

KALOMA CHRONICLE

FEBRUARY 2021 EDITION

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Director of Nursing / Facility Manager

Tenneille Aguilar

“Aging is not a lost youth but a new stage of opportunity and strength” (Betty Frieden)

Hello Family and Friends of Kaloma,

It only seems like yesterday I was typing up January's story, already a month has passed into 2021. This month's Chronicle is undergoing a well overdue revamp thanks to the wonderful ideas thought up by Claire and Tia from Admin and Lifestyle. I would like to take the opportunity to introduce the new sections you will be reading over the next 12 months. We are all hoping it will make for an interesting read and if anyone has any suggestions on what they would like to see in Kaloma's Chronicle then please let us know.

Firstly, we will be doing a "Get to know us" section for all of the staff, not just the Home Care section. We will randomly choose 4 employees a month and they will have a picture along with a few short answer questions to answer. It will be a great opportunity for everyone to see what they may have in common.

Secondly, there will be a new "Noticeboard" section which will have various odd tips and information for Kaloma. For example, one commonly asked question is how you can put money into a resident's petty cash account or how can you book someone into the hairdresser.

Thirdly, lifestyle will have a "Cooking Corner" where they will feature a recipe that one of the residents has contributed and on occasion photographs where the residents have cooked it at Kaloma.

Fourthly, we will have a "Remembrance Garden" where we will feature any residents who may have passed over the previous month. All residents featured in this section will have consent given to us by their family members prior to any inclusion in the feature. It will be a good opportunity for people to reminisce about their family or friend who may have passed.

Lastly, we will have a section featuring the staff uniforms and what each colour coded uniform means.

Now moving on, Kaloma is having regular changes to who can and cannot visit Kaloma according to the current information that is released by QLD depending on the state wide and nation wide effects of Covid. Please if you are visiting from any major city I would suggest calling Kaloma prior to travelling so you can ensure you are able to enter the facility. Directions for QLD Health can change in a matter of hours and we try to keep everyone updated as much as we can. For people who are computer savvy you can access the most current Aged Care direction by typing in "QLD Health Aged Care Direction" into an internet search Engine. It is best to keep updated to avoid any disappointment.

For those of you who don't know Kaloma is a provider of Home Care Packages which allow people to stay within their home and to have in home help. If you are finding that you or any family/friend may need help at home please contact me at Kaloma and I can give you information on how you can begin to access this service. Alternatively, you can always come to Kaloma and see me face to face where I can give you a more detailed explanation.

Some people may already be receiving help at home and are finding it is becoming increasingly difficult to manage living by themselves or caring for another person. If this sounds like you or someone you know please call me and I can go over your options for your next stage in life. Coming to an Aged Care facility for respite or permanent stay can be very overwhelming and daunting. You are welcome to come and tour Kaloma with me if you would like to see firsthand what living at Kaloma is like, you may find it isn't as scary as what you may think. There are affordable options for everyone at Kaloma to be fair for everyone so they can access the care that they need.

Before I go I would like to say a big welcome to some of our newest residents of Kaloma and their families. Thank you for giving us the opportunity to care for you. We all hope you settle in nicely and enjoy your stay at Kaloma.

If anyone would like to come and see me regarding any questions or concerns or just to pop in and have a chat my door is always open or you can call Kaloma directly.

