



# **BUNDALEER LODGE NEWSLETTER**

**SUMMER EDITION  
DECEMBER 2024 – FEBRUARY 2025**

**BUNDALEER LODGE NURSING HOME  
114 HOLDSWORTH ROAD  
NORTH IPSWICH 4305  
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## FROM YOUR DT'S WHAT WE'VE BEEN UP TO...

Throughout the last few months our residents have been very busy...

Armchair travelling to Asia with an afternoon of taste testing some of Asia's Delicacy samples, some trivia, amazing facts and a documentary.



We've also had International Coffee Day celebrated on 1<sup>st</sup> October where residents were invited to the courtyard to sample a few different types of coffee, including iced coffee, followed by some coffee trivia and games whilst enjoying the morning sun.



Father's Day this year was celebrated in our activity room with a survey response of hotdogs and cold beer as suggested by a large number of our male residents we also had lucky door prizes up for grabs.

The kitchen has also started doing special BBQ lunches every couple of months. In September, residents thoroughly enjoyed helping make and cook the kebabs before enjoying being able to enjoy a yummy feast.







River 94.9 visited in October inviting residents and staff for a fun-filled morning of games and a free sausage sizzle, coffee and freebies up for grabs.



Each and every day of the month there is always something on (excluding weekends and public holidays). Just keep an eye on your calanders which are delivered to rooms monthly and also available at reception for visitors to take if they wish



Things to look forward to over the coming months:

Christmas Tree decorating

Christmas special morning tea (residents only)

New Year's Happy Hour

Australia Day

We hope to see lots of faces, new and old at all our upcoming activities!

From the Diversional Therapy Team

Easter, Rhiannon & Van



# CHRISTMAS TRIVIA

1. Who was Santa kissing under the mistletoe? \_\_\_\_\_
2. What town was baby Jesus born in? \_\_\_\_\_
3. In the song 12 days of Christmas – What was day 8? \_\_\_\_\_
4. Name the 3 reindeers starting with the letter D? \_\_\_\_\_
5. What is the star sign for 25<sup>th</sup> December? \_\_\_\_\_
6. What 2 sporting events start on Boxing Day? \_\_\_\_\_
7. Where does Santa Claus live? \_\_\_\_\_
8. What alcohol product is normally found in trifle? \_\_\_\_\_
9. What could you find in a sweet treat at Christmas? \_\_\_\_\_
10. How many reindeers did Santa use? \_\_\_\_\_
11. Name them? \_\_\_\_\_
12. What did the elves have on the end of their shoes? \_\_\_\_\_
13. What colour Christmas did Elvis Presley have? \_\_\_\_\_
14. What was Frosty the Snowman's nose made of? \_\_\_\_\_
15. What Christmas food lasts the longest after Christmas? \_\_\_\_\_
16. In the song "Silent Night" what words come next? \_\_\_\_\_
17. What is the most popular Christmas Movie? \_\_\_\_\_
18. Which of Santa's Reindeers is named after another animal? \_\_\_\_\_
19. What are 2 other names for Santa Claus? \_\_\_\_\_
20. What is a female turkey called? \_\_\_\_\_
21. What do you leave out for Santa Claus? \_\_\_\_\_
22. Is there a Mrs Santa Claus? \_\_\_\_\_
23. What is her name? \_\_\_\_\_

*Please see DT staff for the answers.*

# CHRISTMAS WORD SCRAMBLE

1. elbls \_\_\_\_\_
2. hesilg \_\_\_\_\_
3. sarnnetom \_\_\_\_\_
4. etwhra \_\_\_\_\_
5. nwnomsa \_\_\_\_\_
6. taasn \_\_\_\_\_
7. oisletmet \_\_\_\_\_
8. rsat \_\_\_\_\_
9. orhwopks \_\_\_\_\_
- 10.gsokitnc \_\_\_\_\_
- 11.giingsn \_\_\_\_\_
- 12.rkutfcaie \_\_\_\_\_
- 13.igltsh \_\_\_\_\_
- 14.cringh \_\_\_\_\_
- 15.nadeorlwdn \_\_\_\_\_
- 16.wobs \_\_\_\_\_
- 17.dancy aenc \_\_\_\_\_
- 18.nrapgpwi \_\_\_\_\_
- 19.errineed \_\_\_\_\_
- 20.svele \_\_\_\_\_

*Please see DT staff for the answers.*

# KITCHEN UPDATE

The new menu's commenced in May 2024 and so far we have received some very positive feedback regarding the changes and new additions.

Some of the things that we have implemented throughout this year are:

- Announcement of the menu over the PA system prior to each meal
- Only serving one meal at a time
- A staff member to stay in the dining room to assist residents
- Cutlery provided in black cutlery pouch with napkin. Different colours/designs will be purchased for various special events throughout the year (i.e. Christmas and ANZAC Day).
- Music playing quietly in the background during meal times
- Reduce the number of processed products purchased – we have recently added a cook assistant shift in the kitchen which has allowed us more time to make our own lasagne, rissoles, frittatas and stuffed chicken. They have also been working on making the presentation of morning tea and desserts better.



Jaffa Muffins



Vanilla Cupcakes



Lemon Cheesecake with  
homemade lemon curd

We are also wanting to do some tasting sessions on more new products in the future. We are looking for residents who may be willing to participate in these sessions and provide feedback on potential products. If you are interested, please let your Therapy staff know and they can forward your name onto Management.

If you have a permanent change or dislike, please also inform your RN or Therapy staff and they can do a kitchen notification form for this, that way you do not have to remember to write it on your menu each week. If you would like some assistance in filling out the menu, please ask your Therapy staff to help.

Families are also welcome to order meals from the kitchen. For \$5.00 you will receive the main meal and dessert as listed on the menu. All visitor meals must be ordered at least two days prior to ensure that the kitchen cook enough. Money is to be paid in cash at Reception. If you have set days that you would like meals, we can also make it a standing order so you do not have to notify the kitchen every time.

If at any time you have any suggestions or feedback about the menu, please feel free to contact your Therapy Staff or Admin and let them know. Feedback is always welcome.



Fetta Stuffed Chicken with Creamy  
Garlic Sauce



Spinach and Fetta  
Frittata's



Homemade Lasagne



# RESIDENT MEETING UPDATES

Resident meetings are held bi-monthly in the activities room or Acacia courtyard followed by a special morning/afternoon tea. If residents are unwell or do not wish to attend the meeting but they would like something to be discussed they can tell the DT staff beforehand and they can discuss on their behalf. All residents and families are welcome to request a copy of the minutes from the DT staff at any time.

We have also provided a brief outline on some of the main topics that have been discussed since August.

## **August:**

- Multiple residents expressed personal meal preferences. Kitchen notification forms were completed and given to the kitchen.
- Some residents would like to have their hair done. Reminded residents to add their name to the book for all bookings. The book can be found on the door of the hairdresser room.
- Discussion held regarding some new menu items – sweet potato mash, stuffed chicken with creamy garlic sauce, homemade rissoles and lasagna. Residents like the change to sweet potato mash. They have also noticed the change in rissoles and lasagna and they all commented on how much better they are now that we make them in-house.
- Every couple of months there will be a special BBQ lunch. Discussion held with residents to gain information into what types of foods they would like to have served at these special lunches. Some suggestions were prawns with tails on, lamb chops and fish and chips.

