SPRING 2021 QUARTERLY NEWSLETTER

www.ageconcern.org.nz



Age Concern Southland

Serving the needs of older people



Contact Information

INVERCARGILL OFFICE

Phone: (03) 218 6351

Address: 50 Forth Street, Invercargill 9810 Postal Address: PO Box 976, Invercargill 9840

QUEENSTOWN OFFICE

Phone: (03) 441 3490

Address: First Floor, Aurum House, Terrace Junction, 1092 Frankton Road, Frankton.

Queenstown 9300

Postal Address: PO Box 1161.

Oueenstown 9348

Who's Who at 'The Centre'?

JANETTE - Manager Extension 4

Janette promotes and runs 'The Centre'. She also provides a Confidential Advocacy service for clients going through Elder Abuse or any Welfare needs.

HEATHER - Office Manager Extension 1

Contact Heather to book meals, rooms or to answer any queries that you may have.

CHRIS - Accredited Visiting Service Co-ordinator Extension 2

If you feel that you could benefit from this service either as a Visitor or Client please contact Chris.

TARA - Co-ordinator for Elder Response Service Extension 5

Provides a confidential Advocacy service for clients going through Elder Abuse or any Welfare needs.

EMMA - Social Worker Extension 3

For any Community / Welfare needs

KATHY:

Is our wonderful cook who manages the kitchen.

CRAIG:

Is our cleaner at the Centre.

Van Driver Extension 6

Please contact Peter if you would like to be picked up to come into the Centre.

DUNCAN - Queenstown Office (03) 441 3490

Duncan looks after our Queenstown office and works in the field of Advocacy and any welfare needs of Elder Abuse situations.

The views expressed in this newsletter are not necessarily those of Age Concern Southland. The inclusion or exclusion of any product does not mean that the publisher advocates or rejects its use.

From the Manager...

Welcome to our 3rd edition for the year, I hope everyone is keeping warm. If you have any concerns around keeping warm please talk with one of our staff we have heaters and quilts to give away.

If your finding things a bit quiet through winter give us a call and one of our staff can pop out and see what we can do. Spring is on the horizon, so start looking for those daffodils and lambs, there are already a few around the outskirts of Invercargill.

Janette Turner

Age Concern Southland Manager

follow us facebook

Follow us on facebook type 'Age Concern Southland'





Invercargill's friendly, professional & locally owned ear wax removal clinic

- Safe methods of wax removal
- Appointments as soon as possible
- Competitive pricing and discounts
- Provider for ACC/Veterans Affairs
- Rest Home visits

Ears Unplugged, 83 Don Stret, Invercargill Phone 027 4035016







NEIGHBOURLY-NESS BUILT IN

A big reason why people choose a Ryman village over the others, is knowing we have everything from independent and assisted living to a full range of care options, so if you ever need it. it's there for you. It's another example of how we're pioneering a new way of living for a new retirement generation.

Superbly located in Waikiwi, Rowena Jackson village is named in honour of a pioneering New Zealander who set the standard for others to follow.





Call Julie for more details.

ROWENA JACKSON VILLAGE

40 O'Byrne Street North, Waikiwi, 03 215 9752

rymanhealthcare.co.nz



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Age Concern Southland Brief Overview

Frozen Take-away meals are available daily.

o Main Course - Members - \$7.00 o Main Course - Non Members - \$8.00 o Soup - Members - \$4.00 o Soup - Non Members - \$5.50

Two course meals are available at 'The Centre'

12:00 noon, Tuesday, Wednesday, Thursday and Friday.

o Members - \$ 10.00 o Non Members - \$ 12.00

o If you wish to come, please phone Heather on (03) 218 6351 before 10:30 a.m.

A van is available for pick-up and drop-off, of members who wish to come into 'The Centre' for a meal on a Tuesday, Thursday and Friday. Just leave a message on the answer phone the night before 032186351

o Gold coin Donation.

SAYGO Exercise Class Tuesday 11 a.m. - 12 midday o \$2.00 per class.

Social Table Tennis Friday morning, 9.30a.m. to 11.30 a.m. \$4 per player.

Housie on Thursday afternoon commencing at 1:30 p.m.

Scrabble is played on a Friday afternoon

commencing 1:00 p.m. until approximately 4:00p.m.