Until next time,

Tenneille

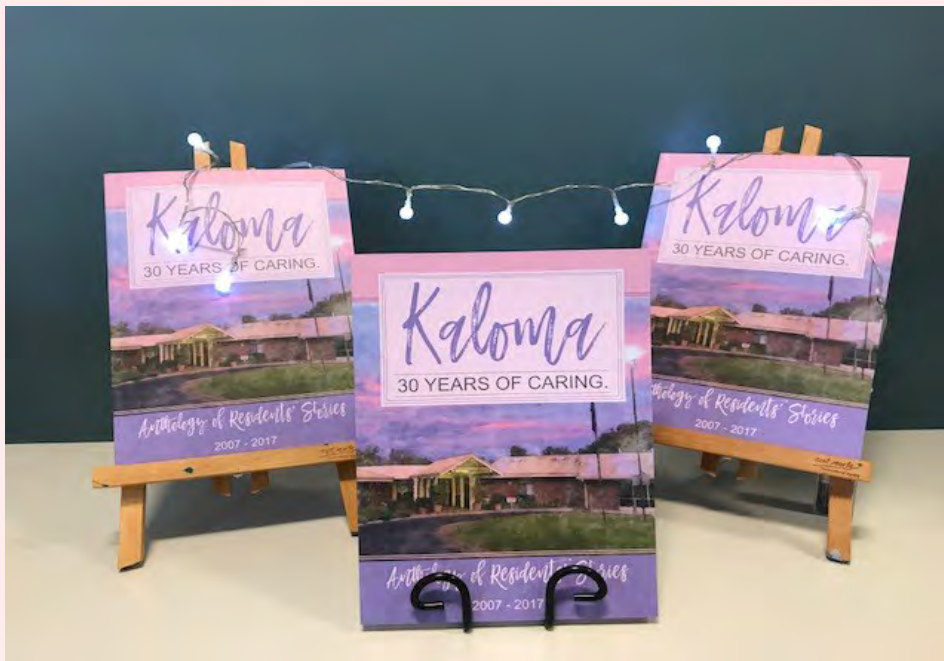
Medicare and Pension Cards

In order to maintain correct and up to date Resident information, if your family members Medicare or pension card renewals come in the mail could you please drop a copy or email a copy to admin3@kaloma.org.au.

Thank you for your assistance with this.



*Kaloma 30 Years of Caring
\$30 each
available for purchase at Reception*



Who is Who at Kaloma



Clinical Staff



Safety, Maintenance
and Groundsmen



Personal Carers



Housekeeping and Catering



Community Carers



Lifestyle

Community News



Hello and welcome to our February edition of the Kaloma chronicle. Wasn't the rain we had at the beginning of January was lovely fingers crossed we receive a lot more.

With the warm weather, we have been having it is vitally important to drink plenty of fluids, wear loose, light clothing and use air-conditioning to avoid dehydration and feeling unwell. If in hot weather, you are feeling unwell it is important to see your Doctor or go to the hospital in case of heat stroke. Please remember if you are feeling unwell to contact the coordinator on 0411031136 before staff arrive at your home to stop the spread of infections.

The aim of Kaloma's home care program is to assist clients to remain in their own home while enabling and encouraging them to do as much as they are safely able to do for themselves. We are here to offer any help you may need to assist you to remain at home for as long as you can. By excepting a little bit of help when you first need it, will help promote your confidence, conserving your precious energy for the tasks you can perform Independently.

We would like to remind all our clients that any excess in their budget is carried over each month and the budget can only be used for services we can provide to assist the client to remain in their own homes for example: Personal hygiene, meals, house keeping, laundry, shopping it can also be used to pay for carpet cleaning, cleaning of windows, mowing lawns, gardening, ironing services, physio (as long as the provider has an abn) etc a piece of equipment ie: wheelie walker, mobility scooter, pressure cushions as long as it is an assessed need. It can not be used to pay bills, medication, rents/mortgage, cashed out or used for a holiday. The same going if you exceed your budget you will be charged a fee for service, please note if you have no excess in your budget we will be unable to assist with purchasing your products through your budget.

Changes to packages: home care changes made by the government for home care packages will start to come into effect in February 2021 The focus been on how client's budgets can be spent, any excess in your budget will still be carried over each month however this amount will be held by the government. Your package budget will continue to only be able to be used for services we can provide to assist the clients to remain in their own homes for example: Personal hygiene, meal prep and delivery, housekeeping, laundry, mowing lawns, etc anything extra for example carpet cleaning, cleaning of windows, a piece of equipment ie: iron, car service, will need to be approved and be an assessed need, if the government deems this is not something that will benefit you they can decline for this to be purchased through your budget and you will then need to pay the service provider (Kaloma) back. Larger items like mobility scooters will need to be on a hired basis. Further changes will come into effect in September. If you have any question, please speak to coordinator Jo & DON Tennille

Operating hours- Our Current operating hours vary Daily between 7.00am -3.00pm (1.00pm pm on weekends) however these can change to reflect our clients needs, if you require assistance to appointment please give at least a weeks notice so we can assist you with this as the majority of our staff members also work in Kaloma as well. Coordinator Jo Sloss who is on call for home care clients after hours for emergencies only and will return message if call is missed the next working day as we do not always have the phone on hand after hours. We thank you for your understanding at this time. If an EMERGANCY please call 000.

If you are requiring assistance to appointments, please notify at least 2 weeks in advance to assist with rostering of our staff as the majority of our home care staff members also work in Kaloma. This also applies to changing your respite day. Care Goondiwindi also offers a fabulous service with their Medico run 8.45am-3.45pm daily for a gold coin donation they will assist you to medical appointments 46700700

Reminder to all Clients that you are more than welcome to attend activities at Kaloma and if you are requiring transport to please speak to your friendly home care staff member to assist with this. If you are not requiring a meal from Kaloma on any day, you need to cancel this by 10am otherwise you will have to pay for it, it can be cancelled by phoning Kaloma on 46711422. Also if you are not requiring staff for the day to avoid been charged for the time normally spent with you, please allow 3 hours' notice as per home care client hand book.