## **October:**

- Special BBQ lunch ideas discussed again. Further suggestions were made such as different meals from different countries. Catering Manager and Cooks are looking into how they can incorporate these suggestions for all meal textures.
- Hairdresser has increased her visits to three times per week. Residents are much happier.
- Management have supplied all staff with new ID tags. Residents agreed that these are much better as they can see the names easier now.

**Upcoming meetings:** Please see the monthly activities calendar

## BIRTHDAY'S

### December

William McDermott	1 <sup>st</sup> Dec
Margaret Harm	3 <sup>rd</sup> Dec
Sylvia Schloss	4 <sup>th</sup> Dec
Lorraine Schultz	5 <sup>th</sup> Dec
Wilfred Gladman	5 <sup>th</sup> Dec
Raymond Cartwright	7 <sup>th</sup> Dec
Elizabeth McKlaren	7 <sup>th</sup> Dec
Wendy Bell	8 <sup>th</sup> Dec
Dianne Turnbull	11 <sup>th</sup> Dec
Noel Randall	14 <sup>th</sup> Dec
Peter Lahey	17 <sup>th</sup> Dec
Denis O'Connor	18 <sup>th</sup> Dec
Ian Pattemore	20 <sup>th</sup> Dec
Patricia Dodds	20 <sup>th</sup> Dec
Lorraine Gregory	21 <sup>st</sup> Dec
Garry Morris	29 <sup>th</sup> Dec
Raymond Thompson	31 <sup>st</sup> Dec

### January

Joan Holley	2 <sup>nd</sup> Jan
Jean Kelly	3 <sup>rd</sup> Jan
Patricia Gaffney	5 <sup>th</sup> Jan
Anges Hubbard	10 <sup>th</sup> Jan
Helen Tziolis	11 <sup>th</sup> Jan
Johanne Waghorn	19 <sup>th</sup> Jan

Paul Buchholtz	21 <sup>st</sup> Jan
Laurel Voigt	21 <sup>st</sup> Jan
Margaret Hobson	22 <sup>nd</sup> Jan
Errol Sellars	26 <sup>th</sup> Jan
Audrey Madigan	28 <sup>th</sup> Jan
Jeanette Irons	29 <sup>th</sup> Jan

### February

Florence Fullelove	1 <sup>st</sup> Feb
Helen Sammut	1 <sup>st</sup> Feb
Jan Kuipers	8 <sup>th</sup> Feb
Neville Spark	12 <sup>th</sup> Feb
Diana Stallmann	12 <sup>th</sup> Feb
Peter Nuttall	13 <sup>th</sup> Feb
Robert Smith	14 <sup>th</sup> Feb
Ruthervan Davidson	17 <sup>th</sup> Feb
Peter Bendeich	21 <sup>st</sup> Feb
Arnold Richards	21 <sup>st</sup> Feb
Delcia Thorne	21 <sup>st</sup> Feb
Joyce Payne	22 <sup>nd</sup> Feb
Robyn Porter	22 <sup>nd</sup> Feb
Hendrika De Wit	23 <sup>rd</sup> Feb
Deborah Smith	25 <sup>th</sup> Feb
Annette Jones	27 <sup>th</sup> Feb

**The Diversional Therapy Department wish all of these residents  
a very Happy Birthday!**



# THE RESIDENT ADVISORY BODY

Thank you to the residents who participated in the Resident Advisory Body Meetings held at each facility in October. The key points of discussion were around person centred care and the home environment.

Positive feedback was received regarding our staff and how they promote person centred care. One resident suggested to improve on this, a resident information sheet could be developed where residents' preferences are identified as a quick reference guide to staff, such as preferred shower time or if they eat in the dining room.

We then showed the getting to know me flower which we implemented when residents move into the facility to highlight residents' preferences, hobbies and history they wish to share. I have also attached a copy to this should anyone wish to update theirs or complete one for existing residents – please give these to DT. This information is then added to resident lists for ease of reference for nursing staff, for example we have a shower list in each unit which identifies preferred days/times for each residents' showers.

We also received good feedback regarding the home environment. Suggestions for side-coffee tables in the Opal DT room were implemented and individual requests were also implemented such as one resident requested a new mattress. Overall residents said the home feels welcoming and secure which is lovely.

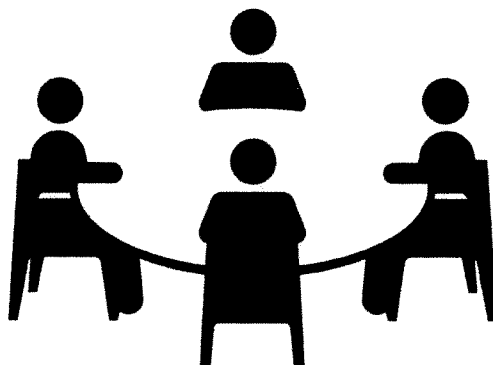
A summary of the meeting goes into a report for the Quality Care Advisory Body who can then identify further quality improvements from this feedback. Thank you once again for those who participated, we find this feedback very useful and use it for future planning.

Should you wish to attend the next meeting, it will be held;

