circumstances may vary.

For example, staff may have provided a piece of cake to a resident during a birthday party, so would assume they can always have cake. However, they may have diabetes, so too much cake may not be good for them.

Please ask the staff you work with for more information, and refer to pages 18-19 of your Volunteer Handbook.

Infection Control

The best way to prevent the spread of germs is by washing your hands.

We recommend you wash your hands when you arrive on site,

before you leave, and often during your stay, depending on what you are doing. This includes after using the toilet, sneezing, blowing your nose, coughing, or using gloves.

Hand washing tips:

- It takes 20-30 seconds to wash your hands properly.
- It is important to wash your hands under running water, and with soap.
- Cover the whole surface of your hands.
- The common areas that people miss include between the fingers, backs of hands, nails and cuticles, and going far enough down the wrist.
- If you are right-handed, you may have a tendency to miss your right thumb, and likewise, you may miss your left thumb if you are left-handed.
- Dry your hands properly.
- The hand washing routine takes roughly the same amount of time as to sing 'Happy Birthday'.

Dementia Awareness Month

It's Dementia Awareness Month!

This year's theme is 'Small actions - Big difference'.

Every year, September is the month that Dementia Australia campaigns nationally to raise awareness.

Its aim is to encourage all Australians to become more aware of dementia, to get a better understanding of what it is like to live with dementia, and how we can support people living with dementia.

Resthaven supports this cause and promotes awareness raising.

At Resthaven Marion, a dementia information display features in the foyer. Volunteer, Jane Juckers, is pictured perusing the display and information.

Jane is completing Certificate IV in Leisure and Lifestyle, and is finding the information very helpful and relevant to her studies.

For more information visit <https://www.dementia.org.au/dementia-awareness-month>



'Brain Teaser' Solution (from page 11):
 1) Seven seas 2) Split level 3) Forgive and forget 4) Missing you 5) Downtown 6) Lucky break 7) He's beside himself 8) See through blouse 9) First aid 10) West Indies 11) Six feet underground 12) Backward glance 13) Tricycle 14) Reading between the lines 15) Cross roads.

Out and About



Cultural Happy Hours

Joan Cooper supports the Happy Hours at Resthaven Mount Gambier, which have a different cultural theme each time. Recently, Joan got into the spirit of the 'French' theme with a festive beret!

Christmas in July

In July, almost 90 residents, staff, volunteers, families and friends enjoyed a festive 'Christmas in July' celebration at Resthaven Marion.

There were decorations, festive hats, and delicious food, along with a live band.

My thanks to the Lifestyle staff and volunteers for making this wonderful event such a great success.

Merry Christmas (in July) to all!



Annual Memorial Service

June Genders played an important role in the Annual Memorial Service at Resthaven Leabrook in June, enhancing the service with her beautiful piano playing. Annual Memorial Services are held at all residential sites each year.

Visiting Pets Bring Joy

Daphne Young delights residents at Resthaven Murray Bridge when she visits with her dog, 'Muppet'.

Resthaven Marion features on Network Ten in October!

Watch Network Ten's 'Australia by Design—Landscapes', at 3pm on Sunday 14 October, when Resthaven Marion's Warrabee Garden will feature. It was filmed in May.



“ People don't care how much you know until they know how much you care. ”

Theodore Roosevelt

Customer Engagement

Over the last 12 months, Resthaven asked customers: **“WHAT IS IMPORTANT TO YOU?”**
They said ...

| | | | |
|--|--|---|---|
|  <i>Resthaven communicates with me regularly</i> |  Resthaven UNDERSTANDS me and shows RESPECT | | <i>I can plan my future</i>  |
|  My family and friends are involved when required | SUPPORT meets my needs and preferences |  Staff/volunteers are aware of how my services should be delivered |  TECHNOLOGY can enhance my experience if I choose |
| Services can be easily changed to suit my situation |  <i>I am happy with what we achieve together</i> |  The person I care for is provided with the best support |  Services are provided in a way I like |
| I feel suitably comfortable and secure |  OPTIONS are discussed in consultation with me |  I have good relationships with staff & volunteers | |

Volunteer Feedback

‘Gracias’ to the 43 respondents to the Volunteer Survey. A selection of your responses are listed below.

Volunteer High Tea

Approximately 97% of respondents advised they enjoyed the High Tea events, with most commenting that meeting and engaging with others as the favoured aspect. 93% indicated they prefer these events to a different event. Comments included:

- Excellent, had a great time
- We really believe that all the fuss, time of staff given to such events and expense are not necessary.
- I do not think a long time is a good idea. It is harder to mix and talk to everyone.
- Good venue and quality food.
- Not my “cup of tea”.
- Always a pleasurable time. I enjoy meeting other volunteers that I don’t see when I volunteer.

- It was nice to meet other volunteers and chat!
- I enjoyed the afternoon with friends and new friends.

Movie Day

For those who responded who attended the Movie Day, 97% advised they enjoyed the movie session. Comments and suggestions included:

- Great idea, nice to be recognised.
- Really enjoyed afternoon, movie and delicious afternoon tea!
- Great choice of movie.
- Cinema seats at Mitcham very comfortable.
- Enjoyed the outing, and the icecream and having a cuppa! Very good.
- Personally wasn’t interested in that film...went last year though. It’s a lovely idea.
- I find it hard these days to see a decent movie.

Information and Learning Topics

Two people indicated they would like more information on dementia and sensory challenges, three on manual handling, one on compulsory reporting and serious incident notification, two on infection control, one on food safety, one on hazard identification and two on fire and emergency information. Comments and suggestions included:

- Brochures to keep for reference.
- Talk sessions together as stays in brain better.
- Easy access and parking at venue.
- Happy with all the topics listed and provided.

This feedback is very helpful and, consequently, we want to explore holding group sessions next year on dementia, with interaction and general discussion time. We will also explore online resources and podcast options.

Volunteer **Featured** Opportunities

Site Shops provide goods for residents independent selection and purchase, and a social hub with great customer service by volunteers.

Locations and Openings

Craigmore

Jan has been operating the shop for 10 years, and will be moving at the end of this year. She would like to hand over the reins to a new team.

Times and days are flexible.

Paradise

Times and days are flexible.

Leabrook

Tuesdays and Fridays, 10–11:30am on occasion when needed.

Volunteers are also needed for **Sunday Afternoon Teas**, 2:30–3pm, following Sunday Service, every 1st and 3rd Sunday of the month.



Mitcham

Fridays, 10–12pm, fortnightly.

Westbourne Park

1st and 2nd Wednesdays of the month, 10–12pm.

Aberfoyle Park

Opening Soon. Watch this space!



For more information, phone Volunteer Services on 8373 9036, email volunteer@resthaven.asn.au, or visit the 'volunteering' page of the Resthaven website: www.resthaven.asn.au.

Thanks for spreading the word to family, friends and neighbours.

Brain Teasers

Can you guess them all? Solution page 9.

| | | | | |
|---|---------------------|---|---------------------------------|--|
| 1 CCCCCCC | 2 LE / VEL | 3 GIVE GET GIVE GET GIVE GET GIVE GET | 4 ABCDEFGHIJKLMNOPQRSTUVWXYZ | 5 T O W N |
| 6 LU CKY | 7 HE'S / HIMSELF | 8 BLOUSE | 9 AID ← AID AID | 10 W D D D S T |
| 11 GROUND FEET FEET FEET FEET FEET FEET | 12 ECNALG | 13 CYCLE CYCLE CYCLE | 14 R E A D I N G | 15 R O A D S R O A D S D S |