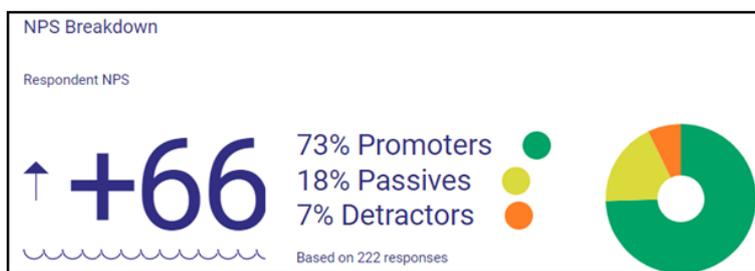


### 2023 Retirement Living Resident Survey Results

Thank-you so much to the 222 Residents who completed Surveys this year, This is an even higher response than last year! Your time in sharing feedback is really appreciated and helps us improve as an organisation by highlighting areas we need to review and also provides us with an opportunity to share uplifting and warm feedback with our staff.

The survey data is all entered into the Carepage software, and the results are independently analysed and produced into a percentage satisfaction for each question (see table below) and then an overall net promotor score (NPS). The NPS is a tool used worldwide by many industries that is directly related to the question asking if you were likely to recommend their service. It is calculated by the number of people who would recommend you (promoters) less the number that would not (detractors). Generally speaking, anything above 0 is good, above 20 is great and above 50 is amazing. Our score of +66 is exceptionally high for this kind of indicator.



The survey contained 15 questions where we asked you to rate your satisfaction with topics covering different aspects of Village life and 8 questions where we asked you to provide a written response about how we could improve on each topic. The rating questions results are in the table below and Dawn, our Village Manager has the written responses that will be shared with the Residents’ Committee and our other Department Managers for follow up and inclusion in our overall improvement program.

<b>1. Staff treat you with respect</b>	<b>2. Feel safe and secure living here</b>	<b>3. Overall satisfaction with how the village is run and operated</b>	<b>5. Rate the amenities available to you in the village</b>	<b>7. Satisfied with the activities, events, and outings.</b>
99.1%	99.5%	94.6%	92.3%	88.7%
<b>9. Satisfied with the Residents’ Committee</b>	<b>11. Service provided by our Village Manager</b>	<b>13. Service provided by Community Centre Receptionists</b>	<b>15. Service provided by our Finance, Accounts and Billing team</b>	<b>17. Service provided by our Gardens and Lawn-mowing team</b>
87.3%	82.1%	96.8%	88.6%	80.6%
<b>18. Service provided by the Maintenance Team</b>	<b>19. Satisfied are you with the maintenance and repairs in this village</b>	<b>21. Service provided by our Village Nurses</b>	<b>23. Overall Satisfaction</b>	<b>24. Overall happiness and life satisfaction improved</b>
96.4%	95.5%	95.5%	98.2%	82%

You don’t need to wait for a survey to share your thoughts, you can provide feedback any time using the links on our website [www.villagebaxter.au/feedback](http://www.villagebaxter.au/feedback) or via the paper forms available in the reception areas.

Stay warm and safe as winter begins. If you use an electric blanket, please make sure it is still in excellent condition and the cords are not frayed or cracking. If yours is more than a couple of winters old, please consider replacing it - Kmart, Big W, Woolworths, Bunnings etc all have very affordable ones under \$40.

**Kim Jackson** Chief Executive Officer.



## *Announcements*

### ⇒ *Welcome* ⇐

We welcome the following new residents and wish them well in their new home.

Peggy Cleary—Suite 830

Bruce & Diane Johnstone—Unit 52

Frank & Lorraine Bradley—Unit 53

Michelle Ficnerski—Unit 244

### ⇒ *Congratulations* ⇐

The following Resident has achieved memorable years of occupancy.

***10 Years***

***15 Years***

***20 Years***

Peter Lowen

### ⇒ *Transfers* ⇐

The following residents have transferred within the ILU, to the Manor, an Apartment, or to the Community.

We wish them well in their new home.

***Community***

***Manor***

Norma Greenwood

### ⇒ *In Memory* ⇐

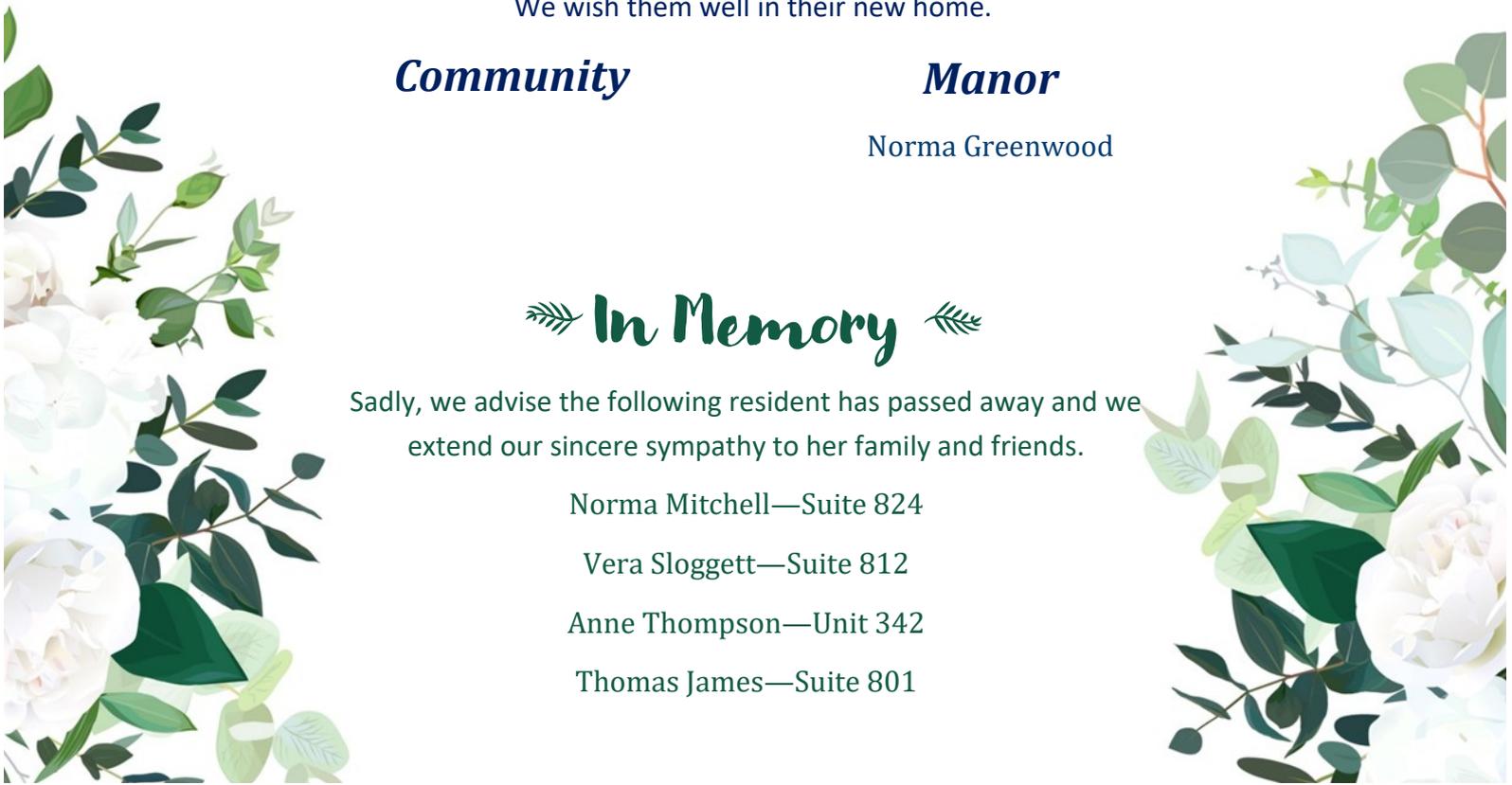
Sadly, we advise the following resident has passed away and we extend our sincere sympathy to her family and friends.