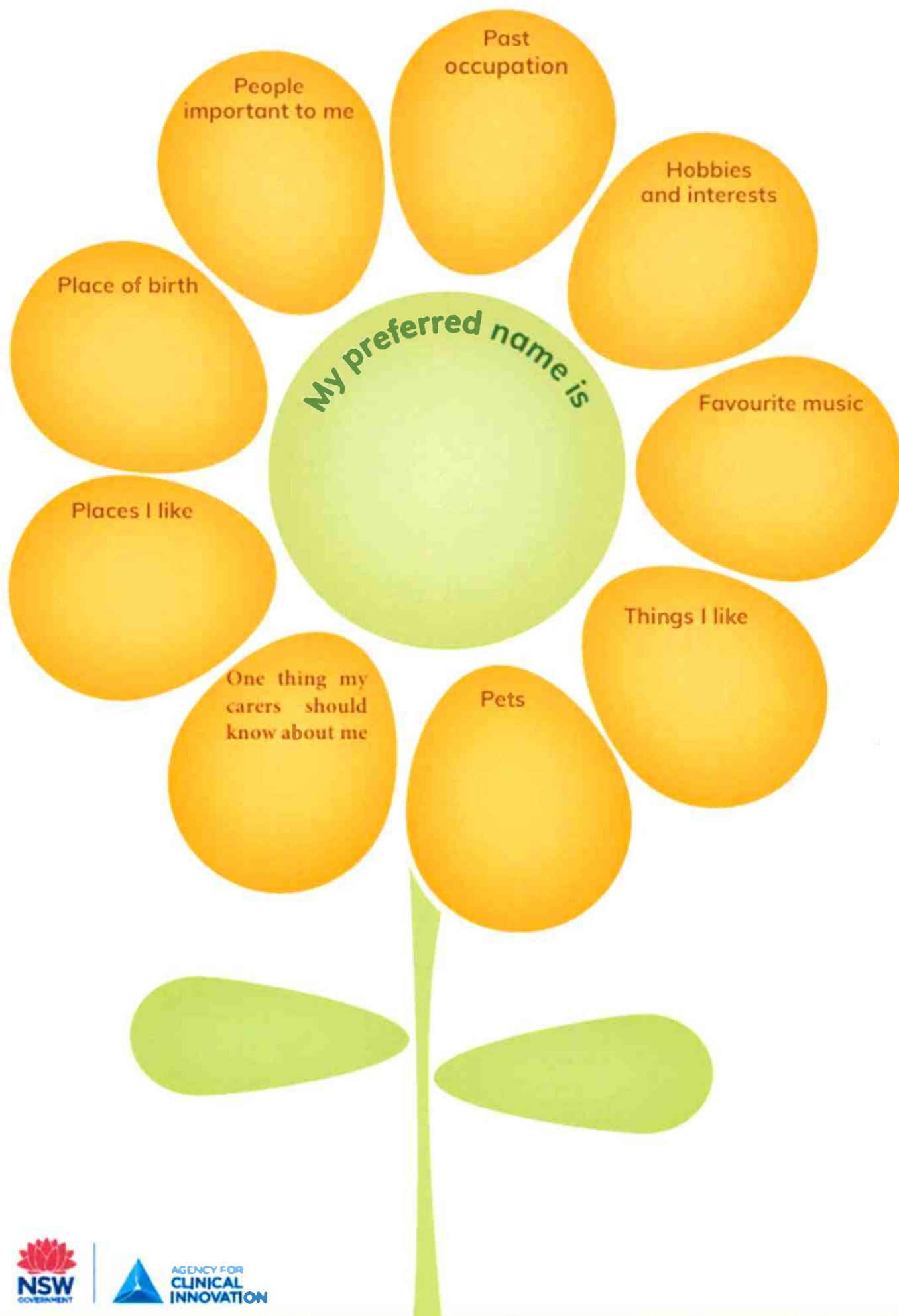
- Bundaleer Lodge – 6<sup>th</sup> Jan @10.30am in the Therapy Room
- Algester Lodge – 8<sup>th</sup> Jan @ 10.30am in the Opal Therapy Room

*Morning Tea will be provided and remember your friends or family are also welcome to attend.*

Please confirm your attendance by seeing our friendly Therapy staff or contacting them on 07 3711 4711 (Algester) or 07 3201 8772 (Bundaleer).







## Guide to completion

The purpose of this sunflower is to support the provision of person centred care for hospitalised older persons with cognitive impairment or dementia. It can be completed with the person, their family, carers or both.

The centre of the sunflower identifies the person's name or what they like to be called. Each petal is designed to collect important individualised information about the person. Below is a general guide to what can be included.

### People important to me

List the first name of important family members or friends.

### Past occupation

List the main or most important occupation of the person.

### Hobbies and interests

List interests or hobbies which have been or are still important to the person e.g. Golf, fishing, gardening, football, knitting, watching TV, listening to the radio etc. If the person has a particular TV program they enjoy, this can also be listed here.

### Favourite music

Hearing familiar music can be reassuring and settling. List any music the person particularly enjoys. If music is important, the family can be asked to bring some music in to play.

### Things I like

List anything of particular importance to the person. E.g. 'my slippers' or 'my dressing gown'.

### Places I like

This can include places the person enjoys reminiscing about, such as places they remember having lived or holidayed at in the past.

### Pets

It is important to know if the person has a particular pet they are attached to. People can often miss the closeness and familiarity of their pet. Knowing the pet's name and talking about the pet can be reassuring for the person and support your communication with them. You can also ask the family to bring in any photos of the pet they may have.

### Place of birth

Where the person was born.

### One thing my carers should know

This petal can be used to add any other important information. Things to think about include: Is there anything else we should know about the person? Is there anything they don't like? Is there anything that upsets them?



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# LETTER FROM MANAGEMENT

## *Merry Christmas & Happy New Year*

The Christmas season is here and the residents have been busy with the therapy staff decorating Bundaleer Lodge. We wish all residents, staff and resident family members a happy and safe festive season.

### **Christmas Lunch**

If you would like to order a Christmas lunch to join your loved one for the meal at Bundaleer Lodge. Please place your order with reception prior to Christmas Day. There is a small fee for the meal.

### **Parking**

To alleviate parking issues for visitors, we moved the facial recognition machine for staff sign in and one iPad to Acacia staffroom. All staff must now sign on and off in Acacia staffroom (as we used to before COVID). There should be no need for staff to park outside Reception.

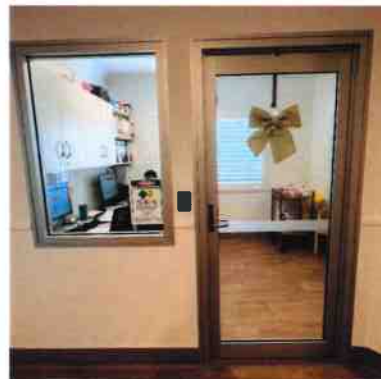


For any visitors you are parking at Reception, please be mindful **not** to park on the right-hand side of the road (near the bush) or around the cul-de-sac at the end of the street as this is a no standing zone. Parking in these spots may result in a parking fine if seen by the Council. It also makes it difficult for the neighbours to get in and out of their driveways so please also be considerate of them. You can however, park on the left-hand side of the road (outside the houses) as long as you do not park across any driveway.

Staff may park in the carparks underneath Acacia, Banksia and Nandina or the carparks on the righthand side of the exit driveway. Staff are not to park on Holdsworth Road or outside Ambulance Bay 2. These parks are for visitors.

### **Lillypilly**

Over the past month, all Lillypilly residents have moved into newly renovated rooms either in Lillypilly or other areas. The unrenovated 13 rooms, lounge room and Nurse Station in Lillypilly is now closed and will be renovated over the coming months. As part of the recent renovations, we have built a new Nurse Station and lounge room.





## Office Moves

Conny, our Clinical Manager, will be moving to the Physiotherapy Office in Acacia Unit near our Doctors Clinic. This same area has Acacia Nurse Station, Acacia Treatment Room, Hairdressing Salon and the Chapel. The Physiotherapist will move to the new office in Banksia Unit. Raj our Clinical Nurse will soon be moving to has moved to an office in Waratah.

## Visitor Sign-out

Visitors no longer have to come through the front reception when leaving after visiting. They can sign out on the iPad mounted on the wall near Ambulance Bay 2.



## Jasmine Exit door

A new green button is on the wall near the Jasmin exit doors to the reception area. If departing after hours you will no longer have to find a staff member to let you out.



## Insurance for personal items

Residents may wish to consider taking out your own insurance for personal items. Items such as your own hearing aids, prescription glasses and other personal items can be covered by your personal content's insurance. These items are not covered by the facility insurance.