Bowls are played on Friday afternoon commencing at 1:15 p.m.

Concert on the first Tuesday of each month.

February-October inclusive. (Exception if the first Tuesday coincides with a statutory holiday.) Commences at 1:30 p.m.

Bus Trips. Please refer to Notice Board in foyer for details.

Rooms available for hire.

Accredited Visiting Service.

If you are feeling lonely, or would just like more social contact, it's important to do something about it, and Age Concern can help. Our Accredited Visiting



Serving the needs of older people

Service is a befriending service that provides regular visits to older people who would like more company. Our visitors are volunteers who are keen to spend time with an older person for about an hour each week to enjoy conversation and shared interests and activities.

Confidential Advocacy Service for Elder Abuse.

Elder Abuse and Neglect is a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.

Any Welfare needs or questions

Age Concern has resources and information to answer any welfare needs.

Training, Public Awareness and education in rest homes and the community

Holding education seminars for the public e.g. Positive ageing, Enduring Power of Attorney, etc.

Volunteers needed

JP available onsite

Refection's of your life workshops

Learning txt classes

Please visit Age Concerns web site for more information. [Just type in the google bar Age Concern]



Please visit the Super Seniors site for more up to date information on what is going on.

[Just type in the google bar super seniors]



Like our face book page

Staff contacts

To contact staff dial (03) 21 86 351 if no one answers, the phone will give you the extension numbers listed below:

So if you wish to talk with Heather push 1 and it will go to her answer phone. Leave a message as the phones are checked regularly

Extension 1 Heather | Office Manager

Extension 1 Kathy | Cook
Extension 1 Craig | Cleaner

Extension 2 Chris | Accredited Visiting

Service Coordinator

Extension 3 Emma | Social Worker

Extension 4 Janette | Manager/

Janette | Manager/ Social Worker

Extension 5 Tara | Coordinator for Elder

Response Service

Extension 6 Van Driver **Duncan** Coordinator for the

Queenstown Office 03 4413 490

If you are wanting the van please leave a message on extension 1 or 6 the night before, if possible, so we can ensure you are picked up as the van leaves the Centre at 9am to start pickups





Monumental Masons

Showroom & Office 221 Yarrow Street, Invercargill

> Ph. 03 2170 666 or 027 5939009

www. maidenstone.co.nz





When supporting the advertisers within this magazine

PLEASE LET THEM KNOW.

Their continuation enables our newsletter to be provided free of charge - they need to know where you found them and that the advertising is working for them too.



"No, it's not a computer monitor. It's a doggy door. Not everything is technology related."

EXPO

On May 31 we held an Interactive Expo here at Age Concern. The focus was for people to come along and give things a go. We had stalls including the Invercargill Library featuring their digital programme and virtual reality set, Disabilities Resource Centre's pedal exercises and equipment, alternative options to using cheques from Westpac and BNZ, brain health games from MindJig, Table Tennis, equipment

from Southern Mobility, health checks by Tara, and information from Work and Income, Head Injury Association, Jubilee Budgeting, Enliven Support Link, Avenal Park Funeral Home, SeniorNet, South Alive, and many more. It was packed with information and resources and we had a great turn out and feedback from those who came along. Stall holders are keen to come back to an even bigger and better expo next year so watch this space!









WELCOME. MAKE YOURSELF AT HOME.

Join a vibrant retirement community in the heart of the Queenstown Lakes District. Thoughtfully designed two and three bedroom villas are available now, priced from just \$635,500*

Call Call 0800 442 446 to request an information pack.

Open weekdays for viewings, 11am to 3pm 0800 442 446 | 224 McDonnell Road, Arrowtown 9371 www.arrowtownretirement.co.nz

*Sold under occupation right agreement. Ask our sales manager for more information. Villa available for \$635,000 under occupation right agreement at time of printing.

Age Concern Southland Cook Book Fundraiser



Recipes
Sharing Our
Favourites



Available for purchase at Age Concern Southland and Sylvan Bank Pharmacy

Get a copy of our beautiful cook book today!
Only \$24.99
Limited stock, get in quick!

\$24.99

Walking Stick Oh. loathsome stick, bel

Oh, loathsome stick, beloved too, since I have taken up with the likes of you.

Words nearly failed me, when it was suggested we form a partnership of two.

