

WEST WIMMERA HEALTH SERVICE

X

COMMUNITY CONNECTIONS

EDITION 14 SPRING 2022

SHARING FOR HEALTHY COMMUNITIES, HEALTHY LIVES

INSIDE

NEWS, UPDATES AND PHOTOS

- 03 FARMER WANTS A HEALTHY LIFE
- 04 MESSAGE FROM THE CEO
- 06 SUPPORTING STUDY AMBITIONS
- 07 GROW YOUR CAREER IN HEALTH
- 08 A LOOK BACK ON THE 2022 FINANCIAL YEAR
- 10 NDIS PACKAGES YOUR CARE YOUR CHOICE
- 12 HELP SHAPE OUR FUTURE JOIN OUR COMMUNITY ADVISORY COMMITTEES
- 14 COMMUNITY HEALTH NEWS
- 15 MEET OUR INTAKE TEAM
- 16 OUT AND ABOUT AT OUR RESIDENTIAL AGED CARE HOMES
- 18 ACCREDITATION AGED CARE QUALITY STANDARDS
- 20 PREGNANCY CARE CLINIC
- 21 COVID-19 SUPPORT
- 22 3-IN-1 TOWARDS HEALTHY TOWNS
- 23 OUR SERVICES
- 24 ACTIVITIES FOR ALL AGES

TRACIE, KANIVA CHEF IN CHARGE, IS OUR FRONT COVER SUPERSTAR.

GENDER EQUALITY ACTION PLAN

Through extensive consultation with our staff and stakeholders, we are pleased to have developed our first Gender Equality Action Plan.

The Plan details our commitment to providing healthcare services that ensure equal access to opportunities and resources, treating everyone with fairness, compassion, dignity and respect regardless of their gender identity.

The Plan was endorsed by the the Commission for Gender Equality in the Public Sector last month, having met the requirements for compliance under the *Gender Equality Act (2020)*.





DARREN WELSH, EXECUTIVE DIRECTOR QUALITY AND SAFETY AND TAEGAN JARRED, MANAGER PEOPLE & CULTURE.

ERRNER WANTS A HEALTHY LIFE

SEASON 3 Launching 30 September

THE PODCAST SERIES

Jam packed with stories from people who understand farming life. From new farmers and old hands, rural community locals, doctors and more.

The Farmer Wants a Healthy Life podcast shares stories about looking after yourself.

The choices you make can change your life; hear it from people who have done it.

LISTEN TO US ON APPLE, SPOTIFY OR ANYWHERE YOU LISTEN TO YOUR PODCASTS! WE WANT TO HEAR FROM YOU: **f** @FarmerWantsaHealthyLife **y** @_FWAHL

MESSAGE FROM THE CEO

Residential Aged Care Accreditation

Our residential aged care facilities at Jeparit and Nhill both recently underwent an unannounced survey (the surveyors basically turn up out of the blue) against the 8 quality standards set by the Aged Care Quality and Safety Commission.

We have received final confirmation that both facilities have met all 42 recommendations contained within the 8 standards.

We don't like to brag at WWHS but there's no other way to put it: these are exceptional outcomes and testament to the dedication and diligence of all of the staff members involved.

The Jeparit survey was our first against the new standards which only adds to the magnitude of what has been achieved.

The result touches on all of our organisational values but none more so than:

Total Care - delivering care that is safe, effective and person-centred, always.

- We are privileged to serve in the care of others.
- We put those we care for, and those around them, at the centre of everything we do.
- We actively listen, pay attention to detail, and respond without delay.
- We bring our best every day to help people live their best lives.
- We care with compassion, dignity and respect.

Happy New Financial Year

All of a sudden and it's curtains for the 2021-2022 financial year*. Unsurprisingly our annual financial reporting is based on the financial year but so are many of the other performance indicators we use.

Last financial year (the one that ended on 30 June 2022) amongst many other things, we served 172,084 meals, recorded some 46,110 residential aged care bed days, provided 4,068 diagnostic imaging services (CT scans, x-rays, ultrasounds) and treated 1,543 urgent care presentations.