## Sharing Spaces Programme

Residents from Bundaleer Lodge Nursing Home and Guardian Childcare and Education from Brassall have been participating in an intergenerational learning programme. This partnership programme with Guardian Childcare and Education and Bundaleer Lodge Nursing Home involves children travelling to Bundaleer Lodge to enjoy a morning of activities and fun the with residents. The children are coming to join in with activity stations. Some of the residents are setting up small activities and the residents are running these activities with the children. The Diversional Therapy staff will be there to assist. Bundaleer Lodge residents interact with the children from the school through story time or craft activities. This programme will run fortnightly from 10-11am. If you would like to participate, please speak to your Diversional Therapy staff.



## Peacocks visit Bundaleer Lodge

Beautiful peacocks are often seen around the facility. They are wild and come and go as they please.



The pianola is now working in therapy. We have many lovely pianola rolls with wonderful music to play.





## TWO BEE'S CAFE



The Two Bee's Café is open at Bundaleer Lodge Nursing Home. It is open 9am – 1pm Tuesday to Friday (No Public Holidays). If you wish to pre-place an order for pick-up, you can phone ahead to the facility on 07 3201 8772 and they will transfer you to the café.

Please note that over the upcoming holiday period, the Café will be closed from 21<sup>st</sup> December and will re-open on Thursday 2<sup>nd</sup> January 2025.

A sample menu on offer includes:

Sandwiches, toasties & wraps

Variety of hot meals

Croissants

Muffins

Variety of cakes and slices

Scones with jam and cream

Milkshakes, thick shakes & frappes

Specialty tea and coffee

Chips and chocolates

Residents can purchase from the coffee shop and have it added to the petty cash so they don't have to worry about carrying cash. EFTPOS is also available at the Café.



Our old Maintenance Arnie Libbis dropped into the Two Bees Café for a visit. It is lovely to see his face around the place every now and then.



## Driveway Renovations

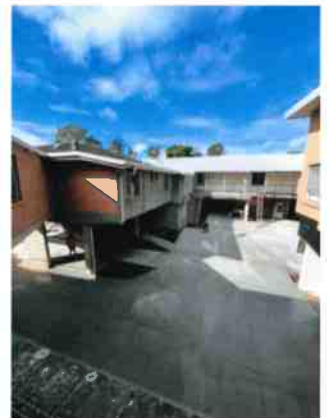
Renovation work has been taking place in the driveway area near Lillypilly. The gardens have now been added and the area is really starting to come to life. We are now just waiting for some painting to be completed.



April 2024



May 2024



July 2024



## Lillypilly Renovations

There are 8 bedrooms currently being renovated in Lillypilly. The renovation will also include a new nurses' station and treatment room in the area. We look forward to seeing the work completed. This work was completed in December 2024 and residents and staff have moved into the newly renovated area.



Bedroom 76



Bathroom 76

May 2024



Bedroom 77

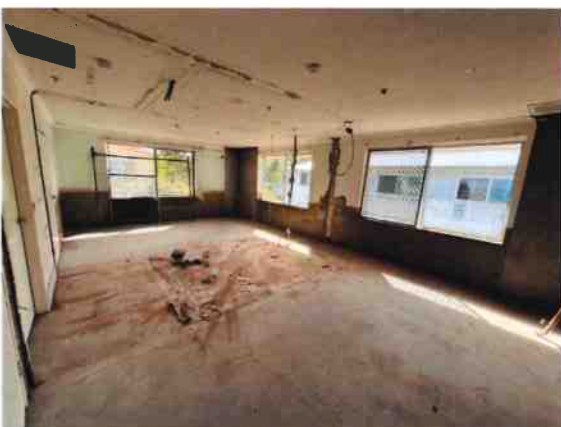


Bathroom 77

May 2024



Lillypilly Lounge Room



Bedrooms 73 & 75

May 2024





Bedroom 73



Bathroom 75

July 2024



Bathroom 76



Bathroom 77

July 2024



Lillypilly Lounge Room



New Nurses Station

July 2024





Old Bedroom 76  
Now L05 Bedroom  
November 2024



Old Bathroom 76  
Now L05 Bathroom  
November 2024



Old Bedroom 73  
Now L01 Bedroom  
November 2024



Old Bedroom 75  
Now L03 Bedroom  
November 2024



New Nurse Station  
December 2024



New Lounge Room  
December 2024

## **Visiting**

When not in outbreak visiting hours are as follows;

9am – 1.00pm Sunday

9am – 3.30pm Monday

9am – 3.30pm Tuesday

9am – 3.30pm Wednesday

9am – 3.30pm Thursday

9am – 3.30pm Friday

If there is a special event or extenuating circumstances and you need to visit outside of these visiting times, please contact the facility prior to coming for instructions.

As always, if you experience any symptoms (i.e. headache, cough, muscle aches, sore throat, vomiting, loss of taste or upset stomach) please do not visit the facility.

Thank you for adapting to the changes over the past several years. You should be proud of yourself for the great work you all do for the safety of the residents. We know it has been difficult at times, but you always have been positive and willing to take on the changes.

We would also like to thank all residents and family members for their patience and compliance with following rules set by the Public Health Unit and the Commonwealth Department of Health.

COVID19 is still circulating in the community so see your Doctor about a booster. Ask your health professional about the Singles vaccination and it would be an advantage to you.

This pandemic has been a long road for so many of us and we have worked hard to keep our staff and residents safe. Getting boosted and vaccinated is the best way to keep our freedoms and to be able to continue to visit our loved ones.

A reminder to not clutter the bedrooms as this is a trip hazard to the residents. If you are visiting and borrow a chair from the dining area please make sure you return the chair to the dining room. Residents use these chairs in the dining rooms at meal times. If you fail to return the chair the residents have nothing to sit on. If you are elderly and you have asked the nurse to bring you a chair make sure you use the buzzer to get the nurse to take the chair back when you have finished with it. If you would like a chair left in the room permanently then please let Vesna from reception know and we will organize a permanent visitor chair for the resident's room.

## **Looking for Work in Aged Care**

*Are you, or someone you know, looking to work in the Aged Care industry?*

We are always looking for people who have a passion for aged care or the hospitality industry. We regularly recruit for Registered Nurses, Assistant Nurses, and Kitchen staff and are always happy to receive applications for any of these positions.

We also offer volunteering roles which can be used as a stepping stone into future employment opportunities.

If you are interested, please ask reception for an application.

## **Facebook & Instagram for Bundaleer Lodge**

Bundaleer Lodge has a Facebook account and Instagram account. You can keep up with what the residents have been doing on our Facebook account.

### **Facebook**

<https://www.facebook.com/Bundaleer-Lodge-Nursing-Home-169519596581097/>

### **Instagram**

<https://www.instagram.com/bundaleerlodge/>

### **Website**

<https://www.bundaleerlodge.com/>

## **Round Square Program**

The Round Square project partnership formed between Bundaleer Lodge and Ipswich Grammar School is important to our residents. Since the visits to Bundaleer Lodge have been postponed due to Covid19, the boys in year 9 at IGS have sent some written letters to residents instead of the in-person visits. By doing this the IGS boys and residents can still be connect. The photos show the enjoyment these letters give the resident at Bundaleer Lodge. We are investigating starting this programme up again.