Norma Mitchell—Suite 824

Vera Sloggett—Suite 812

Anne Thompson—Unit 342

Thomas James—Suite 801





# FROM THE VILLAGE MANAGER



Welcome to our June '23 edition of the Village Voice.

## BUS SERVICES to Café W - Grant Centre

Residents wishing to visit the café for lunch or coffee, a reminder the village bus leaves

The Village from (Stops 9-1) to the Grant Centre

@ 10.45am & 11.25am

& Returns from Grant to (Stops 1-9) @ 1pm.

Gives you plenty of time to enjoy lunch and/or coffee with friends!

## CAFÉ Testimonials

Café W has been in operation here in the Village for approx. 5 months now!

I'd welcome any testimonials and feedback from our residents on their experience.

Please either email me at [villagemanager@villagebaxter.com](mailto:villagemanager@villagebaxter.com)

or send me your thoughts.

I will look at publishing testimonials in the next edition of our Village Voice.

## As Winter Approaches....

Brrrrrrrr the temperature has definitely dropped as we head into winter.

There are many cold and flu remedies, my favorite is garlic... it has amazing immune support qualities.

I love it as garlic bread, I cook with it and I believe it helps me stay healthy over the colder winter months. :)

Warm Regards

Dawn Tanner  
Village Manager

## WINTER REMEDIES

**COLD & COUGH**  
=  
**ONION**



cut some onion and soak it in some water. Drink this water to soothe cough & cold

**DRY HAIR**  
=  
**ALOE VERA**



Due to its moisturizing properties aloe vera treats dry hair.



**SORE THROAT**  
=  
**PEPPERMINT**

Peppermint tea can naturally numb your throat and alleviate your pain



**FLU**  
=  
**TURMERIC**

Make turmeric tea that has antiseptic, anti-fungal effects to fight cold, flu and seasonal diseases.

**DRY SKIN**  
=  
**SHEA BUTTER**



shea butter heals and protects dry winter skin

**WINTER TONIC**  
=  
**CINNAMON**



make this warming bedtime drink for healthy winter

**STUFFY NOSE**  
=  
**STEAM**



steam can thin mucus and help it drain from your nose.

**SINUS**  
=  
**APPLE CIDER VINEGAR**



It clears up the passageways and supplies good antioxidants

THELITTLESHINE.COM

Have something that you would like to share? Want to thank someone? Have any feedback?

Please send your submissions, photos, and feedback to [newsletter@villagebaxter.com](mailto:newsletter@villagebaxter.com)

or you can also drop off a note to your Community Centre Receptionist.



Join us at **Café W** for

*Christmas in  
July*

**Sunday 23 July**

**12.00pm - 3.00pm**

3-course lunch

\$55 per person

Book your place at Café W  
before Friday 14 July

Menu and Booking Forms  
available at Café W



# SCOOTER TYRE PUMPING



Dean from Mobility Help will be at Clarke Centre on the back verandah on **Wednesday 14 June** for Tyre Pumping between 9am - 9.30am.

**NOTE: Tyre Pumping will now be on the second Wednesday each month.**



# CHAPLAINCY SUPPORT GROUP



## Chaplaincy Support Group

Our group meets on the first Wednesday of each month in Parkside to plan events in support of our Village Chaplains. Following the meeting we enjoy an afternoon tea. Newcomers are very welcome. We have had a busy month in May with a couple of events. June will be a quieter month.

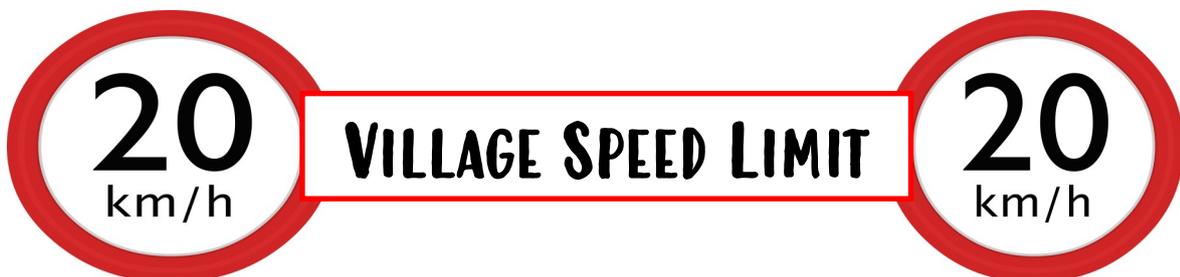
## The Shed Op Shop

**The Shed will be open in June on Friday 2, 9, 16, 23, 30th from 2-4 pm & Saturday 10th, 10am -12 noon.**

If you have goods for the Shed, please phone **Maree or Bernie on 5971 4079**, and they will advise you what items are acceptable and when they may be delivered to the Shed. Just a reminder not to leave items outside the Shed where rain, wind or sun may ruin them!

For those who are new to the Village, the proceeds raised at the Shed go toward the support of our Village Chaplains.

Margaret Knight  
Secretary



**A Reminder to all RESIDENTS, VISITORS, FAMILY MEMBERS, STAFF AND CONTRACTORS**

**The Village has a strict speed limit of 20km/h**

We would appreciate everyone respecting this;  
we would like to keep everyone safe!



SATURDAY'S WERE  
MADE FOR SCONES



Enjoy freshly baked scones and a hot cuppa\* each  
Saturday morning in June for \$10 per person

\*2 SCONES WITH JAM AND CREAM, AND A  
SMALL SIZED HOT BEVERAGE  
SERVED FROM 10AM

## Coffee is on Us

As a valued resident of Village Baxter, we would like to offer you a free coffee (or hot drink) when you visit Café W @ Village Baxter.

Simply cut out the voucher below and redeem.



Complimentary  
Coffee Voucher\*



Visit Café W @ Village Baxter and receive a coffee on us.

Present this voucher when ordering.  
Limit of one small coffee per voucher.

\*valid until 31 July 2023



## RESIDENTS' ASSOCIATION

In May the RA morning tea at Parkside was devoted to celebrating Mothers' Day and a very enjoyable morning tea it was. We are the lucky ones - we've been able to work hard and plan for our later years. But that is not always the case for everyone. For some, times have been uncertain and it's only right that we should recognise that there are people in our community who, in whatever way we can manage, need our support.