I felt our combined association would announce to the world I was past my best, worn out through and through.

However, I know I still have many healthy, slightly, painful years left in me yet.

So I've swallowed my pride and handed over part of my weight to you.

Together, we're out and about, we've increased my speed and most certainly improved my day.

It is safer I feel, and do you know I don't think now, I could manage any other way.

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We're here to help make your everyday banking easier.



Better Banking Workshop. In-branch workshops to help you set up internet and mobile banking. asb.co.nz/workshop



Get step-by-step guides to learn about internet and mobile banking. asb.co.nz/how-to



Your direct line to ASB.
If you're 65 and over, call
our priority line.
0800 272 119

How to bank online.





LILLE Healthcare

HOW TO CHOOSE CONTINENCE PRODUCTS

Problems with bladder control can increase as you get older, this is known as 'incontinence'. Many people may feel embarrassed and find it difficult to address the problem which can diminish the quality of life for those affected.

There is a range of easy-to-use products that can help, but it's important to choose the right one!

Correct style - The product needs to suit the user's lifestyle. There are pads that can be placed into underwear or pull ups that are an all-in-one style to be worn instead of regular underwear.

Correct absorbency - Pads and pull ups have different absorbency levels from light to heavy. It's important to have the right one to avoid overly moist skin and the associated skin irritation and infections. If you are wearing the pad and still have spillage then we will recommend a higher absorbency. If you are feeling reasonably dry, then it's the right one for you. Of course, the absorbency level you need can change over time.

Correct size - The continence product you choose must fit properly to avoid leaking and inconvenience. There are sizes to fit all body shapes. It's hard to

know which product will best suit your needs, which is why Lille Healthcare offers free samples for you to try before you buy.

Lille Healthcare has a wide range of products that can help you manage incontinence. If you require further advice, contact a continence specialist, nurse or doctor, or visit our online store for more information.

Properly managed incontinence improves independence and confidence, making everyday life more enjoyable.

editorial supplied by Lille Healthcare NZ

Meals \$7 Member \$8 Non Member

Age Concern Southland Take-away Meals Menu

50 Forth Street, Invercargill (03) 218 6351

Beef Olives | Beef Stew | Braised Steak | Chicken Casserole | Chicken & Leek Casserole | Chops | Cottage Pie | Crumbed Fish | Curried Sausages | Devilled Sausages | Fish Pie | Irish Stew | Lasagna | Liver & Bacon | Meatloaf | Mince | Pork Casserole | Rissoles | Roast Beef | Roast Chicken | Roast Hogget | Roast Pork | Sausages | Shepherd's Pie | Silverside Steamed Fish | Stew & Dumplings | Stuffed Sausages | Sweet & Sour Chicken | Sweet & Sour Sausages | Swiss Roll Tripe & Onion

Soup: \$4 Member / \$5.50 Non Member

Chicken | Leek & Potato | Pumpkin | Tomato | Vegetable

No need to order, just come in. Full range of our quality home cooked styled meals may not always be available but check out our daily Menu Board.









DEDICATED TO CONTINENCE CARE

Our Lille Healthcare range includes pads, pants, adult diapers and underpads.

Lille Healthcare New Zealand offers a comprehensive range of disposable products suitable to manage all types and levels of incontinence. Our technologically advanced products are 100% breathable and hypoallergenic, ensuring optimum comfort, security and discretion.

ORDER ONLINE for DELIVERY DIRECT TO YOUR DOOR

Our easy-to-use Lille Healthcare Online Shop provides the ability to buy continence products discretely in the privacy of your own home and have your package delivered direct to your doorstep.

Order now at www.lillehealthcare.co.nz

Free computer classes at the Invercargill City Library



Digital Introductory Pathway

For seniors who want to use digital technologies to pursue hobbies, find the right digital device, communicate with family and friends, and become more independent online. To register your interest, send an email to Sue Kini or call the Invercargill City Library.