## **Charter of Aged Care Rights Announced**

**Providers required to provide and explain signed Charter to new and existing consumers**

The Federal Government has announced new laws to compel all aged care providers to sign and conform to a single Charter of Aged Care Rights.



## RESIDENT RESPONSIBILITIES & CHARTER OF AGED CARE RIGHTS

### ***Each resident of a residential care service has the duty:***

- To respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole
- To respect the rights of staff and the proprietor to work in an environment free from harassment
- To care for his or her own health and well-being, as far as he or she is capable
- To inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.
- Each resident has the obligation to respect the thoughts and actions of other residents and not deprive them of their rights
- To assist the facility in maintaining accurate records and information through prompt notification
- Informing the facility of changes to contact next of kin details.

### ***Charter of Aged Care Rights:***

#### ***I have the right to:***

- Receive safe and high-quality care and services
- Be treated with dignity and respect
- Have my identity, culture and diversity valued and supported
- Live without abuse and neglect
- Be informed about my case in a way I understand
- Access all information about myself, including information about my rights, care and services
- Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
- Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
- My independence
- Be listened to and understood
- Have a person of my choice, including an aged care advocate, support me or speak on my behalf
- Complain free from reprisal, and to have my complaints dealt with fairly and promptly
- Personal privacy and to have personal information protected
- Exercise my rights without adversely affecting the way I am treated

### ***The NDIS Code of Conduct:***

#### ***The Code of Conduct requires workers and providers who deliver NDIS supports to:***

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- Respect the privacy of people with disability
- Provide supports and services in a safe and competent manner with care and skill
- Act with integrity, honesty, and transparency
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct.

## The Code of Conduct for Aged Care:



Australian Government  
Aged Care Quality and Safety Commission

# Code of Conduct for Aged Care

Quick guide for consumers

The Code of Conduct for Aged Care describes how **providers and the people providing your care must behave and treat you**. It includes the 8 elements below.



**Respect your rights** to express yourself and make your own decisions about how you want to live



**Act with integrity**, honesty and transparency



**Treat you with dignity and respect** and value your diversity



**Take action promptly** about matters that may impact on the safety and quality of your care



**Respect your privacy**



**Provide safe care** free from all forms of violence and abuse



**Provide high quality care** in a safe and competent manner



**Prevent and respond** to all forms of violence and abuse

If you or someone you know has a concern or complaint with your service, contact:

**Older Person Advocacy  
Network (OPAN)**  
**Phone** 1800 700 600

**Aged Care Quality and Safety Commission**  
**Phone** 1800 951 822 **Web** [agedcarequality.gov.au](https://agedcarequality.gov.au)  
**Write** Aged Care Quality and Safety Commission  
GPO Box 9819, in your capital city



December 2022  
ACQ-COC-011

Aged care  
reforms 

If residents or residents families wish to hold a function for a resident in the facility please book with the Diversional Therapy staff. This will ensure a suitable location for the size of the function is not double booked. Speak to the Therapy staff about what locations are deemed suitable. As other residents use the lounge areas, these are not suitable locations for family events. There are other areas within the facility which will not impact other residents while holding your function. When you hold the function you must clean up after your event.

Residents are reminded to review the menu and let staff know of any changes you would like in your meal choices.

When family visit ensure that young children are monitored so as not to cause excessive noise and disruption of other residents.

Jasmine wing has a large covered outdoor area where we have installed an outdoor pool table. We have installed a cabinet to house the pool balls and other equipment. Therapy will set up the table each weekday for use and pack away the equipment at the end of the day. On a weekend, please ask the Jasmine RN for access to the equipment.



Any low care residents are reminded that they can get a referral letter from their GP so they can access 5 free specialist visits via the EPC program. This will allow the low care resident to access for example 5 free podiatry consultations or they can use them for physiotherapy/occupational therapy/dietitian consultations. Speak to the Residential Services Manager about this service.

With the change in seasons, we can get colder or warmer weather so we take this opportunity to remind resident and family to remember to dress appropriately for the weather. Check the recommended clothing list to see what clothing you may need.

Any clothes that need to be labelled must be dropped to the administration office Monday to Friday between 9am and 4pm. If this cannot be done, please call Reception on (07) 3201 8772 to arrange an alternate drop off location and time.



For new admissions please ensure all clothes are marked with a permanent marker prior to labelling, this is to ensure that clothing is not lost. Any new clothing items to be placed in a bag with the residents' name and handed to staff in the administration office.



## LAUNDRY INFORMATION

It is important when new clothes or shoes are purchased, it is labelled with the residents name before using. This will ensure lost clothing items are minimized. Laundry Staff and Nursing Staff will automatically remove clothing which is worn, needs repair, is stained, or no longer fits. Relatives will be informed via phone that there is clothing in the office to be collected. If clothing is not collected within 2 weeks it will be placed in a Life Line Bin.



It is the responsibility of the relatives / guardians to ensure that there is an adequate supply of suitable clothing. All items are to be clearly marked using name tags sewn onto clothes or heat press machine labels. It is not permitted to use a marking pen to mark resident's clothes on a permanent basis. After numerous washes the name fades off and then the clothes are unnamed and become lost. **CLOTHING MUST HAVE SEWN LABELS OR HEAT PRESS MACHINE LABELS.**

Management can order cloth labels at a reasonable price if requested. The labels take approximately 1 week to arrive once ordered. The admin staff can arrange for the labels to be machine heat pressed onto the resident's clothes. If the admin staff are to organize the label application the clothing must be handed to the administration staff. There is a small cost and this covers labelling of all items of clothing and any additional items during the resident's stay until all the labels have been used. Please consult with administration staff, the Nursing Manager or management if you would like to order labels, and/or have labels heat pressed onto the resident's clothing.

Ensure that shoes and slippers are clearly marked as well as hats or beanies. If supplying a bedspread or knee rug have a label on to identify the item. All new articles of clothing purchased after admission must be labelled. Ensure relatives are aware of this especially when clothes are given as gifts. **NO WOOLEN CLOTHING TO BE SUPPLIED.**

1. It is recommended no woollen jumpers or woollen jackets be brought as clothing, due to the laundry washing and drying at very high temperatures, which causes the items to shrink.
2. The turnaround time for clothing to be returned from the laundry is approximately 4 days, it is important to ensure the resident has a sufficient number of clothing to cover this period.
3. Whilst all care is taken with washing and drying of residents clothing, the Management will take no responsibilities for the loss or damage of clothing.

The lost property is now located at Reception. If you or your loved one is missing any clothing please have a look here and if you have any clothes that are not labelled please give to Admin so they can be labelled and returned to you. If you notice any clothing missing please fill in the lost clothing form which can be obtained from staff, they can print a form from iCareHealth. This lost clothing form will be given to the laundry staff so they can try to locate your lost item for you.