There are many, many people involved in ensuring services like those mentioned above are provided safely and on time. And all with the extra challenge of COVID lurking in the background and sometimes right in our faces.

So thank you to all of our staff and volunteers for your unstinting and dedicated commitment to the health and wellbeing of the communities we serve.

*in an exciting aside, Victoria adopted the use of the financial year in 1870.

Our commitment to Gender Equality

We're proud to have recently published our Gender Equality Action Plan which you can find at *wwhs.net.au/about_us/publications*.

The plan is a blueprint for how we will continue to ensure equal access to our opportunities and resources, and treat everyone with fairness, compassion, dignity and respect regardless of their gender identity. Well done to everyone involved and in particular our People and Culture Team.

COVID-19

It's fair to say things have generally quietened down quite a bit on this front over the past few months.

We have had a couple of instances of coronavirus in a few of our facilities in recent times but in each case our staff have responded magnificently and ensured there was no further spread with limited discomfort for all involved.

Again, thank you to our communities for doing their best to minimise the impact of COVID over the past two and half years and here's hoping the worst is now behind us.

Let's get up and about!

Spring is in the air! Well some of the time with all this rain but how good are the crops looking! Most of us, including yours truly, could do with some more regular exercise. And there's no better time to turn over a new leaf than when the days start to get warmer and longer.

My plan is to commit to getting in at least 3 relatively easy half hour bouts of exercise a week for a month or two and go from there.

Doing one session for me is pretty easy, with Nhill Parkrun on at 8am every Saturday morning at Jaypex Park. There's an excellent Parkrun at Horsham as well, along the river there. It's a great way to keep moving as well as to meet new people sharing a common interest. And despite the name, Parkrun's not just for runners but walkers too. Might see you there.

Go Jess!

Hi to Jessica Pilgrim who features in this edition as another example of the rich and rewarding learning and career opportunities that abound in the public health sector and doubly so at West Wimmera Health Service.

Jess plays an important role in helping our employees advance their careers, improve their skills and help them find the right training now and for the future. Well done Jess and keep up the great work!

Community Advisory Committees

Our current Community Advisory Committees (CAC's) do a great job in keeping us informed about what people are thinking about our services and how we can improve them.

We're hoping to establish CACs for our Jeparit and Rainbow (combined) and Natimuk and Goroke (combined) communities and we'd love to have you on board. Read on for more information on how to apply.

That's a wrap

That's a wrap for now. Take care dear readers and fingers crossed for our farmers that what's shaping up as an excellent season finishes off well.

Get on Board

In November, advertising for appointments / re-appointments to our Board of Directors will commence with short listing of applicants to occur in December and interviews conducted in February 2023. Successful Board applicants will be appointed from 1 July 2023.

Based on our current Board's skill mix, we're looking for interested persons who are either a registered clinician or people with a particular interest in but not limited to Human Resource Management and Communications and Stakeholder Engagement.

If you would like more information about becoming a Board Director please do not hesitate to contact Katherine Colbert, Board Chair on katherine.colbert@wwhs.net.au or visit the Department of Health website.

SUPPORTING STUDY AMBITIONS

Training Officer and Careers Advisor, Jessica, realised her passion for education and career development during her position as Administration Clerk Trainee at West Wimmera Health Service (WWHS) where she was providing administration support to our People and Culture team, learning on-the-job skills as well as studying a Certificate IV in Business.

Jessica joined our team in January 2014 as a Hospitality and Environmental Services Assistant which was a Gap Year position for 12 months at the Nhill site. This position allowed her to earn a wage, save money for university studies and learn valuable life skills with her favourite part being engaging with consumers on a daily basis.

"I loved it so much that I successfully applied to stay on as a casual employee whilst I was away at university which enabled me to return during holiday breaks to work and top up the bank balance."

Jessica commenced an Administration Clerk Traineeship in November 2018 and less than 12 months later a vacant position to assist our non-clinical workforce with career and skill development was advertised and she jumped at the opportunity.

Her Training Officer and Career Advisor role supports WWHS employees to achieve their career and skill development goals which Jessica says is very rewarding.

