



REMINDER: IMPORTANT INFORMATION

Resident Money, Valuables, and other Personal items

Please do not keep large amounts of cash or valuables in the room. See reception for an alternate arrangement. Ibis Care Homes are not responsible for lost money or valuables. Reading glasses, dentures, hearing aides etc may break due to wear and tear. The cost of repair and replacement is the responsibility of the resident and their family.

Doctors

Residents may utilise the services of their own local Doctor or elect another Doctor who is able to visit your Ibis Care home. If the resident does not have a Doctor, staff may provide a list of currently visiting Doctors from which a choice can be made by the resident or the representative. Please note that relatives or legal guardians are responsible for accompanying residents, or making the necessary arrangements for all external appointments. If you visit any doctors externally, the manager or nurse needs to be informed prior to the appointment so medication chart and medical notes can be given to your doctor to update and bring back to the facility, along with any updated medication script.

Alcohol Consumption

Residents may consume alcohol under the supervision of Ibis Care staff whilst on the premises. Residents are expected to exercise a responsible consumption of alcohol and accept personal responsibility for their own consumption. It is expected that alcohol consumption will not compromise the consumer's safety or the safety of others. Excessive consumption that presents a danger to others or to property may be in breach of the agreement with Ibis Care. In these circumstances steps will be taken to liaise with the resident and representative to reduce the risks to others. Possible medication interaction will need to be discussed with the residents doctor before consumption.

Clothing

All residents clothing needs to be labelled. We can do the labelling onsite in our laundry (opened from 7am-12midday or may vary). Clothing can be brought in prior to admission to reception and we can organise for them to be labelled and placed in the room. Additional clothing, labelling maybe charged.

Fridge, Resident In-Room

If the Resident has elected to bring in their own bar fridge, it is the Resident or the Resident's family responsibility to clean the fridge and to remove any out-of-date food items.

**Personalised care
by dedicated people**

www.ibis.care

BEXLEY
BLAKEHURST
KIRRAWEE
MIRANDA
MORTDALE

Meals and Food brought into the home

Visitors may bring in food at the discretion of management that meet food safety requirements. Please check with the staff. This will ensure that arrangements for storage of the food is appropriate and that any special dietary needs are able to be maintained. Please check with your Ibis Care centre for their requirements on how the food is labelled and/or recorded in a 'Food Record Book'.

For your own safety and protection, all foods, which are not consumed within 24 hours, will be discarded. Please ensure that biscuits and lollies are stored in an airtight container. For additional information refer to the 'Food Safety Brochure' available from the Care Manager. Please read the link provided before you decide to bring food from home: <https://www.foodauthority.nsw.gov.au/consumer/keeping-food-safe/key-tips>

Under food authority guidelines all items of food that are brought into the facility, must be recorded on the food register. This register can be found at reception. If you have any questions, please don't hesitate to contact the facility.

Please note: DO NOT SHARE FOOD WITH OTHER RESIDENTS DUE TO POTENTIAL ALLERGIES, OR OTHER RISKS.

Outings & leaving the home temporarily

When leaving the facility please ensure the Sign In/Sign Out book is signed prior to your leaving. The book may be found at the Nurses Stations or front reception. If the Resident plans to leave the facility overnight, please ensure that the nurse-in charge is informed.

Hairdresser

The hairdresser is available on site. See Reception or the Lifestyle Team for all Hairdresser appointments

Resident Departure

It is the Resident or the Resident's families responsibility to remove ALL personal belongings and furniture in a timely manner when vacating the premises. An additional fee will be charged if the room is not vacated within 48 hours or the agreed timeframe. Ibis Care Homes cannot take responsibility for the items or take the items as a donation.

Electoral Roll Update

It is the responsibility of the resident/ or their representative to update changes of residential or postal address with the Australian Electoral Commission:

www.aec.gov.au



Work, Health and Safety

All electrical equipment/ item brought into the facility must be checked and ‘tagged’ by our maintenance officer on admission and annually thereafter. For resident’s safety and well-being the following items are not allowed in the resident’s rooms:

- Kitchen appliances
- Electric Blankets
- Heaters
- Double Adaptors and/ or Power Boards (need approval if needed)
- Candles

Providing us with Feedback

A registered nurse is available 24/7 to answer any clinical queries. If the registered nurse can’t assist, please see the Care Manager or General Manager. Posters and brochures on how to raise your concerns or suggestions are available throughout the home. We welcome all feedback. Anonymous feedback can be made via the suggestion boxes located around the home.

I have read and agree with the information provided by Ibis Care.

Resident Name: _____

Person Responsible: _____

Relationship to Resident: _____

Signature of resident or representative: _____

Date: _____

Staff Signature: _____