**Bundaleer Lodge no longer takes clothing donations due to Government Auditors seeing this as a privacy issue. When a resident moves from the facility their items must be collected within 24 hours or the items will be taken to life line and a fee of \$100 will be charged to the final account.**

Can those family members or residents who get a residents' Medicare card sent to them, make sure you bring the new Medicare card into administration. If your card is still sent to your old address please advise Medicare of your change of address. We cannot organize bulk billing if we do not have this information. Could residents or family members check the expiry date for the Medicare card. If family members or residents wish to keep their own card then please make a photocopy and hand

this copy to reception for our records. If the card is about to expire, please apply for a new one. Then make a copy for the facility if you do not wish us to hold the card for the resident. If you would like the facility to hold the card for the resident, please hand the card to reception.'

Bundaleer Lodge has a web site that can be accessed from a computer with Internet access at <http://www.bundaleerlodge.com>. We are striving to improve our website by adding more information and links to other sites which may hold valuable information for you. We have a picture gallery which will be updated when new features are installed.



Due to gastrointestinal outbreak and flu illness in the community we wish to remind relatives to not visit residents if they are ill or within the 48 hours after they show the last symptoms. This helps protect the residents from flu, colds and gastrointestinal illnesses. We also remind relatives to wash their hands at our facility before visiting the residents and to wash their hands after visiting the residents. This also helps stop the spread of communicable illness in the community. **Remember that washing hands saves lives.**

If family are cancelling escorts arranged for appointments without the sufficient notice period (72 hours) or if the resident refuses to go to the appointment on the day and the escort arrives for the appointment then the resident will be charged for the service. The notice period of 72 hours **MUST** be adhered to for cancellations and the notification given to Reception during office hours.



#### **Smoke Free Policy operational at Bundaleer Lodge**

From the 1<sup>st</sup> January 2015, it is against the law to smoke at all public and private health care facilities, and for five meters beyond their boundaries. Penalties may apply if you disobey this law. Bundaleer Lodge Nursing Home is committed to provide employees and residents with a healthy environment which encourages high staff morale and productivity and protects the health of all employees and residents. Bundaleer Lodge is a smoke free work place. This policy will help promote the health and safety of all employees and residents. Please speak to the Residential Services Manager (RSM) if you would like some information on ways to quit smoking.

Smoking in the park or the bus shelter near Bundaleer Lodge can result in a fine from the Ipswich City Council.

The Department of Health wants us to inform relatives about call bells, particularly what they are used for. There are different types of calls on our system. There are call bells next to the bed, call bells in the bathroom, call bells in hallways and call bells in common areas. The hallways and common areas are for EMERGENCY situations and IMMEDIATE response. The bedroom and ensuite call bell is for general calls for assistance. The EMERGENCY call bell overrides all other calls to give an IMMEDIATE response. The bedroom/ensuite call bells are logged at the time of the call and are responded to in order. Hence if there is a high volume of calls then the wait time may be longer than at a time when there is a low volume of calls. If someone is in a room with no call bell, staff can use their DECT phones to dial 333, this will call ALL phones throughout the Facility phone system and someone will answer.

People of all ages are at increased risk of falling while in care due to the unfamiliar surroundings, unsteady balance, poor eyesight, wearing of unsafe footwear, medical conditions and some medications and can result in a serious injury and or loss of confidence. The following can assist in falls prevention.

- Become familiar with the surrounding
- Have a falls risk assessment completed
- Be consulted about the plan to reduce your falls risk, if required. This may include a review by a pharmacist or physiotherapist for further information and support.
- Preventative measures include avoidance of long dressing gowns and nightwear.
- Footwear should fit securely; have a flat or low heel and a non-slip grip.
- Residents may be fitted with anti-embolism stockings and these can increase the risk of slipping or falling when walking. It is therefore important to wear slippers or other footwear if you are using these stockings.

The Facility supports students across multiple disciplines (nursing, medical and allied health) through partnership with tertiary education institutions and other registered training Organizations. All medical interns and other students are supervised while at the Facility. The Facility continues to have a strong commitment to teaching the healthcare professionals of the future.

The Broadband for Seniors Kiosk is now set up in the Internet Kiosk in Frangipani. This Internet Kiosk is a Government Funded initiative taken up with the help of the facility staff and Bundaleer Lodge. Check the Therapy schedule to find when the next Internet/Computer tutorial will be held or ask your Diversional Therapists. Those residents who have their own computer and use the internet, it is advisable to keep your internet security software up to date to help protect your information on the computer.



Unwanted fire alarm activation. If a resident or resident representative causes a fire alarm to be activated causing a false alarm call out by the Fire Brigade, then the resident will be charged for the call out fee. False alarm activation can be caused by burning toast in resident toasters, burning food in resident microwaves, smoking in rooms, aerosol sprays and fine powders dispersed in the air around the detector or other wilful activation methods. The cost of a call out is approximately \$1200.

We would like to remind visitors to the secure unit to not let anyone out, no matter how convincing or young they look. Refer them to the staff on duty should they want to exit the area.

We have had some issues with telemarketers confusing residents who have their own phones. We recommend residents or their family members have residents personal phones added to the DO NOT CALL REGISTER so telemarketing calls will not be put through to their phone. Call your phone service provider to organize this.



**The basic daily fee increased on the 20<sup>th</sup> September 2024. The rate is set by Department of Health and Aging. This rate changes twice a year on the 20<sup>th</sup> March and 20<sup>th</sup> September.**

Please remember to give Reception your email details for easier communications. If you have not already done so, you can drop this into Reception.

Regards

Susan Dreyer & Lynette Dresselhaus



## INDEPENDENT LIVING UNITS

Bundaleer Lodge Nursing Home at North Ipswich now offers ILUs (Independent Living Units) onsite. Our ILUs are architect designed modern retirement living. Built to offer low maintenance living with high quality finishes. There are 9 independent living units which offer one or two bedrooms. Some offer a small terrace with garden views. These are fully self-contained units with a dedicated car parking space. The units consist of an open plan dining lounge kitchen, laundry and one or two bedrooms with a disabled accessible bathroom. The units have the following facilities: air-conditioning, fans, fridge, oven, stove, washing machine, clothes dryer, call bell point and fire alarm and sprinkler system. Residents can continue their independent lifestyle while offering nurse call bell points within the unit in the case of an emergency only. These units are available for a weekly rent which includes the furniture, electricity and water charges. The units can also be rented unfurnished. Residents from our ILUs have access to the Bundaleer Meet & Eat Cafe near reception, the onsite hairdressing salon and meals can be supplied at a nominal fee. Please contact 07 3201 8772 for a tour and further information.



ILU Kitchen



ILU Bedroom



ILU Dining Room



ILU Lounge Room

## TRANSLATING AND INTERPRETING SERVICE (TIS)

Thousands of non-English speaking Australians face a communication gap every day. Across Australia, the Translating and Interpreting Service (TIS National) helps bridge that gap. TIS National has more than 50 years' experience in the interpreting industry and access to more than 3000 contracted interpreters speaking more than 160 languages across Australia. Whenever English speakers and non-English speakers need to communicate, TIS National can provide an interpreter to help 24 hours a day, every day of the year.

### How can I access an interpreter?

Call the TIS National Contact Centre on **131 450** at any time, day or night, to access an immediate phone interpreter. The TIS National Contact Centre can connect you with an interpreter in more than 160 languages over the phone, every day of the year. TIS National's immediate phone interpreting service can be accessed directly by both English speakers and non-English speakers, just say the language you need.