Jessica hopes to undertake more study in the near future with a keen focus on training and assessment to enable her to teach more than she can currently do. Jessica shares, "I have felt incredibly supported in my career development at WWHS, I look back at all of the wonderful opportunities I have received and think to myself – wow, how amazing is my workplace to be able to support employees this way and how lucky am I to have been on the receiving end.

West Wimmera Health Service is a wonderful place to work, grow and learn, I am very thankful to be part of the team".

Thanks Jessica! We look forward to supporting your future study ambitions.



Looking to grow your career? Visit our website to learn more: www.wwhs.net.au/about_us/employment



GROW YOUR CAREER IN HEALTH

West Wimmera Health Service is looking for full time, part time and casual Registered Nurses, Enrolled Nurses and Health Care Workers to join our team.

We also have a number of opportunities across our allied health, finance, administration, hospitality and environmental services, maintenance teams and more.

FOR MORE INFORMATION:

Call us on (03) 5391 4222 Email us at careers@wwhs.net.au See what roles are available: wwhs.net.au/about_us/employment

FIND YOUR DREAM CAREER WITH US!

A LOOK BACK ON THE 2022 FINANCIAL YEAR...

The 2021-22 financial year was another year consumed by the COVID-19 pandemic. In our battle to minimise the harm and disruption caused by the pandemic we have been involved in:

- · running vaccination and testing clinics
- managing outbreaks in our communities and our facilities
- distributing Rapid Antigen Tests
- · monitoring and supporting affected community members
- distributing extra COVID related government funding to our frontline staff
- · deploying air purifiers into our facilities
- working with many partner organisations to help them and us in our response efforts

We thank our Infection Prevention and Control Team and Covid Care Team for all their hard work as well as our amazing frontline staff who continue to work additional shifts and overtime whilst tolerating extra personal protective equipment to care for our communities and residents.

RECOMMENCEMENT OF SERVICES

As restrictions lifted we were able to:

- recommence our orthopaedic (hip and knee) joint replacement surgery service in February
- gradually increase the number of surgical cases including our highly valued opthalmology (eye) surgery service
- allow visitors into our residential and acute care facilities which is vital in reducing isolation and improving quality of life
- recommence our volunteer program
- catch our communities up on their health checks with free health screening sessions in each town in our catchment as part of our 'Time to be seen again' campaign

HEALTH PROMOTION

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MENU

Our Health Promotion Team has powered through another challenging year in the pandemic, remaining flexible with the delivery of their programs and community engagement methods including:

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SET

- Farmer Wants A Healthy Life Podcast Season 2
- Cafe Health
- Community Health and Wellbeing Grants (10 projects including community gardens, mosaic walking trail, wellbeing website pages, QiGong sessions, bubbles and brushes painting sessions and bike track community consultations)
- 3in1 Healthy Towns

BURSARIES

Financial support has been offered to seven staff members in the latest round of bursary applications. Support has been offered in relation to the following courses:

- Master of Health Economics;
- · Certificate of Dermoscopy;
- Bachelor of Nursing;
- Bachelor of Health Information; and
- Grad Cert of Diabetes Education.

Congratulations to our latest successful bursary applicants and all the best with your studies.

2021-22 WWHS AT A GLANCE...