For queries about any of our programmes and initiatives contact Stepping UP Programme Manager, Sue Kini sue@diaa.nz Invercargill City Library - 03 211 1444





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- Stand alone villas for independent living
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reception@clarehouse.co.nz www.clarehouse.co.nz



RETIREMENT VILLAGES ASSOCIATION RVA RELEASES A BLUEPRINT TO TAKE US FORWARD

You may have seen some media coverage of the Commission for Financial Capability's (CFFC) White Paper that proposes a review of the retirement village legislation. In our view this proposal is misplaced, as the legislative framework protecting residents' interests in the village is both robust and world-leading. The beauty of the regime is that it permits a huge range of commercial terms that allow residents genuine choice about their village. Looking for somewhere that shares capital gain? There are villages that do that. Want the certainty of a fixed weekly fees? 60% of villages offer that. And so on.

However, we also recognize that there are aspects of the commercial terms, which are the focus of the CFFC's White Paper, that can create problems for residents, especially if units take longer to re-licence than expected and families have to wait longer than desirable for the repayment of the capital sum.

On 25 May 2021, at our Conference, the RVA launched a comprehensive blueprint to introduce a range of improvements in the industry. In particular, the blueprint includes providing residents with a stronger voice, strengthening the complaints process and working with the CFFC to monitor re-licensing times so best practice standards can be developed.

The RVA will also explore establishing an Ombudsman to hear and resolve complaints and invite an independent member of the public to sit on its Executive to represent residents' interests. Retired High Court Judge Hon. Dr John Priestly QC is already the independent chair of the RVA's separate Disciplinary Authority to look at complaints about egregious operator behaviour.

"The growth of our sector, the fact more than 100 Kiwis are choosing to move into a retirement village every week and the overwhelming satisfaction levels among residents clearly demonstrates that we have struck the right balance between robust regulatory oversight and effective selfgovernance," says RVA President Graham Wilkinson.

"However, we accept there is always room for improvement and refinement around certain practices as our sector and our offering evolves. This blueprint sets out the tangible and definitive steps we will be taking to achieve that goal."

As a first step, the RVA has invited the Hon Tracy Martin, a former Minister for Seniors, to be the Independent Member on the RVA's Executive Committee to ensure the residents' voice is heard at our Board level. We are delighted that someone with Tracey's mana and experience has agreed to take up the role.

As part of the blueprint, the RVA has agreed with the CFFC to survey all members annually to examine emerging trends and work with members, residents and the Retirement Commissioner to design a best practice approach to re-licensing that reflects the reality of the local real estate market, vet ensures residents' estates do not wait an unreasonable period of time for a refund.

"We agree there is a role for continuously educating operators and residents about the re-licensing process and to encourage best practice including dealing with potential drawn-out re-licensing times," said Mr Wilkinson.

The blueprint also sets out plans to review Occupation Rights Agreements (ORAs) to address any perceived unfair terms or confusing clauses and ensure clarity around what the resident and operator are responsible for, in particular, repairs, maintenance and replacement of operator-owned chattels.

"We will work with our members, residents and the Retirement Commissioner to identify best practice for future ORAs which define each party's responsibilities, so that residents are not responsible for usual maintenance and replacement of operator-owned chattels, whilst protecting operators from bearing the cost of making good resident abuse or damage to chattels.

"Already some operators have moved towards this position and we anticipate the majority of operators will follow quickly."

The RVA has worked with the CFFC to develop best practice standards around the disclosure of information about residents' transfer to care and have called for these to be incorporated into the Retirement Villages Code of Practice.

"We also agree that the retirement sector can encourage best practice standards, as is illustrated by the sector actively encouraging operators to stop charging all fees when a resident moves out," says Mr Wilkinson.

"This is an example of education and market pressure. The practice was extremely rare 20 years ago, but today the majority of villages have adopted this practice and we expect more to follow, although this will always be a challenge for smaller and not-for-profit villages."

Last year, the RVA signed a Memorandum of Understanding with the Retirement Village Residents Association of New Zealand to work together on issues. These include guidelines on dealing with the media, ensuring complaints raised via either organisation are dealt with expeditiously and fairly, implementing a comprehensive village manager training programme, and regular meetings between both the RVA and the RVRA's **Executive Committees.**

editorial supplied by the Retirement Villages Association

SOCIAL TABLE TENNIS



Every Friday from 9.30-11.30am (Starting 11 June 2021) Cost \$4 per player At Age Concern Southland 50 Forth Street, Invercargill

- Meet new people, learn great new skills in a fun & friendly environment
- Improves hand-eye coordination, reflexes, balance
- Keeps your brain sharp
- Easy on joints
- All equipment provided
- Arrive anytime between 9.30-11.30am and play for as long as you want