Phone interpreting services can also be booked in advance, which ensures an interpreter will be available in the language you need and to cater for any special requirements. TIS National can also arrange for an interpreter to attend a specific location anywhere in Australia (subject to interpreter availability), known as on-site interpreting.

## FOOD INFORMATION

This is a reminder for all family members to be aware of the procedures for bringing food from home or from outside of the facility. Any food brought in should be served to the resident at the correct temperature. This is if the food is to be served cold then it must be below 5 degrees or if the food is to be served hot then it must be over 60 degrees. Food served between these temperatures is classed as dangerous and can cause food poisoning. If food is to be stored in the fridge in the kitchenettes then it must be labelled with the supplied stickers with name and date. Any food kept in a resident's own fridge in bedroom will only need a use by date. This is requirement of the Australian Food Standards Code. Do not share the food you bring in with other residents. **It is prohibited to provide other residents with food you have brought into the facility. When you bring food into an aged care facility for a relative or friend it is you and not the staff who take responsibility for its safety.**



Residents wishing to keep extra food in their rooms are welcome to do so, but it must be kept in airtight containers and the container must be labelled with expiry date of the food or the date the item was cooked. Perishable foods must be kept in the refrigerator in marked containers with name of resident and the date the item was cooked or purchased. If the food is not dated it will be thrown out. This is a food safety, health requirement. A brochure regarding this regulation can be obtained from administration should you require more information.

**Food must be labelled. The label will be attached to the fridge. The information required is:**

**Name of resident**

**Food received from**

**Food description**

**Date received**

**Discard by**

**Do you cook and bring food to an elderly relative or friend in an aged care facility?**

It's really nice to show you care by cooking special favourite meals for the resident of an aged care facility - perhaps culturally specific food or a family favourite which is not normally available in that facility. But if you do, you really wouldn't want to make them sick, so there are some things you need to know. Our immune systems get weaker as we get older. Also our stomachs produce less acid which makes it easier for harmful germs to get through the digestive system and invade our bodies. If elderly people do get food poisoning, they are also likely to suffer more severe consequences. These can range from mild dehydration to neuromuscular dysfunction or even death. Older people also take longer than most of us to recover from food poisoning. There are some foods that pose a higher risk than others, particularly of passing on a Listeria infection which is dangerous for the elderly.

#### **What are the higher risk foods?**

Cold meats Cooked or uncooked, packaged or unpackaged e.g. roast beef, ham etc. Cold cooked chicken Purchased whole, portions, sliced or diced Pate Refrigerated pate, liverwurst or meat spreads Salads Pre-prepared or pre-packaged fruit, vegetables or salads e.g. from salad bars, retail outlets etc. Chilled seafood Raw or smoked ready-to-eat e.g. oysters, sashimi or sushi, smoked salmon or trout, sandwich fillings, pre-cooked peeled prawns such as in prawn cocktails and salads Cheese Pre-packaged and delicatessen soft, semi soft and surface ripened cheeses e.g. brie, camembert, ricotta, feta and blue Ice cream Soft serve Other dairy products Unpasteurised dairy products e.g. raw goats milk, cheese or yoghurt made from raw milk For full details please refer to the pamphlet 'Listeria and food' on the FSANZ website, <http://www.foodstandards.gov.au/srcfiles/Listeria.pdf> Foods made with raw egg such as home-made egg mayonnaise, hollandaise sauce, uncooked cakes and desserts and eggnog can also be dangerous for the elderly.

The elderly person may also have special dietary requirements or restrictions of which you are unaware. Please check with the staff before providing food to an elderly resident.

#### **What precautions should I take when preparing foods?**

There are no special rules for cooking for elderly people – you just need to be even fussier than normal. If you plan to take chilled or frozen food you have cooked yourself, make sure that the food is cooled quickly in your refrigerator: never at room temperature. Always wash your hands well under running water using soap and dry thoroughly before handling food. You can get information on preparing food safely from the fact sheet 'Protecting Tiny Tummies and Sensitive Systems' and other fact sheets on the Food Safety Information Council website, [www.foodsafety.asn.au](http://www.foodsafety.asn.au).

#### **How can I transport food safely for an elderly person?**

You will need to transport your food to the aged care facility so take care that it is protected from contamination during transport and, if it is chilled food, it is kept cool or if you are taking it hot, you keep it hot during the journey. Food should be kept at 5 degrees Celsius or cooler or, for hot food, at 60 degrees Celsius or hotter. Between 5 and 60 degrees is known as the temperature danger zone because harmful bacteria multiply to dangerous levels in food when it is kept between these temperatures. Put cold food into a cooler with ice packs when travelling to visit your relative or friend. Don't pack food if it has just been cooked and is still warm. Coolers cannot cool food they can only keep cold food cool. Always cover pre-prepared foods securely and pre-chill them, for example, keep in the refrigerator overnight. Other perishable foods and drinks, such as deli products, cooked chicken and dairy products must also be cold when put in the cooler. Hot food is difficult to keep hot and is best avoided if you are travelling long distances. It is best to chill the food overnight and reheat it at the residence. If you must take hot food on a longer journey, an insulated jug, preheated with boiling water before being filled with the steaming hot food, can be used. If you are unsure whether the jug will keep the food above 60 degrees Celsius, try filling it with water at 90 degrees Celsius, seal and test the water temperature after the length of time you expect your journey to take. If it is still above 60 degrees then you can use the jug. You will need a food thermometer to do this test. If any perishable food you bring is not eaten immediately, make sure it is refrigerated before you leave.

#### **Reheating food**

Different aged care facilities will have different rules about reheating food provided by friends or relatives. In some, staff will reheat the food, in others, staff are not permitted to do so. In some facilities, the elderly person can reheat the food themselves, in others the person providing the food must do the reheating. Check with the staff to find out the rules in that facility. Make sure that staff know that you have brought in food and ask them how to go about re-heating it. Food needs to be reheated to a minimum of 75 degrees Celsius or 70 degrees Celsius for two minutes to kill any bacteria or viruses that might be present in the food.

#### **Reheating food in a microwave oven**

If you are reheating food in a microwave, you need to be especially careful that the food is heated evenly. Food heated in a microwave oven does not heat uniformly and unwanted germs may survive in portions of poorly heated food. Manufacturers recommend standing times to help alleviate the problem of uneven heating. Many microwaveable meal packs carry the instruction to stir the food part way through the cooking process. Items such as lasagne that can't be stirred should be allowed standing time to allow the whole product to reach a uniform temperature. How evenly the food will heat will also depend on the thickness of portions and on the composition and moisture content of the food. Frozen food needs to be completely thawed before reheating. If you are reheating a commercially prepared food, read and follow all the manufacturers' microwaving instructions.