46,110 Residential Aged Care Bed Days



5,748 Community Nursing Appointments

4,068 Diagnostic Imaging 199 Operations Preformed



172,084 Meals Prepared

17,237 Allied Health Appointments **519** Staff Head Count



1,284 Acute Separations

CAPITAL GRANTS AND FUNDING SUCCESS OF \$4.5 MILLION

We were successful in our applications for a number of capital grant and funding submissions including:				
Funding Source/Program	Project	Funded Amount		
Rural Residential Aged Care Facilities Renewal Program	Rupanyup Residential Aged Care redevelopment - Stage 2 (to complement stage 1 which was funded \$2.592m)	\$2,118,000		
Rural and Regional Health Infrastructure Fund (RHIF)	Nhill Hospital refurbishment - Stage 2 Central Stores and Staff Dining facilities (to complement stage 1 for which we were funded \$2.57m)	\$1,390,000		
Rural and Regional Health Infrastructure Fund (RHIF)	Nhill Hospital Operating Theatre Equipment Upgrade	\$547,320		
Kiata Wind Farm - Community Grants Program	Outdoor Rehabilitation Mobility Garden	\$2,500		
William Angliss Charitable Fund	ZOLL defibrillator for Nhill Urgent Care	\$5,600		
Commonwealth Home Support Program (CHSP) Adhoc Funding Round	CHSP - Home Modification Services	\$216,275		
Violet Vines Marshman Centre	Rural Health Research - 3in1 Health Towns Project	\$40,000		
Department of Health Be Safe Be Well Grant	Pyschological Support for Staff and Staff Rest and Recovery Areas	\$115,000		
 Small government grant Generous contribution from Kaniva Lions Club Community support in our annual equipment fundraising program 	X-ray Equipment Upgrade to Digital	\$103,376		



We support the

ndis

NDIS Packages

Your Care, Your Choice!

Supporting you to live your best life in your community.

We visit:

Nhill, Kaniva, Natimuk, Goroke, Minyip, Murtoa, Rupanyup, Jeparit, Rainbow and Dimboola.

WE'RE HERE TO HELP YOU!

Personalised Community Outings

One to one outings tailored to suit each individual participant and their interests

NDIS Group Activities

Our programs are designed to assist participations to engage in community, social or recreational activities and be empowered to develop social skills and confidence.

Take part in a range of individual or group activities suited to your personal interest or hobbies, such as:

- swimming
- art and craft
- cooking
- physical activities
- community events and social outings
- volunteering

Skills for Independent Living

We provide education and training to develop a range of personal skills to support you to live independently.

These programs include:

- literacy and numeracy skills
- sensory development
- health eating and cooking
- relationship & social skills
- exercise program
- managing finances, banking & shopping

Early Childhood Intervention Services Our specialist are able to visit you in your home and help build the skills and participation of your child. They are trained to give you the information, resources and support you need to help your child learn, develop and reach their goals.

WE ARE A REGISTERED NDIS PROVIDER

LET'S TAILOR YOUR

Contact us for a chat: (03) 53 914 150 ndis@wwhs.net.au

OTHER SERVICES

- Speech Pathology for managing language, speech, fluency & swallowing
- Podiatry for all foot-related health
- Occupational Therapy for help with everyday activities you find difficult
- Social Work including counselling and advocacy
- Physiotherapy & Exercise Physiology for assistance with any human movement or balance problems & rehabilitation
- Hydrotherapy
- Food & Nutrition (Dietitian) services for a healthy diet to suit individual needs
- Continence Nursing for managing incontinence with aids and education
- Home support such as cleaning, meal preparation, medication support, shopping & transport.

Join our Community Advisory Committees - Collaborate, Create and Inform!

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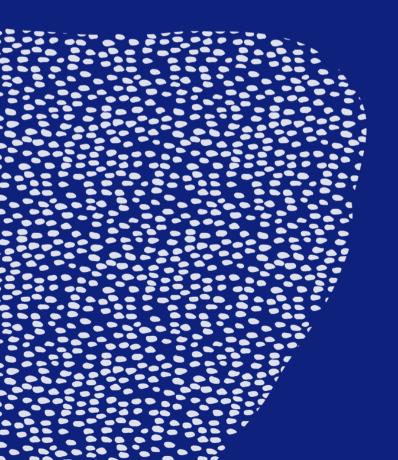
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"WHAT ARE COMMUNITY ADVISORY COMMITTEES?" I HEAR YOU SAY

Well take a seat and get comfy because I am here to explain to you why you should join our Community Advisory Committee and spend an hour or so every second month with me and fellow locals to better improve our services and drive positive change at West Wimmera Health Service.

The Community Advisory Committees (CAC's) work in partnership to ensure that your views are taken into account in our decision making processes.

Let's collaborate, create and inform!



Golly, you lot ask a lot of questions, okay, I'll share with you what we do:

- Advocate for the community
- Review information
- Highlight local community health needs
- Monitor feedback and data

"So is there a Committee in my town to join?" I hear you ask.