On Monday 12<sup>th</sup> June the RA holds its first King's Birthday morning tea and for the second year our donations will go to Community Support Frankston. CFS started out in 1968 as the Citizens Advice Bureau and by 2000 it had become an accredited charitable institution registered with the Australian Tax Office. It is one of the busiest agencies of its type in Victoria receiving funding from the federal government (for which it tenders), from organisations like the Bendigo Bank and from local charitable funds – as well as groups like ours to do its work. The Frankston City Council is its basic support providing premises, four paid staffing positions (most paid staff started work as volunteers) telephone services and electricity. CFS has more than 80 volunteers who provide over 12000 hours of skill to the agency each year.



Anyone who lives or works in the City of Frankston can apply to CSF for assistance which may come in the form of emergency food aid, grocery vouchers, help with utility bills, referrals to other services and advocacy on their behalf. Like Village Baxter, Community Support Frankston has a volunteer Board where again they make use of the skills available within our community. If you want to know more, have a look at the Community Support Frankston website, where you'll see these paragraphs only scratch the surface. I look forward to seeing you on the 12<sup>th</sup> where we can play our part in making their hard work possible.

RA General Meeting Guest Speaker: Lorraine Holt – Winter Walkers

**Deborah Haydon**  
Secretary

### **Diary Dates for June:**

**Thursday 8<sup>th</sup> - Fan Everyday Wear, Clarke 1.30pm**

**Monday 12<sup>th</sup> - King's Birthday Weekend morning tea, Clarke 10am – 11.30am**

**Wednesday 14<sup>th</sup> - Tyre Pumping, Clarke back verandah, 9am – 9.30am**

**Wednesday 21<sup>st</sup> - RA General Meeting, Clarke 1.30pm**

**Thursday 29<sup>th</sup> - Jill's Comfort Shoes, Clarke 1.30pm**

### **Pete's Jokes for May: – Humour for seniors**

The police just pulled me over and said, "Paper?" I said, "Scissors, I win!" and drove off. I think he wants a rematch - he's been chasing me for 45 minutes!

You can tell a lot about a woman by her hands.  
For instance, if they're around your throat she's probably slightly upset.

Village Baxter Residents' Association

Celebrate the  
King's Birthday  
with your friends at our

Royal Morning Tea

Clarke Centre Hall

Monday 12<sup>th</sup> June

10.00am – 11.30am



Donations to  
Community Support Frankston



## VEGGIE GROUP

April saw the start of the cold weather and a slowing down of growth in the patch although our intrepid "Pickers and Packers" still found enough produce to keep the kiosk staff busy. As the summer crops ended, the beds were cleared of weeds, dug over and fertilised with compost ready for the start of the sowing of the winter crops. Good job Wayne, Norm and Rod.

The Glasshouse cleaning has been finished and a very big thank you to our hard-working resident cleaner, who wishes to remain anonymous. He has worked diligently to complete the work. Here is an example of what we do in the glasshouse. These little beauties will be picked out into single cells and grown on. When ready, they will be on your table in a few months.



Mick Ward has been busy with the sprayer, cleaning up the common areas.

Rod was busy in the green house sowing winter crop seeds and looking after them until they were ready to be hardened off in the compound and planted out.

Norm has been working hard getting the citrus trees under control. They may look a bit sorry now but will quickly bounce back.

The fig trees are almost finished producing, but the orange and mandarin trees are looking very productive.

We still have room for more members so if you want to join a happy and productive group of gardeners contact me on 5971 6825.

Here is another article from Graham for you.

Composting hints

[https://www.yates.com.au/garden-hub/how-to-make-compost/?utm\\_campaign=May%20](https://www.yates.com.au/garden-hub/how-to-make-compost/?utm_campaign=May%20)

That's it for now folks.

Regards

Rod



## THANK YOU



We would like to say "Thank You" to the Village Nurses for their help and kindness.

John & Dorothy Tinney  
Unit 280



## SOCIAL GROUP



### Social Club June Dates

Village Café Thursday 1<sup>st</sup>, 15<sup>th</sup> and 29<sup>th</sup>

Roundabout Café Wednesday 7<sup>th</sup> and 21<sup>st</sup> Always at 10.30am

**Announcement.** The committee has decided to ban tabletop dancing, due to health and safety reasons. This is the official reason, but I think there are cracks appearing in the solidarity of the committee and a small group is trying to exert undue influence. I know this ban will come as a shock to some of you, but the committee's decision is final, and no appeals or correspondence will be entertained. We will have to find another occupation to amuse us and keep us fit. Pole dancing anyone?

Bob Peachey (266) 5971 5291 or 0490 552 847



## BIRTHDAY THANK YOU



*Anna and staff for making my birthday enjoyable, especially the staff choir, the Brownie with only one candle, very considerate of you not to give away my age. I also realise it would have been difficult getting the other 20 candles on the cake.*

*And to my lovely group of friends in the Thursday Social Club, Bill and Mike please don't take offence at lovely, you can be so described in the right light and if you squint a bit, you really are all appreciated by me.*

*Bob Peachey*



## MEN'S BRUNCH



9.30am at Parkside  
\$5.00 pay on the day

**ALL MEN WELCOME**

**Please enter via the main entrance  
at Parkside only**

**\*\* We will only be catering to order\*\***

Men's Brunch at Parkside at 9.30am on the  
3<sup>rd</sup> Tuesday of every month.

Great morning for the men where they can enjoy a  
delicious egg and bacon sandwich with coffee, tea,  
and great conversation.

**Please RSVP for CATERING PURPOSES your details on  
the notice boards at Grant, Robinsons, Clarke &  
Parkside.**



# VILLAGE BAXTER BOWLS CLUB



*Much more than just a bowling club*

## Indoor Bowlers.

Now that school holidays are well and truly behind us and cooler weather has arrived we hope to see more indoor bowlers return to the action. If you wish to find out more about Indoor Bowls you can contact Joan Riley or Maureen Brett, or the Clarke Centre receptionist Meridee. Action is on Mondays starting from about 1.00 – 1.15pm. Afternoon tea is provided. You are invited to come to the Clarke Centre on Mondays and watch, ask questions, etc. or join the fun if you wish. *Just get involved.*

## Social Outdoor Bowls.

Winter bowls is continuing as usual even though there has been some challenging weather. Don't forget, the Tuesday bowlers now enjoy some hot treats when they return to the club house after bowling.

## Bowlers Presentation Night - Presentation of – O.B.E.s (Over Bloody Eighties).

The bowls' fraternity has a ritual of acknowledging those club members who turn 80 years of age and at our Presentation Night Village CEO Kim Jackson presented 7 Club members with their "O.B.E.s".



**Joan Alden.** Joan has a great record both on and off the green at both Hampton Bowls Club and City of Frankston Bowls Club. She brought her skills to us in 2014 and has represented us in the pennant team and all our finals since 2015. (*Joan was ill on the presentation night*).

*In order of appearance above we have -*

**Eileen Critchley.** Formerly a long time member of City of Frankston, Eileen joined us in 2017 and has been a valuable pennant bowler since and member of the Match Committee.

**Sue Grogan.** Sue is a new convert to bowls, joining the Bowls Club in 2019 and is still developing her skills and has already played in finals. She is a tireless worker for the club and is a member of the Social Committee. Her contribution to the club is greatly appreciated.

