

## Visitor Access



*Please refer to enclosed letter and guidelines.  
We have also enclosed some flyers regarding  
hand hygiene and cough etiquette for your information*

*We thank you sincerely for your understanding  
during these challenging times. Thank you in assisting us to keep all of your  
loved ones safe, our loved residents safe, and our staff & volunteers safe.*

### **Our best line of defence is keeping the virus OUT**

The quickest way for us to keep you informed, is to send email updates.  
If you would like to be included in this form of communication, please call reception with your  
details or send an email to [Darlingford@dughn.com.au](mailto:Darlingford@dughn.com.au).

If you would like to enable other families members to also receive emails,  
we would be happy to include them.

Newsletters will only be sent out with invoices, but are also be uploaded to the website.

## **A Special Movie Afternoon At Darlingford**

Residents had the opportunity to see the highly  
acclaimed movie this month



This movie brought a lot of enjoyment to all !  
Add some nice hot popcorn & a choc top ice cream -  
was an afternoon not to be missed.

### **Movie Screened:**

Tuesday 22 July.  
East Lounge.  
At 1.30pm



## **A Reminder of our Virtual Hugs.....**



During this difficult time it is so important to keep in  
touch with loved ones.

If you are unable to visit A 'Virtual Hug' is a great way  
to let them know you are thinking of them, with a  
special message and photo just for them.

Family members and friends are most welcome to  
send a special message on our web site link —  
[www.dughn.com.au](http://www.dughn.com.au)

or email [darlingford@dughn.com.au](mailto:darlingford@dughn.com.au)

Your message will be delivered by one of our staff,  
with love.

***Don't forget we have access to  
Skype ,Facetime & Zoom meetings.***

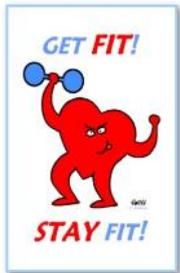
Please call our Activities staff to arrange an  
electronic face to face visit.

## 'Strength' Exercise Class



The 'Strength Exercise' class is back and proving to be very popular with our residents.

So why not come along and enjoy this great way to gently exercise while having a bit of fun also.



The Exercise Group meets in the North Lounge every Monday at 1.30 for one hour class.

## Resident Shopping List.....

Residents unable to get out to do shopping for those special items, we are more than happy to do this for you.



Please feel free to write your list on one of the shopping list provided and one of our friendly activities staff will do your shopping for you.

## We welcome your feedback!

We encourage and love to receive your feedback, ideas for improvements and yes, even complaints. It all assists us to improve and provide the very best care for all our residents.

**So please feel free to complete a form, send us a letter or email, or complete one of our 'Tell Us What You Think Forms'.**



## Resident Petty Cash ...

A friendly reminder to family & friends to please ensure your relative's account is in credit to avoid disappointment.

Remember that hairdressing services, Darlingford Delights and shopping list purchases are deducted from Petty Cash, so if there are no funds available, residents may not be able to enjoy these services.



## Test & Tagging....

It is legislative requirement that all electrical items are tested and tagged on a regular basis. If anyone brings a new electrical item into the facility, it will need to be tested and tagged before using.

In the past, this service has been provided to residents free of charge.

However, ANNEXURE D of resident contracts, 'Rules of Occupancy' D24 states:

**Before entering the facility, you must have any personal electrical appliances such as hair dryers, bedside clocks, bedside lamps, radios and televisions that will be used within the facility certified and tagged as safe for use, by a qualified electrician. All equipment must be recertified at your cost every 12 months. Double adaptors are not permitted and only power boards which have overload protection and are individually switched will be considered, and then only in exceptional circumstances.**

Therefore, a small charge will be invoiced to each resident this year, for each appliance that is tested. This will be \$4.40 per item and will be included in the next invoice. If you would prefer to arrange for an electrician to provide this services, please let us know.