We are delighted to have three established Committees representing the communities of Minyip, Murtoa and Rupanyup; Kaniva; and Nhill. However, 2023 is shaping up to be a mighty fine year, as we plan to form three further committees for the communities of Jeparit and Rainbow; Goroke and Natimuk.

I could chew your ear off with all of the many reasons you should join the CAC but we haven't got all day, so with that, I hope to hear from you soon!

We are seeking people from all townships to join current CAC's or to express interest in forming the new committees in Jeparit and Rainbow, Goroke and Natimuk.

We encourage everyone to apply!

We also are keen to engage with members of the refugee, Aboriginal and Torres Strait Islander, culturally and linguistically diverse backgrounds, people living with a disability and members of the organisations and community groups that support these groups within the area.

If you are interested to learn more about our CAC's, please contact our Communications and Customer Partner, for a friendly chat on (03) 5391 4293 or email mysay@wwhs.net.au.

COMMUNITY HEALTH NEWS



Do you need a Blood Test?

If you are in need of a blood test that cannot be performed by Rural Doctors, you can now attend our Specialist Pathology Clinic in Nhill with our friendly Community Health Nurse. Please note if you have a Rural Doctors Pathology slip, you will need to attend Rural Doctors clinic.

Tuesday, Wednesday and Friday 8am - 10am Nhill Urgent Care Centre

Call our Allied Health Reception on 5391 4267. Bookings are essential.

In Rupanyup on Tuesdays, between 8:30am and 4:30pm, community members can attend the Rupanyup Clinic at 91 Cromie Street, and have their blood taken and wounds dressed.

Please book by calling 5363 1200.

Minyip, Murtoa and Goroke Community Health centres also provide appointments for bloods, blood pressure monitoring, wound dressings and any pre-admission queries between Monday - Friday 8:30am - 5pm.

Reminders

You don't need a referral to visit our Allied Health Professionals! This includes our physiotherapists, podiatrists, occupational therapists, dietitians, diabetes educators, cancer support nurse, continence nurse, speech pathologists, social workers, and exercise physiologists.

Simply call our friendly Intake team on 5391 4292 to make an appointment.

Healthy Legs

Minyip Healthy Leg Club Friday 11am-1pm

Murtoa Health Leg Club Tuesday 11am-1pm

OUR INTAKE TEAM

Helping you get the Services you need!

WE MAKE SURE YOUR HEALTH IS OUR PRIORITY

Our wonderful Intake Workers, Roey and Joscelyn, are often the first people you will meet or talk to when seeking our Community Health services.

Our intake team work with patients to gather and process information, ensuring our medical professionals are well prepared for appointments. They will help determine what services you might need and guide you to the right area in a timely and effective manner.

If required, the Intake team are also able to meet with patients in their homes to complete safety assessments.



(03) 5391 4292

intake.officer@wwhs.net.au





Marie with Fredrick Natimuk's new pet therapy dog

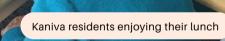




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AT OUR RESIDENTIAL AGED CARE HOMES

Nita with Lemon Butter



-







Cyril & Fran baking milo biscuits







Coral & Nancy enjoying a game E -









Betsy painting at Kaniva 1000



Marge placing well in the footy tipping at Iona









Ivan, Cyril, Ivan and Bob catching up during the monthly Natimuk Men's Group

ACCREDITATION AGED CARE QUALITY STANDARDS

What are the Aged Care Quality Standards?

There are eight Quality Standards. They focus on outcomes for residents and reflect the minimum level of care that aged care providers must uphold.

All organisations providing Commonwealth subsidised aged care services are required to comply with the Aged Care Quality Standards (Quality Standards).

Organisations are assessed by the Commission and must be able to provide evidence of their compliance with and performance against the Quality Standards.

Aged Care Accreditation at WWHS

Assessors from the Commission conducted a quality audit of our Jeparit campus in mid-August 2022. The audit process found the facility successfully met all requirements of the eight Aged Care Quality Standards, meaning we retain our Accreditation.