**Len Jackson.** Len has been a stalwart of the club for over 10 years, joining in 2013. Len, with his golfing background brought his expertise to the club and has played in many finals including the Grand Final in 2015 and also runs the club "Aggregate" championship. He is currently Vice President, as well as a tireless worker and is always on hand for any maintenance work when needed.

**Peter Nelson.** Peter is a relatively new bowler joining the Club in 2019. He is currently a member of the pennant bowls team and has already played in finals. He is a fully committed member of the club and tireless worker and always on hand for any maintenance work required around the club.

**Russell Chandler.** Russell entered village life in 2003 and joined the Bowls Club in 2006. His prowess has won him Singles Club Champion in 2008 & 2009, as well as Mixed Pairs champion with Eileen Burgess 8 times between 2008 – 2016. Currently he is serving the club in a number of capacities, Board Member, Club Coach and Match Committee Chairman.

## Bowling Club cont:

**Ron Osborne.** Ron joined the Club in 2013 after playing at Long Island and Karingal Bowling Clubs in their pennant teams and holding numerous committee positions in those Clubs. Since joining Village Baxter BC he has served as Treasurer, Secretary, Match Committee Chairman and now as President. He is another hard worker for the Club and has introduced a number of initiatives such as "Twilight Bowls" for Villagers and families.

## Team Presentation for 8 shot Winners End.

These badges are awarded to a Pennant team to recognise their achievement of winning an end by 8 shots. This is something that doesn't occur very often in bowls. The team is depicted here being presented with their badges by the Village CEO Kim Jackson.



## Vale: Tom James.

It is with sadness the Club advises that Tom James quietly left the green on Sunday 9<sup>th</sup> May. Tom was known as the gentleman of the Village. Tom came to the Village from the RSL Bowls Club along with his mates Dennis Morris and Allen Peter and played with us for many years before stepping away from the game. He gave the Club his full support right up to his passing.



## Healthy Heart Day (HHD).



The Bowls Club held its annual sponsored "Healthy Heart Day" in conjunction with Peninsula Private Hospital to welcome in Healthy Heart week. Jonathon Boothroyd the Cardiac Rehab. Co-ordinator led the Peninsula Hospital team on the day. The day was a great success both on and off the green. Over 100 Villagers attended the free health checks along with over 30 bowlers from around the region who also enjoyed our facilities and hospitality. For the first time a Village team won the day.



## Coaches Corner

*Please note coaching can be arranged by appointment by ringing Russell Chandler or Ron Burgess. There is no regular coaching over the winter months.*

## Future Events for Your Diary.

Until further notice Tuesday & Saturday Social Bowls start at 12.30pm.

**Pizza Night - June 7<sup>th</sup> June – Clarke Centre.**

**Annual General Meeting Saturday 10<sup>th</sup> June – 10am  
Green Room.**





# RESIDENTS' WORKSHOP



## How to access the 'Residents' Workshop' for your home projects.

The workshop is generally open between the hours of 9:30am – 12:00 noon.

Contacts: **Don Hunt 0427 597 132** or **Graham Wilson 5971 2536.**

Visit the workshop and speak to the members about your requirements.

Do you want to join the group? Or need assistance completing a project or simple repairs?

### **Needing assistance with a project?**

A member will ask you about your experience working with tools and machinery, are you familiar with workshop practices? Would you like to use the machinery yourself or do you need them to complete the project on your behalf.

### **Need a member's expertise?**

If you **need the member's expertise**, they will discuss completing the project for you if they can, you can watch or come back to collect your item at a time conveniently organised.

### **Use tools and machinery myself?**

If you'd like to **use the tools and machinery**, a member will take you through an assessment process to determine your level of competency.

Once this has been established, they will advise you on what tools and machinery you are competent to use on your own.

*Note: You will always need a member in the workshop while you are working on your project, even if you are using the tools and machinery yourself.*

### **Would you like to become a member of the workshop group?**

If you would like to **become a member** of the workshop, you will be asked to complete some paperwork and complete an assessment of your skill level. A member will take you through the safety manual and induction process.

*Note: to become a member, you will need to be committed to the group and like any other club/group within the Village; be available to attend the workshop on a regular basis.*



Join the...

# Village Baxter Computer Club

Learn



Share

New members  
always welcome!

Help

A fun, friendly environment for residents new to Tablets, Smartphones & Computers, or for those just wishing to update their knowledge or solve a problem.

**We run 2 sessions - on the 2nd and 4th Tuesdays at Parkside from 2pm - 4pm.**

For Windows or Android help:  
please call John on 5971 6833...

& for iPad/iPhone help call Chris on 5971 6865.

Annual membership is only \$20 and includes access to the internet in all community centres.

Call for more details or email: [cclinic3@gmail.com](mailto:cclinic3@gmail.com)

## 'SAVE THE DATE'

*Village Baxter will be hosting a Voice information session with Peta Murphy MP on Tuesday 15<sup>th</sup> of August at 11am in the Grant Centre Chapel.*



## BOOK GROUP



### Book Group 2023

*Enjoy Reading ? Like Sharing your Thoughts ?*

Small Group Meeting Monthly & A New Book each time

You choose from a Wide Book Selection

4<sup>th</sup> Wednesday of the month @ 3pm to 4.30pm in Parkside

Contact Neil or Sandra Graham 5972 8941

## DONATION CLOTHING BINS

Recycle Donation bins are no longer available at Robinsons or Grant Community Centres.

**Dumping any clothing or goods at these centres is not acceptable.**

The only bin available is at Clarke Centre—if the bins are full please DO NOT just leave your items on the ground or in the hallways.

This onsite service is under review and may not continue to be available if this is abused!

We would prefer to keep our Village in a respectable manner.

Thank you for your cooperation.

**Village Manager**

# CLARKE CENTRE KIOSK

Many thanks to all who have supported the Kiosk in the Clarke Centre over the past year as either a customer and/or volunteer helper. For those new to the Village, welcome.

The Kiosk is here to help you with your day to day needs and is open from  
**9.30am to 11.30am Monday to Friday.**

Just a reminder we are looking for Volunteers either 2 hours a week, fortnight or month.

**Please call June Austin 5971 1780 or Lesley McMillan 5971 6865 for more details.**



## BY-LAWS OF THE MONTH



If you'd like to brush up on your Village By-Laws, they can be found on our Website at the link below

<https://www.villagebaxter.com/wp-content/uploads/2021/02/Bylaws-2018.pdf>

by scanning the QR code, or in your copy of your Lease Agreement.



### 3— CHARGE FOR UTILITIES

The Resident shall be liable for and shall pay on or before the due date all telephone service and rental charges and charges for use or consumption of gas and electricity where separately metered that may be payable in respect of the Premises.

### 4— CARE OF PREMISES

The Resident shall maintain the Premises and every part thereof tidy and free from rubbish and vermin and in a state of good repair (fair wear and tear, damage by fire, storm and tempest or act of God excepted) and shall leave the Premises in good repair. Further, the Resident covenants to exercise proper and reasonable care when using any of the common facilities of the Village.



