



Helping Hand
new aged care



Safety and Security at Helping Hand



At Helping Hand, our priority is to keep residents, staff, volunteers and visitors safe within our homes at all times. Below are a few guidelines that we ask you to follow when visiting a Helping Hand home to assist us in ensuring everyone's safety.



We encourage residents to share a meal with friends and family. If you are bringing food into the home, please let reception know. It is your responsibility to ensure any food brought into the home is stored and discarded safely.



Grandchildren and great grandchildren bring joy to our residents, and staff! When visiting with a child, please ensure they are supervised by a parent or guardian at all times.



We love four legged friends, but they can sometimes be a tripping hazard. Please ensure pets are supervised and kept on a lead in common areas when visiting one of our homes.



If you are unwell with a cold, flu or gastroenteritis, please reconsider visiting the home until you are feeling well again. This will help to limit the spread of illness and maintain the health of our residents.



In the unlikely case of an emergency, please stay where you are and wait for a staff member to direct you. It is important that family members or visitors do not attempt to evacuate residents on their own. For your safety and the safety of others, please follow instructions from staff.

The care of our residents and friends remains at the forefront of our service delivery.

Following these guidelines when visiting a Helping Hand home will help us to ensure the comfort and safety of residents, visitors and staff at all times.

Please speak to a staff member if you have any questions

1300 653 600

helpinghand.org.au



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