The assessors were extremely complimentary of the staff and facility overall, and noted that the care provided is undeniably resident focussed, with staff committed to providing the upmost in resident care and comfort.

Our Iona Digby Harris Home has also recently undergone an assessment against all eight of the Aged Care Quality Standards.



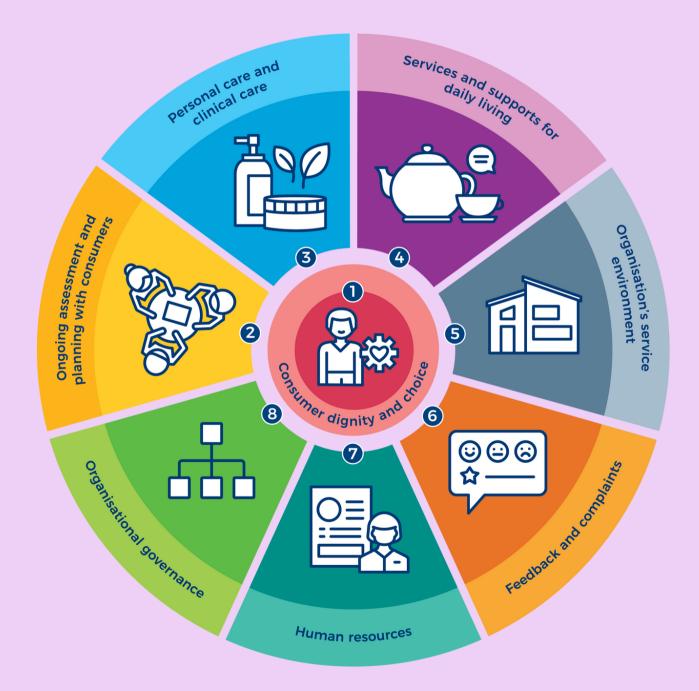
Following the three-day assessment, the assessment team noted the residents feel lucky to be in Iona, and the care is individualised and personalised to the residents' needs. The assessors were particularly impressed with the knowledge that care and non-care staff had of the residents and their needs.

The Service has received the accreditation assessment report, which advised Iona has also successfully met all eight standards. Congratulations to everyone involved.

> The assessors were extremely complimentary of the staff and facility - Ritchie Dodds, Chief Executive Officer.

AGED CARE QUALITY STANDARDS

The Quality Standards focus on outcomes for consumers and reflect the level of care and services the community can expect from organisations like ours that provide Commonwealth subsidised aged care services. There are eight Quality Standards, as set out in the graphic below.





SOURCE: AGED CARE QUALITY AND SAFETY COMMISSION WEBSITE AGEDCAREQUALITY.GOV.AU¹⁹



PREGNANCY CARE CLINC

Every Wednesday Morning at Nhill Hospital

Outreach clinics are also available by appointment.

Please inform your doctor of need for referral.

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CONTACT OUR MATERNAL AND CHILD HEALTH NURSE TO BOOK AN APPOINTMENT: (03) 5391 4267 or 0429 911 287 hindmarshmch@wwhs.net.au

COVID-19 SUPPORT



A friendly reminder to all of our community members that COVID-19 is still present in our area. It is important to continue working together to reduce the spread of COVID-19 where possible.

Maintaining hand hygiene and wearing masks in high risk and crowded settings reduce the spread of COVID-19. The 4th COVID-19 vaccination is now available, and provides further protection against the virus. For more information on how to stay safe you can access the resources below:

Victorian RAT/ PCR Reporting Hotline

1800 675 398 Call and report as soon as you test positive or register online: https://dhvicgovau.powerappsportals.com/rapidantigen-test/

West Wimmera Health Service COVID Care Team

(03) 5391 4292 This line operates 9am - 5:30pm, Monday to Friday for general enquiries. After hours enquires to (03) 5391 4237 who will put you onto the on call nurse.

National Coronavirus Helpline

For information about COVID-19 and vaccines call 1800 020 080. This line operates 24 hours a day, 7 days a week.