# VBRC MINUTES



## VBRC Meeting with Management 12 May 2023.

Guest speaker – Kim Jackson—CEO

Ongoing / Closed Action Items:	
	<p><b><u>Residents' workshop</u></b> – closed. Article in Village Voice – ‘How to join’</p>
	<p><b><u>Website update</u></b> – closed. New website is up and live now. Can be accessed from villagebaxter.au or villagebaxter.com Still a few residents using old emails, will write to them again.</p>
	<p><b><u>Survey mobility scooter users re their safety issues</u></b> - ongoing Committee to submit an article for June or July Village Voice.</p>
	<p><b><u>Removal of wall plaster residue from apartments' demolition</u></b> – ongoing Mailroom to be demolished for the Lodge parking - subject to permit. Taking longer than expected. This is part of the Village redevelopment.</p>
	<p><b><u>Road renewal near 400/401 now drainage works completed.</u></b> - ongoing Board has approved, change to masterplan – current road has moved 7mtrs North. Road will be closed for approx. 3 months. Awaiting contractor's scheduling.</p>
	<p><b><u>Cost/Benefit of solar panel cleaning</u></b> – closed. Information on solar panels given to VBRC</p>
	<p><b><u>Services planned for residents as they age</u></b> – ongoing. Home Care Package (HCP) &amp; the Manor have replaced Hostels. Kim will prepare a Village Voice article in coming months on this topic to reassure residents.</p>
	<p><b><u>Automatic sliding door entry to Grant Centre &amp; Café</u></b> – closed. Residents may have difficulty opening this door. Installing a swing door is difficult; door is closed to keep heating in the café area. Possible solution keep door open on warmer days.</p>
	<p><b><u>Finance report</u></b> – ongoing Submitted to committee. <b>Service Fees:</b> The Committee was provided with the following information prior to the meeting: A) Letter to the Committee explaining the current year to date results, forecast and next year budget information. B) Village Baxter Service Fees 2023 calculation document C) Relevant Section of the Retirement Villages Act relating to service fee increases D) CPI results information from the ABS website E) Draft Budget for the 2023 – 2024 Financial Year The Committee discussed the expenses, management information on the process that is being followed to reduce costs and considered that the increase by CPI was appropriate.</p>
Action Items:	
	<p><b><u>Nurse Clinics</u></b> Enquire if this is possible to have clinics put back into place.</p>
	<p><b><u>Bus Timetable from Village to Café W</u></b> Check timetable for bus around Village for dropping off at Grant centre from the Village and promote in Village Voice.</p>
	<p><b><u>Café W – Testimonials</u></b> Residents' testimonials to be sought for Village Voice to encourage patronage.</p>
	<p><b><u>Lodge Update</u></b> Update on progress to be presented at Residents' Meeting</p>

Next VBRC / Management Meeting 9 June 2023



## MOTHERS' DAY STALL AT MT ERIN SECONDARY COLLEGE



Once again, thank you for your support and wonderful donations which not only enabled the stall to go ahead this year - there are enough items left to have another next year!

We collected 632 donated items and 138 hand-made cards....what a supreme effort!

I would like to thank Judy Casey for her help on the collection days; Judy, Mary Cooper, Jill Colliver, Kerry Thomas and Sylvia Williams for their help on the day and the students who worked hard to prepare the stall and assisted with the sales.

Below are excerpts from a letter I received from one of the school captains after the Mother's Day stall at Mt. Erin College:

*" We made a total of \$1105.30! You and everyone from Baxter Village who contributed are to be thanked, couldn't have happened without you all. So far, we're thinking about using the money for general maintenance around the school, donations towards fundraisers or looking at how we can try to support more fundraisers and get the students more involved (for example, Pinchapoo).*

Here are the comments from some students:

*\* I personally helped at the register with change and counting so I think I'd be reliable enough to say it was a very busy showing! But thankfully, everyone was really generous and polite and I had a fun time. Thanks to the Village Baxter ladies for coming out to help!*

*\* I enjoyed talking to the Baxter people about how they run things; it was nice to talk to students on what they wanted for their mothers and grandmothers. Today was an entirely positive experience and would love to do it again!*

*\* The store was packed with customers. I was grateful that we all had some help from the ladies. I can't wait to see how we'll go next year and truly make it even better than this year. Truly great to create more memories with the S.A.L.T. team.*

*Thank you for all of your help!*

*Isabel Cundy"*

Once again, I appreciate the comments of the students and have offered our help again on the day next year.

**Heather Charman**



### SAMARITAN'S PURSE

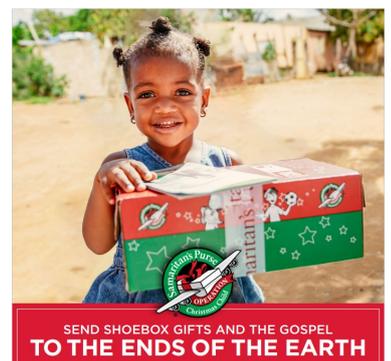


**First Wednesday of each month @ 10.30am**

Any donations of cotton material would be greatly appreciated.

Please contact

Lorraine Baxter 5971 6821 or 0425 892 358





# WINTER FUN PUZZLE



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

**HOTCHOCOLATE TRADITIONS SNOWFLAKE SNOWBALL SNOWLADY**

**SLEDDING HOLIDAYS SKATING ICICLES SNOWMAN MITTENS**

**SHOVEL LIGHTS GIVING BAKING SCARF STUDY BOOTS COLD**

**READ LOVE COZY FUN**



## THINGS TO PLANT IN JUNE

Broad Bean, Cabbage, Chicory, Dill, Endive, Garlic, Jerusalem Artichoke, Lettuce, Marjoram, Mint, Onion, Pea, Radish, Rosemary, Sage, Shallot, Snow Peas, Thyme

List taken from: <https://www.yummygardensmelbourne.com/winter-vegetable-garden.html>



## FROM THE CHAPLAINS

### “Making room for God.....”

Our linen cupboard was more than full, it was overflowing.

It was time for some old and tired sheets and towels to go.

My wife bravely decided to take on this task, and we sent the no longer needed items to the recycle centre.

Sometimes a task like this can seem overwhelming until you make a start and slowly and surely it gets done and you feel a sense of relief.

We accumulate stuff over the years don't we ?

Got a garage that's full to overflowing with “stuff” that's no longer needed ?

Maybe I'm touching on a sore point and 'someone' has been saying they would clean it out for months and never quite got around to it ?

Our lives can accumulate “stuff” as well.

Sometimes our lives are so full of stuff, that there is no time for people, and certainly no time for God !

We can find that we are so busy doing the things we think need to be done, that we miss the things that should be done.

If we don't make time to hear God speaking to us, He won't push His way in to make us listen. He is waiting for us to come to Him, and be still long enough to hear His voice. Finding time to be still is a challenge in itself !

God can surprise us though, and I am often surprised at where and when I DO hear His voice, as He speaks to me through a friend, a song, a bible verse or a part of His creation.