There will be a letter going out at the end of the month enquiring what services clients would like for the upcoming Easter public holidays, Anzac day and the show holidays in April and May If this could be returned by the beginning of April that would be appreciated for staff rostering.

Take care

Until next time

Jo (Coordinator) Peta-Sue (2ic) Alisa, Laura, Bernadette, Ben and Hannah.





New Staff

Amanda Pham—RN

Kirra Veyt—EN

Chloe Reid—PCA

New Residents

Colleen McGrady

Margaret and Bob Prior

John Wilcox

The shortest month of the year, with 28 days and 29 days every 4 years.

Named from the Latin word februum, which means purification.

February

Along with January, February was the last of the months added to the Roman calendar.

The only month that can pass without a full moon.



2nd Lindsay Savill
5th Margaret Davidson
5th Beryl Pearcey
8th Judy Jakins
9th Arie Korteweg
13th Allan Moir
14th Annie McGregor
12th Robert Kirkby

Happy Birthday to all

2nd Myrna Candido
6th Claire Sutherland
8th Sarah Gillett
14th Sharlee Marlee
19th Cherie Mathews
26th Chelsea Bailey





Julia Spicer from Engage and Create Consulting undertook New Years workshops with all the staff. Staff spoke about setting goals for 2021 and what they would like to achieve and see Kaloma achieve in the coming year.





valentine's day

What is VALENTINE'S DAY?

It is a day for _____ and love. It is also a day for fun!

You see a lot of romantic symbols on Valentine's Day. Some romantic _____ you may see include roses (because roses are thought to be a romantic flower), _____ (a little boy who can make people fall in love with his special bow and arrow), and hearts.



When is Valentine's Day Celebrated?

On February the 14th. The origins of Valentine's Day are not clear but many sources believe that it comes from the _____ of St. Valentine, a Roman priest who was martyred on or around February 14 in the year 270 AD.

What do people do?

Many people around the world _____ Valentine's Day. Some people take their loved ones for a romantic _____ at a restaurant while others may choose this day to get _____. Many people give greeting cards, chocolates, jewellery or flowers to their partners. Some schools have valentine parties. The students give each other valentines. They eat heart-shaped _____.



Interesting facts

In Victorian times, it was considered bad _____ to sign a Valentine's Day card. About 1 billion Valentine's Day cards are exchanged each year. This makes it the _____ largest seasonal card sending time of the year.

_____ will receive the most Valentine's Day cards, followed by children, mothers, wives, sweethearts, and pets.

Based on retail statistics, about 3% of pet owners will give gifts to their pets on this day.

wordbank

second cupid dinner
married teachers symbols
romance celebrate luck
candy story

Read the text. Fill the gaps. Use the wordbank.