#### **Storage of the food you bring in**

If any perishable food you have provided is not eaten immediately, tell the staff and ask them about storing the food in a refrigerator. Some elderly people like to keep extra food in their rooms in drawers or bedside tables for eating later. While this is okay for shelf-stable foods like cakes, biscuits and chocolates, this can be very risky with perishable food such as cold meats, custard or cream filled cakes and cooked vegetables and meat dishes. Leaving perishable food in the temperature danger zone for too long before eating can result in food borne illness. Food which can cause food poisoning may not look or taste spoiled. Sometimes elderly people can also forget how long the food has been there. If you bring commercially prepared food make sure the elderly person is aware of any 'best before' or 'use by' date on the food. **Make sure you tell the staff if the elderly person has some perishable food in their room.**

#### **Remember:**

If you are cooking for an elderly person, please check the fact sheet 'Protecting Tiny Tummies and Sensitive Systems' under 'publications' on the Food Safety Information Council's website [www.foodsafety.asn.au](http://www.foodsafety.asn.au) for more information on preparing food safely.

#### **Food Safety Information Council**

The Food Safety Information Council is a non-profit group with representatives of State and Federal governments, food industry and professional associations. Membership is open to any organisation with an interest in promoting safe food handling practices for consumers. We aim to reduce the over five million cases of food poisoning in Australia each year by educating consumers to handle food safely from the time it leaves the retailer until it appears on the plate. We organise Food Safety Week each November as part of our campaign to pass on simple messages to improve consumers' knowledge of how to handle, store and cook food safely. **For more information** Telephone Project Co-ordinator: 0407 626 688 (mobile) Email: [info@foodsafety.asn.au](mailto:info@foodsafety.asn.au) Website: [www.foodsafety.asn.au](http://www.foodsafety.asn.au)

#### **The process for suggestions on improvements is as follows.**

- 1) To make a suggestion or inform management of a problem an improvement log is completed.
- 2) The forms are located on iCare under Policies and Procedures. They are also located at Reception, in the Frangipani Internet Café and the Diversional Therapy team has forms for residents to complete.
- 3) Forms are completed and returned to the Residential Services Manager (RSM) office.





- 4) The suggestion or problem are reviewed and if urgent, acted on immediately.
- 5) A bi monthly meeting is held consisting of management to discuss improvement logs. The actions are discussed and if able evaluations made.
- 6) If evaluations are effective the improvement log is closed out.

### **Facility Mechanism for Complaints**

We would like to advise residents / relatives of the facilities mechanism for handling complaints.

- (a) We encourage residents/relatives to bring any concerns or complaints to the attention of the Nursing Manager or Administration. Relatives/Visitors **Do Not** take complaints to the RN or other nursing staff please. Follow the policy on making a complaint, if you are a relative or resident the procedure is different. A resident can make a complaint to the RN but visitors or relatives must make the complaint to the RSM/CM. The visitor or relative is able to make an appointment with these staff during working hours or make the complaint in writing. If the complaint is urgent and after hours then contact the Team Leader on duty who can phone the RSM/CM. Post or drop the written complaint under the managers locked door. Alternatively, you can also put it into the letter box at the front of the facility. Emails may also be sent to the following:
 

RSM (Residential Services Manager Bundaleer)	<a href="mailto:rsm@bundaleerlodge.com">rsm@bundaleerlodge.com</a>
RSM (Residential Services Manager Algester)	<a href="mailto:rsm@algesterlodge.com">rsm@algesterlodge.com</a>
Human Resources Officer	<a href="mailto:hr.bundaleer@bigpond.com">hr.bundaleer@bigpond.com</a>
- (b) All complaints are investigated and processed and the person advised of the outcome.
- (c) Each resident/relative has the right to exercise their right, provided it does not infringe on the rights of other people.

The mechanism for grievance and complaints is through:

- (1) Raising the issue at the resident committee meeting.
- (2) Advising the RSM or Administration.
- (3) Completing P256 Complaints Form or Continuous Improvement Form found at front reception or in the internet kiosk in Frangipani. Ask a staff member to show you where the forms are held and how to complete the form. The response to the problem will either be recorded in the Continuous Improvement Form or you may be spoken to directly, depending on the confidentiality of the complaint. The forms can be dropped into the suggestion box in the internet kiosk in Frangipani.
- (4) If after speaking to the RSM you are still not satisfied you can direct your problem/grievance/complaint to the Administrator or Director of the Nursing Home.
- (5) Residents/relatives should also be aware that they have the right to bring complaints to the Department. If the grievance/complaint cannot be solved or suitably attended to, you can make a complaint to The Department of Health. A brochure outlining the Departments Complaints mechanism is given on admission and extra copies are located at reception.
- (6) There address is as follow:

Aged Care Quality and Safety Commission  
G.P.O Box 9819  
Brisbane Qld 4001  
Tel: 1800 951 822

Log a complaint online at [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

Every effort will be made by staff and management to solve grievances and complaints.

## RESIDENT STORAGE INFORMATION

A reminder that when a resident leaves the Facility, their personal items will be held for 24 hours ONLY, due to lack of onsite storage. The Facility cannot offer longer storage options for residents' personal items. If the items have not been collected within 24 hours of permanent departure from the Facility, the items will be donated to a charity and a fee charged. No responsibility will be taken for the residents' personal items while awaiting pick up during the 24 hours; it is up to the resident or family members to ensure the security of these personal effects.



Residents and Relatives are reminded to ensure items are stored securely. There is a locked draw in every room, please use this for those items of importance or sentimental value. Should residents require even more security it may be advisable to purchase your own safe and move this into your room. Another alternative is to leave the items with relatives who can store them in a secure place. It is not advisable to leave precious items with residents in the secure unit. Residents in this unit may not be able to remember where they placed items of importance; they may even accidentally discard them. If you bring your own wheel chair or shower chair into the facility you must ensure the item is labelled with the residents' name, it is also useful for you to photograph any items owned by residents to ensure they can be identified if they go missing. If the items are stolen you can use these photographs for the police report and your personal insurance claim if you have taken out insurance. Relatives should also check and clean all personal knickknacks and precious items every time they visit so they can be found quickly if they are missing. The Facility cleaners do not clean/dust personal items brought into the facility. If you notice any residents' equipment missing let the RSM and all your relatives know, in case one relative has taken home items for safe keeping and others do not know. If the item continues to be missing let the RSM know so the police can be informed as soon as possible. The nursing home takes no responsibility for lost personal property.

## RESIDENT PERSONAL ITEMS CLEANING

It is important to remember that the electric razors do require professional cleaning and replacement of cutting blades every 6 months. This is the resident's responsibility. A resident refrigerator in the resident's room must be kept clean and all food discarded if not labelled or in date. This is the responsibility of the resident or resident's family. The staff of the Facility will not clean these refrigerators. All other personal furniture and knickknacks brought into the facility are the responsibility of the resident or resident's family to dust and keep clean. The Facility cleaners do not clean or dust personal items brought into the facility. If you need assistance getting a cleaner for these personal items please ask the RSM (Residential Services Manager) and a cleaner can be organized and billed to the resident. If you want our cleaner to clean behind resident's personal furniture then the resident or resident's family must organize the moving of the furniture and have booked a time with the RSM for our cleaners to clean behind these items. The RSM can also assist to organize movers to move the furniture and the cost billed to the resident.