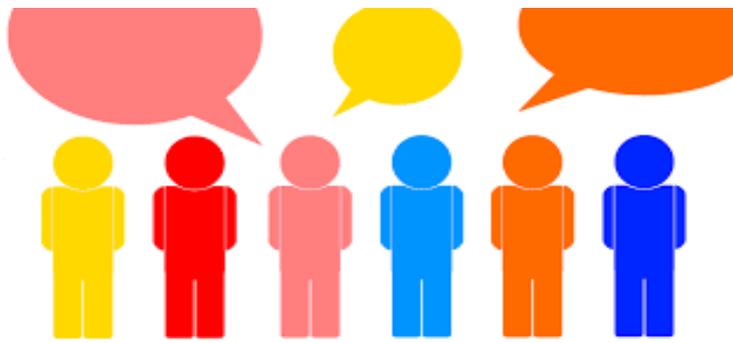
I pray that as we go about our 'busy' lives, that we will not only make time to hear God's voice, but have the joy of finding Him speaking to us in our everyday activities, as we look to love and serve those around us.

May we all be 'surprised' by Him, and the joy He has for us.

Philippians 1:3

**Rod Wilson**  
Chaplain





Know what's what in the Village

Ask questions, get answers

**Residents' Association (RA)**

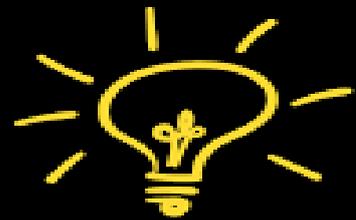
**General Meeting**

**3<sup>rd</sup> Wednesday every month, 1.30pm**

All Residents welcome

**\$250**

**Power Saving Bonus**



**Missed Out On Claiming**

**The Electrical Rebate at The Clarke Centre?**

You can still claim the Rebate by bringing your latest Electricity Account to your  
Community Centre Receptionist.

It will be passed onto

Anne Maree Village Activities Coordinator for processing.

**Just a reminder you have until the  
31st August 2023 to make the claim.**



**PENINSULA  
HEARING** EST. 1952

ALL HEARING NEEDS INCL WAX REMOVAL.  
WE VISIT YOU AT YOUR UNIT IN THE VILLAGE.  
PHONE US TODAY FOR AN APPOINTMENT

**9783 7677**

Fiona Vines - Audiometrist  
Nicholas Peterson - Audiologist

## CLARKE CENTRE KIOSK

The Kiosk is open Monday to Friday

**From 9.30am – 11.30am**

Selling a variety of goods including:-

Eggs, Milk, Bread, Frozen and Dairy items and fresh  
seasonal fruit and vegetables supplied by the  
Village Veggie Gardens



**SOUTH FRANKSTON  
Denture Clinic**

2 Bartlett St Frankston South

**5971 4180**

Michael Weigert – Dental Prosthetist

We come to you every Thursday

Please call for a booking

Just a short walk away.

Approved by all private & Government Health insurance

Emergency Denture Repairs / Relines

Phone: 0412 225 202

References from any staff member at the Manor



**PFGP**  
PENINSULA FAMILY GENERAL PRACTICE

Welcoming all new patients to PFGP

**All appointments are BULK BILLED**

Dr Nita Sharma Clarke Centre: Tues 9am-12.30  
Grant Centre: Wed 9am-12.30

Dr Piotr Kalan Clarke Centre: Thurs 9am-12.30

1B VERA STREET, FRANKSTON

PH 9781 3300 FAX 9781 3399 [www.pfgp.com.au](http://www.pfgp.com.au)

# HEATHERHILL ROAD PHARMACY

48 Heatherhill Road, Frankston VIC 3199

**Find out why so many are giving us a try!**

We remind and help manage your medications by providing free weekly medications packing  
We help you gain better understanding of your medications by providing free medications check  
Free Blood pressure check, senior discounts, prescription prices start from \$5.90 and many more!

**Picked up from Robinsons, Clarke, Parkside & Grant Centres**

**2:00 pm Monday to Friday**

**Telephone: 9783 9264 Fax: 9770 1359**

**NH**  
**NEPEAN HEARING**

30A Foot Street, Frankston

**9783 7520**



- Small friendly private practice
- Accredited to provide services to pensioners, veterans and private clients
- Latest digital hearing aids



**Open 10am to 3pm Daily**

Dine in or Takeaway meals and drinks  
plus Daily Specials

Café and function booking enquiries

**Phone: 0479 178 732**

**Email: [cafevillagebaxter@wallara.com.au](mailto:cafevillagebaxter@wallara.com.au)**

 <https://www.facebook.com/CafeWVB>



**KAR-FIX Victoria**

**227 Frankston-Flinders Road,**

**Frankston South 3199 VIC**

**Tel: 03 5971 1174**

**Family owned business**

with the assurance of Repco.

Specialising in all auto mechanical maintenance and repairs on **all** makes and models of vehicles.

**Julian** has over **30 years'** worth of experience in the automobile industry. He prides himself on delivering an **honest, professional** and **competitively priced** service to all his customers whom he values.

All work guaranteed by the Repco warranty.

**Come in and say hello to Julian!**

**SPECIAL OFFER**

**All Village Baxter residents get a 10% discount off mechanical repairs**

# OPTOMETRIST

Katy Kalff

Optom GCOT PGDAdvClinOptom



Low Vision Consultant

Complete Eye Care

Low Vision and Contact Lenses

**EVERY SECOND THURSDAY**

**Please contact the Grant Centre to arrange an appointment - 5971 6364**



*Eliza* Flowers

Send that someone special flowers and make their day. Let us know you have seen this ad when you call us to receive 10% off your next order

MONDAY - SATURDAY  
OPEN AT 09.00 AM

**03 9781 1855**

[www.elizaflowers.com.au](http://www.elizaflowers.com.au)

## Upcoming Public Holidays

**A reminder that the Offices are closed on all Public Holidays, including:**

**King's Birthday - Monday 12 June 2023**

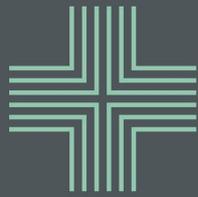
**Deadline for Submissions for the next Village Voice**

**Monday 19 June**

**Please send submissions to**

**[newsletter@villagebaxter.com](mailto:newsletter@villagebaxter.com)**

**Late submissions will held for the next month's edition.**



pharmacy NEO

Perri McCarthy B.Pharm MPS (owner)

Pharmacists: Bob & Devleen

## TOWERHILL SHOPPING CENTRE

1/147 Frankston-Flinders Road, Frankston, Vic 3199 Australia

**9781-3027 or 9781-3833**

***OPEN 8am - 7pm - Mon - Fri***

***9am - 4pm - Sat***

***10am - 3pm - Sun***

***Seniors Discounts & Everyday Fantastic Pricing***

**COLLECTION TIMES FOR PRESCRIPTIONS  
AND ANY OTHER ORDERS**

**ROBINSONS, CLARKE, PARKSIDE &  
GRANT CENTRE - 1pm & 3pm**

**Fax 9781-4582**

**[towerhill@pharmacyneo.com.au](mailto:towerhill@pharmacyneo.com.au)**

**Free deliveries on weekdays - Monday to Friday**

**By Sandra and Glenise**

**Disclaimer:** Every care is taken in the course of preparing this publication, but the views expressed herein are not necessarily of The Village Baxter, nor can any representative or employee accept responsibility for any errors or omissions.