Registrations and enquiries to: Carolyn Geraghty cgeraghty@actrix.co.nz Mobile: 027 245 3424

Dr Liz Craig Labour List MP based in Invercargill Invercargill Office 49 Kelvin St, Invercargill liz.craig.office@parliament.govt.nz 03 218 8370 1 /LizCraigLabour Authorised by Dr Liz Craig MP, Parliament Buildings, Wellington

New driving service for Invercargill - friendly, personal and safe -**Total Mobility cards accepted**

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"I am looking forward to bringing you a friendly transport service with extra help at either end of the journey depending on your needs. For medical appointments I'll make sure you get to the right place and will wait if necessary or pick you up after the appointment. I can help out with shopping and other errands. I really value my customers and look forward to getting to know you. Please don't hesitate to give me a call to find out more about the service".

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For more information

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www.freedomdrivers.co.nz

Sepsis, what you need to know

Knowledge is power and knowing the red flags and signs of sepsis can save your life, and the life of your loved ones.

So - what is sepsis? Sepsis (also known as "septicaemia" or "blood poisoning") is a lifethreatening complication of infection where the body's immune response starts to damage its tissues and organs. It can affect every part of the body from head to toe.

How serious is sepsis? Some with sepsis make a full recovery, especially if they are treated early. Others are left with lifelong disabilities, particularly where sepsis is not recognised or treated quickly. Overall, at least 10% of older people with sepsis die in hospital, and 60% of adults who survive an admission have a new physical or cognitive disability (a 'cognitive' disability is one caused by disturbance of normal brain function).

So why is it so important for the older generation to be aware of? As we get older our immune system is not firing on all cylinders like it did when we were young and sprightly. Some people have medical problems or injuries which make infection more likely. When an infection does happen (such as a urinary tract infection, a skin infection like 'cellulitis', pneumonia, or an infection after a procedure or surgery) older people are less able to get it under control before sepsis takes over. The sooner we get medical treatment the better the outcome.

So - what are the signs of sepsis? Sepsis is not a simple cough, cold or fever. In fact, quite a lot of

people with sepsis don't have a high temperature when they get to hospital, and some even have low body temperatures. People will often have a sense that they are unwell with an infection before developing the following as the poisoning takes hold:

Seek medical help urgently if you or your loved one develops any or one of the following: Slurred speech or confusion, or difficult to wake **Extreme shivering or muscle pain** Passing no urine (pee/mimi) for a day **Severe breathlessness or breathing very fast** It "feels like you are going to die" Skin mottled, bluish, or pale or feels abnormally cold to touch

Unfortunately, sepsis still causes deaths in New Zealand - more than breast, bowel and prostate cancer combined. The Sepsis Trust NZ is a team of passionate doctors, nurses, survivors and supporters who all work towards the common goal of eliminating unnecessary harm due to sepsis in this country. The Trust aims to increase awareness of sepsis, improve care for people with sepsis, and support the survivors of sepsis and their families/whaanau. Through our fundraising efforts we've been able to appoint a sepsis support nurse, who can offer a friendly ear and practical advice to anyone who wants more information, or who might be struggling with sepsis and its aftermath.

Visit the Sepsis Trust NZ website at sepsis.org.nz for more information. We appreciate donations or regular giving - use the website or get in touch at info@sepsis.org.nz to support our mission.

21°C The Healthy Temperature Keeping rooms you live in heated Below 16°C to 21°C helps prevent cold there is an increased risk of related illness respiratory illness Below 12°C Below 9°C there is an increased there is an increased risk of risk of having a stroke or hypothermia heart attack

Helen Wright who has been a volunteer visitor with Age Concern Southlands **Accredited Visiting Service for 31 years.**



Helen started in January 1990 and also convinced her parents to become visitors at that time as well. Her Dad continued visiting until he passed away and her Mum until failing health forced her to retire.

Helen lives in Gore and has had numerous clients over the years, both male and female. She is a bright and bubbly person who brings out the best in those she takes time to visit.



Avenal Park Funeral Home

We encourage people to take the time to talk. Express your wishes, so that your funeral will be as memorable as you are. The staff at Avenal Park Funeral Home can assist with every step of the process; from preplanning and/or prearranging of funerals, to looking after you when your loved one dies, through to designing and organising of headstones and memorials.