3-IN-1 TOWARDS

HEALTHY TOWNS

WALK × TALK × EAT

'3-in-1-Towards a Healthy Town' is a chance to get out, move a little, talk to someone you know – or someone new! – and share a healthy snack.

Invest an hour in your health and wellbeing!

Our Health Promotion team will be in your town soon to ask where and when suits you best to get together and get healthy!

Watch around town for flyers! Or stay up to date on our Facebook page: www.facebook.com/westwimmerahealth.

CHAT WITH US

22

E: Health.Promotion@wwhs.net.au **P:** Abdul on 0420 592 566



WEST WIMMERA HEALTH SERVICE

OUR SERVICES

AGED CARE SERVICES

- Commonwealth Home Support
- Home Care Packages
- Residential Aged Care

CLINICAL SERVICES

- Acute Hospital Care
- Audiology
- General Surgery
- Geriatrician
- Immunisations
- Infection Control
- Medical Imaging (CT Scanning, X-Ray, Ultrasound, Dental Orthopantomogram)
- Ophthalmic Surgery
- Optometry
- Oral Surgery
- Orthopaedic Surgery
- Palliative Care
- Pathology
- Urgent Care

DENTAL SERVICES

- General Dentistry
- Mobile Clinic
- Oral Health Education and
 Promotion
- Oral Health and Hygiene Therapy
- Oral Surgery

COMMUNITY PROGRAMS

- GP Management Care Plan
- Hospital in the Home (HITH)
- National Disability Insurance Scheme (NDIS)
- Post-Acute Care (PAC)
- Transport Accident Commission (TAC)
- Transition Care Program (TCP)

COMMUNITY SERVICES

- Cancer Resource Nurse
- Cancer Support Group
- Cardiac Rehabilitation
- Community Health
- Continence Education
- Diabetes Education
- Dietetics
- Community Nursing
- Falls and Balance Groups
- Gentle Exercise Groups
- Health Promotion
- Healthy Lifestyle Groups
- Initial Needs Coordination
- Multicultural Worker
- Occupational Therapy
- Physiotherapy
- Podiatry
- Services Australia (Centrelink Agent)
- Social Work
- Social Support Groups
- Specialist Telehealth Clinics
- Speech Pathology
- Well Women's Health Clinic

MATERNAL & CHILD HEALTH

- Antenatal Care
- Domiciliary Care
- Hindmarsh Day Stay Program
- Immunisations
- Key Stages Visits

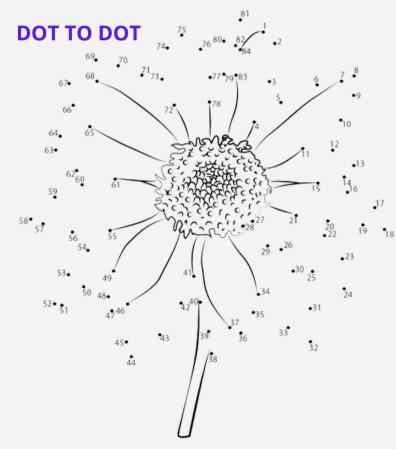
NEED HELP?

If you are unsure how to access our services, please contact our friendly Intake team on 5391 4292 and they can guide you.

ACTIVITIES FOR WWW

RIDDLE ME THIS?

- **Riddle:** I'm tall when I'm young, and I'm short when I'm old. What am I?
 - **Riddle:** What is full of holes but still holds water?
- 3 **Riddle:** A man who was outside in the rain without an umbrella or hat didn't get a single hair on his head wet. Why?
 - **Riddle:** The more of this there is, the less you see. What is it?
 - **Riddle:** What is black when it's clean and white when it's dirty?



FIND THE WORD

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Birds	Calf	Garden	Lamb	Snail
Blossom	Caterpillar	Grass	Nature	Spring
Bugs	Chicks	Hatch	Nest	Sprout
Bunny	Flowers	Insects	Rabbit	Tulip
Butterfly	Frog	Ladybug	Robin	Worm



Answer 1: A candle, Answer 2: A sponge, Answer 3: He was, bald, Answer 4: Darkness, Answer 5: A chalkboard