Dates and movements were correct as at time of printing.

**Village Manager:** Dawn Tanner  
**Chief Executive Officer:** Kim Jackson

**Editor:** Dawn Tanner  
**Proofing:** Heather Charman

## DIARY DATES – June 2023

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				<b>1</b> 7am <b>Veggie Group</b> (VS) 8 - 10am <b>Winter Walkers</b> (M) 9am - 3pm <b>Pottery</b> (DCA) 11am - 5pm <b>Mahjong</b> (P) 2 - 4pm <b>Snooker</b> (R) 2 - 4.30pm <b>Darts</b> (R)	<b>2</b> 9.30 - 11am <b>Exercises</b> (M) 9am - 4pm <b>Craft</b> (RC) 12 - 1pm <b>Chair Yoga</b> (C) 1.15 - 3.45pm <b>Village Strummers</b> (P) 2 - 3.30pm <b>Finding Our Feet</b> (C) 2 - 4pm <b>The Shed</b>	<b>3</b> 9am - 12noon <b>Croquet</b> (M) 12.30pm <b>Outdoor Bowls</b> (C) 1 - 5pm <b>Cards-500</b> (CC)  Scones, jam & cream with small beverage \$10 at Café W
<b>4</b> 10am - <b>Church Service</b> (CH) 2 - 4pm <b>Sing Along with Robyn</b> (C)	<b>5</b> 7am - <b>Veggie Group</b> (VS) 9 - 4pm <b>Craft</b> (CC) 11am - 12noon <b>Exercises with Noriko</b> (C) 1pm <b>Indoor Bowls</b> (C) 2 - 5pm <b>Cards-Continental Rummy "May I"</b> (P) 1.30 - 3.30pm <b>Crazy Whist</b> (CG) 2 - 4.30pm <b>Croquet</b> (M) 5pm <b>CLEO Club</b> (C)	<b>6</b> 9am - 3pm <b>Art</b> (DCA) 9.30 - 11am <b>Exercises</b> (M) 12.30pm <b>Outdoor Bowls</b> (C)	<b>7</b> 10.15 - 11.15am <b>Line Dancing</b> (C) 2 - 4pm <b>CSG</b> (P)	<b>8</b> 7am <b>Veggie Group</b> (VS) 8 - 10am <b>Winter Walkers</b> (M) 9am - 3pm <b>Pottery</b> (DCA) 11am - 3pm <b>Crafty Critters</b> (P) 1.30pm <b>Fan Everyday Wear</b> (C) 2 - 4pm <b>Snooker</b> (R) 2 - 4.30pm <b>Darts</b> (R)	<b>9</b> 9.30 - 11am <b>Exercises</b> (M) 9am - 4pm <b>Craft</b> (RC) 1.15 - 3.45pm <b>Village Strummers</b> (P) 2 - 3.30pm <b>Finding Our Feet</b> (C) 2 - 4pm <b>The Shed</b>	<b>10</b> 9am - 12noon <b>Croquet</b> (M) 10am - 12noon <b>The Shed</b> 12.30pm <b>Outdoor Bowls</b> (C) 1 - 5pm <b>Cards-500</b> (CC)  Scones, jam & cream with small beverage \$10 at Café W
<b>11</b> 10am - <b>Church Service</b> (CH)	<b>12</b> <b>PUBLIC HOLIDAY</b>  <b>KINGS BIRTHDAY MORNING TEA 10.00 - 11.30AM (C)</b> Please check with your Group Leader if your Group is on today	<b>13</b> 9am - 3pm <b>Art</b> (DCA) 9.30 - 11am <b>Exercises</b> (M) 12.30pm <b>Outdoor Bowls</b> (C) 2pm <b>Computer Clinic</b> (P)	<b>14</b> 9 - 9.30am <b>Tyre Pumping</b> (Clarke back verandah) 10.15 - 11.15am <b>Line Dancing</b> (C)	<b>15</b> 7am <b>Veggie Group</b> (VS) 8 - 10am <b>Winter Walkers</b> (M) 9am - 3pm <b>Pottery</b> (DCA) 2 - 4pm <b>Snooker</b> (R) 2 - 4.30pm <b>Darts</b> (R)	<b>16</b> 9.30 - 11am <b>Exercises</b> (M) 9am - 4pm <b>Craft</b> (RC) 1.15 - 3.45pm <b>Village Strummers</b> (P) 2 - 3.30pm <b>Finding Our Feet</b> (C) 2 - 4pm <b>The Shed</b>	<b>17</b> 9am - 12noon <b>Croquet</b> (M) 12.30pm <b>Outdoor Bowls</b> (C) 1 - 5pm <b>Cards-500</b> (CC)  Scones, jam & cream with small beverage \$10 at Café W

## DIARY DATES – June 2023

<p><b>18</b></p> <p><b>10am - Church Service (CH)</b> 1 - 5pm <b>Mahjong (P)</b> 2 - 4pm <b>Sing Along with Robyn (C)</b></p>	<p><b>19</b></p> <p>7am – <b>Veggie Group (VS)</b> 9am - 4pm <b>Craft (CC)</b> 11am - 12noon <b>Exercises with Noriko (C)</b> 1pm <b>Indoor Bowls (C)</b> 2pm <b>Cards-Continental Rummy “May I” (P)</b> 1.30pm <b>Crazy Whist (CG)</b> 2 - 4.30pm <b>Croquet (M)</b></p>	<p><b>20</b></p> <p>9am - 3pm <b>Art (DCA)</b> 9.30 - 11am <b>Exercises (M)</b> 12.30pm <b>Outdoor Bowls (C)</b></p>	<p><b>21</b></p> <p>10.15 - 11.15am <b>Line Dancing (C)</b> 1.30pm <b>RA Residents Meeting (C)</b> <b>Followed by Q &amp; A with VBRC Committee</b></p>	<p><b>22</b></p> <p>7am <b>Veggie Group (VS)</b> 8 - 10am <b>Winter Walkers (M)</b> 9am - 3pm <b>Pottery (DCA)</b> 2 - 4pm <b>Snooker (R)</b> 2 - 4.30pm <b>Darts (R)</b></p>	<p><b>23</b></p> <p>9.30 - 11am <b>Exercises (M)</b> 9am - 4pm <b>Craft (RC)</b> 1.15 - 3.45pm <b>Village Strummers (P)</b> 2 - 3.30pm <b>Finding Our Feet (C)</b> 2 - 4pm <b>The Shed</b></p>	<p><b>24</b></p> <p>9am – 12noon <b>Croquet (M)</b> 12.30pm <b>Outdoor Bowls (C)</b> 1 - 5pm <b>Cards-500 (CC)</b></p> <div style="text-align: center;">  <p>Scones, jam &amp; cream with small beverage \$10 at Café W</p> </div>
<p><b>25</b></p> <p><b>10am - Church Service (CH)</b></p>	<p><b>26</b></p> <p>7am <b>Veggie Group (VS)</b> 9am - 4pm <b>Craft (CC)</b> 11am - 12noon <b>Exercises with Noriko (C)</b> 1pm <b>Indoor Bowls (C)</b> 1 - 4pm <b>Croquet (M)</b> 2pm <b>Cards-Continental Rummy “May I” (P)</b> 1.30pm <b>Crazy Whist (CG)</b></p>	<p><b>27</b></p> <p>9am - 3pm <b>Art (DCA)</b> 9.30 - 11am <b>Exercises (M)</b> 12.30pm <b>Outdoor Bowls (C)</b> 2pm <b>Computer Clinic (P)</b></p>	<p><b>28</b></p> <p>10 – 11.am <b>Fresh &amp; Frozen Fish (Clarke Centre Carpark)</b> 10.15 – 11.15am <b>Line Dancing (C)</b></p>	<p><b>29</b></p> <p>7am <b>Veggie Group (VS)</b> 8 - 10am <b>Winter Walkers (M)</b> 9am - 3pm <b>Pottery (DCA)</b> 1.30pm <b>Jills Comfort Shoes (C)</b> 2 - 4pm <b>Snooker (R)</b> 2 - 4.30pm <b>Darts (R)</b></p>	<p><b>30</b></p> <p>9.30 - 11am <b>Exercises (M)</b> 9am - 4pm <b>Craft (RC)</b> 1.15 - 3.45pm <b>Village Strummers (P)</b> 2 - 3.30pm <b>Finding Our Feet (C)</b> 2 - 4pm <b>The Shed</b></p>	<p><b><u>DISCLAIMER</u></b></p> <p><b>Dates &amp; Events are correct at time of Deadline.</b></p> <p><b>19/05/2023</b></p>