Currently, \$10,000 (held in a recognised funeral plan) is exempt from rest home asset testing. Funeral prepayments made through us are held in the FDANZ Funeral Trust, administered by Gallagher Bassett NZ Ltd. It is not an insurance policy, the money you pay is yours – held in trust for when it is required.

If you would like to talk to us about prepayments, funerals, or headstones, please visit Avenal Park Funeral Home at 75 Fox Street, Invercargill or phone us on 03 218 9021.



AGE CONCERN | Serving the needs of older people



Steady As You Go

Falls Prevention Exercise Groups

SAYGo Exercises improve balance and leg strength, flexibility, general fitness and wellbeing

Southland group locations and times:

- Age Concern Southland Hall Tuesdays 11am 50 Forth St, Invercargill
- Wyndham Group Mondays 10.30am Wyndham Evangelical Church, Balaclava St
- Bluff Group Tuesdays 10.30am St John's Community Centre, Lees St
- Windsor Group Mondays 1.30pm Windsor Community Church, Windsor St
- Wallacetown Group Mondays 10.00am Wallacetown Community Centre, 57 Dunlop St
- Myross Bush Group Wednesdays 11.30am Myross Bush Community Hall, Mill Road North
- Te Anau Group Mondays, Wednesdays, Fridays 10.30am Fiordland Community Centre, Te Anau-Mossburn Hwy
- Fortrose Group Mondays 10.00am (contact Emma for location)
- **Queenstown Groups** (contact Emma for details)
- St Stephen's Waikiwi Fridays 1.30pm St Stephen's Church hall, North Road, Waikiwi, Invercargill

Cost for each group may vary; duration of 1hr. *No SAYGo group in your area?* Get a group of people together with the help of Age Concern Southland. Contact Emma for more information.

Enquiries to Southland SAYGo Coordinator Emma Lovett | Age Concern Southland 03 218 6351 | emma@acinv.org.nz



Age Concern Southland **Membership Form**



If you wish to become a Member of Age Concern Southland please complete and return this document, including payment. Each year's membership commences 1st February.

Age Concern Southland Mei February 2019 / 2020	mbership							
Name:	·							
and								
(If Membership type is 'Couple' please enter other Me	embers name in space provided above)							
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Suburb:								
City/Town:	Postcode							
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Donation: Donations of \$5 and over are eligible for a tax credit under the terms of Section 1 D1 of	the Income Tax Act 2007.							
\$10 \$20 \$30 \$40 \$50 Other \$								
Do you require a receipt? (If 'yes' please tick box)	OTAL Payment \$							
Payment by post to:	Office Use Only							
Age Concern Southland, P O Box 976, INVERCARGILL 9840	Date Received:							
<u>OR</u>	Method of Payment:							
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Age Concern Southland, 50 Forth Street, INVERCARGILL	Entered on Database:							
Please accept our sincere thanks for your support and should you have any queries please do not hesitate to phone (03) 218 6351								

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- 12. Bulgarian currency
- 13. Attributes
- 15. Elephant's weight, maybe
- 16. Domed buildings
- 21. "The very ___!"
- 22. Brawl
- 24. Juicy fruit

- 25. Not busy
- 26. Like a fox
- 27. Formally surrender

Down

- 1. Is able
- 2. Length x width, for a rectangle
- 3. Life stories, for short
- 4. Refuge
- 5. Shaped like a rounded tube
- 6. Network on the telly
- 7. Bank
- 10. Possesses
- 14. Howard of "Happy Days"
- 16. Tear
- 17. Praiseful poems
- 18. Blue shade
- 19. Auxiliary
- 20. Auctioneer's closing word
- 23. Kicker's aid

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- 1	Α	L	Т	В	S	R	М	F	L	Z	R	U
U	L	Α	Α	Р	L	V	F	Ν	1	X	Α	М
М	С	X	Р	Р	Α	L	Α	Т	I	Ν	E	U

How to solve sudoku puzzles. No math is required to solve a sudoku. You only need logic and patience. Simply make sure that each 3x3 square region has only one instance of the numbers 1-9. Similarly, each number can only appear once in a column or row in the larger grid. The difficulty on this puzzle is easy.