**Unless otherwise advised  
Administration Hours  
8am to 4pm,  
Monday to Friday**

### Church Services

**SUN – Village Church (includes Communion 1<sup>st</sup> Sunday each month)**  
**Wed – Devotions**  
**3<sup>rd</sup> Thurs – Uniting Church – Communion**

**10am – Chapel (non-denominational)**  
**9.30am - Clarke Centre**  
**2:30pm - Parkside**

### Health @ Welfare @ Clarke Centre

Tues – PFGP-Doctor Nita Sharma – 9783 3300  
Wed – Nepean Hearing-Tony Wilms – 9783 7520  
Thurs – PFGP-Doctor Kalan – 9783 3300  
Fri -Podiatry – Step Ahead -Tara Dullard – 9708 8626  
**Please call Clinics to make an appointment**

To place something in the Diary Dates or Classifieds contact the Village Coordinator at 5971 6364 or at [villagecoordinator@villagebaxter.com](mailto:villagecoordinator@villagebaxter.com)

### Useful Contact Details:

**Homecare: 5971 6308 or [homecare@villagebaxter.com](mailto:homecare@villagebaxter.com)**  
**Grant Centre: 5971 6364 or [grantcentre@villagebaxter.com](mailto:grantcentre@villagebaxter.com)**  
**Robinsons Centre: 5971 6374 or [robinsonscentre@villagebaxter.com](mailto:robinsonscentre@villagebaxter.com)**  
**Clarke Centre: 5971 6381 or [clarkecentre@villagebaxter.com](mailto:clarkecentre@villagebaxter.com)**

### Grant Consulting Suites/Medical Centre

**Optometrist: Katy Kalf** – every 2<sup>nd</sup> Thursday  
**Contact Grant Centre – 5971 6364**  
**Appointment Times – 10.30am – 1.30pm**  
**Doctor Nita Sharma – 9781 3300 (Wed)**  
**Please call clinic to make an appointment.**

**LOCATION KEY – (C) Clarke Centre (CC) Clarke Craft Room (CG) Clarke Green Room (CM) Clarke Meeting Room (DCA) Art Room Beside Day Centre (CH) Chapel Centre (G) Grant Centre (M) Manning Centre (P) Parkside Centre (PR) Parkside Meeting Room (R) Robinson Centre (RC) Robinson Craft Room**

# ***CLARKE CENTRE KIOSK***



***Open  
Monday to Friday  
9.30am – 11.30am***

***Selling a variety of goods including: -***

***Eggs, Milk, Bread, Frozen &  
Dairy items & fresh seasonal fruit &  
vegetables supplied by the  
Village Veggie Gardens***

# **HOME CARE**



Our services include:

- Meals at Home
- Domestic Assistance
- Personal Care Services
- Shopping and Transport
- Respite Care

For Home Care 7 days a week

Contact:

**VILLAGE BAXTER - Ph: 5971 6308**

Village Baxter is a Not-for-Profit Community Organisation who have been providing Home and Community Care Services in the Mornington Peninsula area for over 20 years.

We have been a Commonwealth Approved Provider of Homecare Packages for over 10 years.

We take the time to understand your requirements and find the right carer for you. Beginning with the provision of a single service tailored to meet a specific requirement, through to the development of a complete package of services,

Village Baxter is here to help you. We are committed to enriching the lives of consumers in our community.



# OPTOMETRIST

Katy Kalff

B.Optom GCOT PGDAdvClinOptom

Low Vision Consultant  
Complete Eye Care  
Contact Lenses

Arrange your appointment at the  
Grant Centre - 5971 6364

## Peninsula Family General Practice

Dr Nita Sharma – Grant Centre  
Every Wednesday Morning

Dr Nita Sharma – Clark Centre  
Every Tuesday Morning

Dr Piotr Kalan – Clarke Centre  
Every Thursday

Phone (03) 9781-3300 to make your appointment.

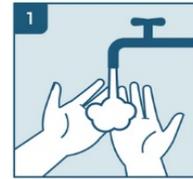
Have something you would like to put in the  
classifieds?

Contact Anne Maree on 5971 6364 or  
[villagecoordinator@villagebaxter.com](mailto:villagecoordinator@villagebaxter.com)

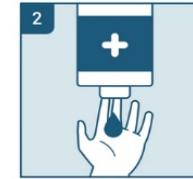


## HOW TO WASH YOUR HANDS

PROTECT YOURSELF AND OTHERS AGAINST INFECTIONS



WET HANDS



APPLY SOAP



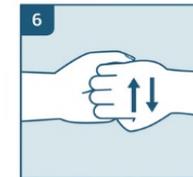
RUB HANDS  
PALM TO PALM



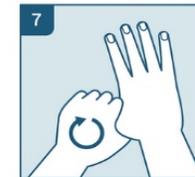
LATHER THE BACKS  
OF YOUR HANDS



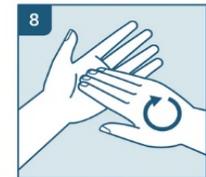
SCRUB  
BETWEEN YOUR FINGERS



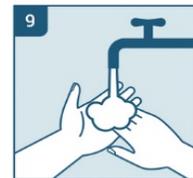
RUB THE BACKS  
OF FINGERS ON  
THE OPPOSING PALMS



CLEAN THUMBS



WASH FINGERNAILS  
AND FINGERTIPS



RINSE HANDS



DRY WITH  
A SINGLE USE TOWEL



USE THE TOWEL  
TO TURN OFF THE FAUCET



YOUR HANDS ARE CLEAN

## APPLICATION OF HAND SANITIZER



APPLY THE PRODUCT ON  
THE PALM OF ONE HAND



RUB HANDS TOGETHER



COVER ALL SURFACES  
UNTIL HANDS FEEL DRY  
(20 SEC)