HAPPY
Valentine's Day



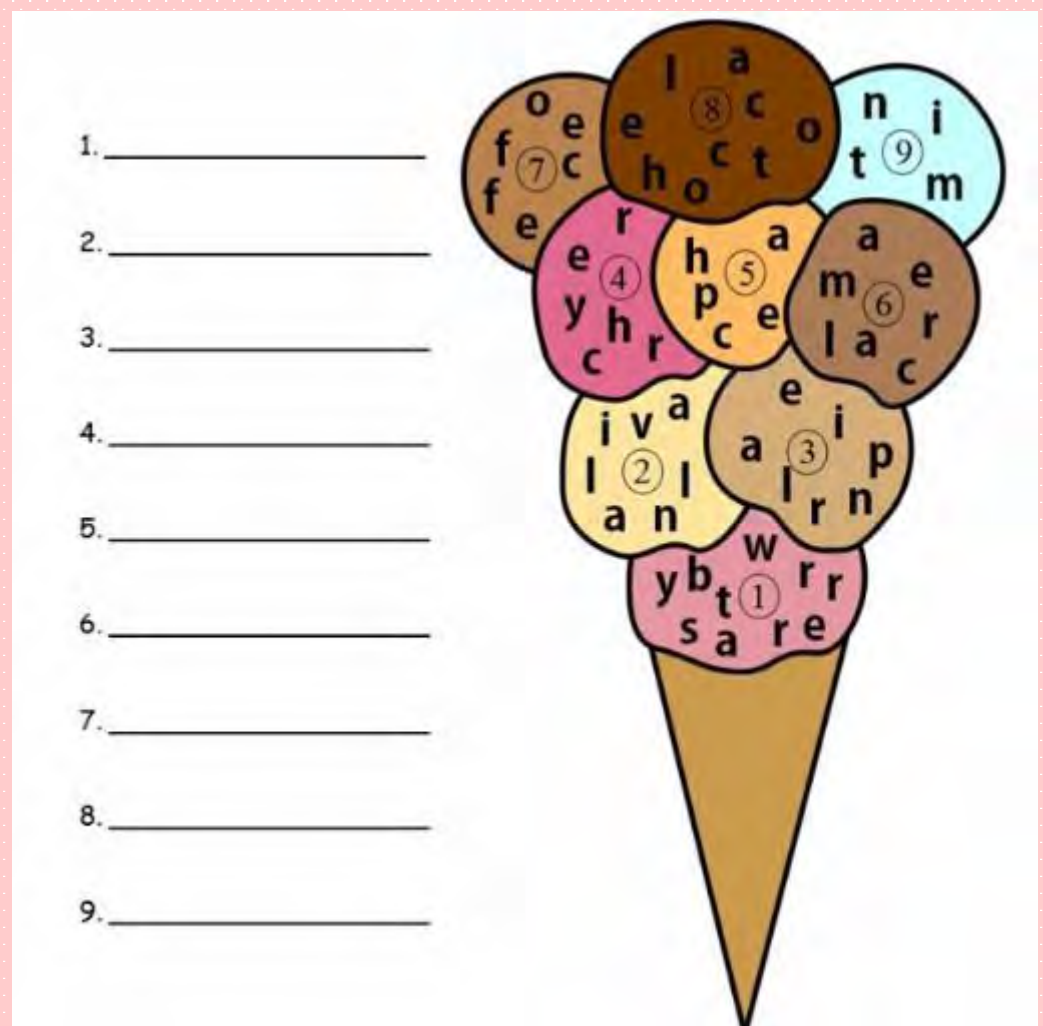
SUMMER





Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		FEBRUARY WARRIGAL/BROLGA ACTIVITY PLANNER				
1 	2 Library book collections Book mark Creating 11am Catholic Church	3 Art group in Warrigal 930 am - Sorting Lids for Kids in Coolabah 11AM -	4 	5 Exercises! Bus trip with David around Gundy	6 Various activities in Coolabah lounge	7 
8 	9 Pikelet morning in Warrigal 1045 - Reading/ history Group with Ilona	10 Art group in Warrigal 0930 -Valentine's day activities 11am – Anglican Church	11 Marg Ryan singalong in Coolabah 0930am	12 Chinese New Year Arm Chair Travel to China Chinese for Lunch	13 Various activities in Coolabah lounge	14 
15 	16 Pikelet morning 930 - Quiz morning in Coolabah 11am – Catholic Church	17 Art group in Warrigal 0930 Ball games Word quizzes Guess who In Coolabah	18  Cinema – Penguin Bloom Leaving at 1245pm	19 930am- Exercises Residents meetings at 1030am With Tenneille	20 Various activities in Coolabah lounge	21 
22 	23 Pikelet morning in Coolabah 0930 – Various Card games in Coolabah	24 Art Group in Warrigal 0930 - Sorting Lids for Kids 11am Anglican Church	25 The Whistling man With Kathy Jensen In Coolabah 10am	26 Exercises! Cards with Mary at 930am Whiteboard games in Coolabah lounge 230pm - HAPPY HOUR!!	27 Various activities in Coolabah lounge	28 

					4		5	
	9							2
5								1
	8	9		4	5	3		
		3				8		
		5		7	8			
			2					
		7	1			4		6
1				3			7	



Brolga, Warrigal and Brigalow Lifestyle News

Hello all and welcome to the new look Chronicle!

Claire has done such a fantastic job revamping the Chronicle and we hope everyone enjoys it!

January has been a fairly quiet month, finding out our footing for the new year! We had a fabulous Australia Day with a roast lamb and snags cooked on the BBQ with a side salad made by the residents. We played indoor beach volley ball. I was quite impressed with the resident's spike! May Picking especially had a strong whack and scored many points! Over in Brigalow our lifestyle Officer Astrid and the residents made a massive lamington. It looked absolutely delicious and we hope they enjoyed it.

We had our usual activities like Bingo, Trivia and church services. We also had a great visit from Ilona from the library. This is always a great morning and really gets the residents talking and reminiscing about events past.

Brigalow have been enjoying their bus trips around Gundy as well. If you see our Kaloma bus around town, please give us a wave!

Coming in February, we have a month full of music performances and cinema trips as well as our usual activities.

You may notice that Brigalow does not have a monthly activity calendar. We have decided to trial doing a weekly calendar instead. This will be displayed in Brigalow, so residents and family can keep up to date easier on what is happening in Brigalow. We would also like to welcome Astrid back! She has returned from leave and is hobbling along like a champ.

In sad news, we lost out beautiful Anne Auld and Jo Phillips in January. We will miss you both. RIP lovely ladies.

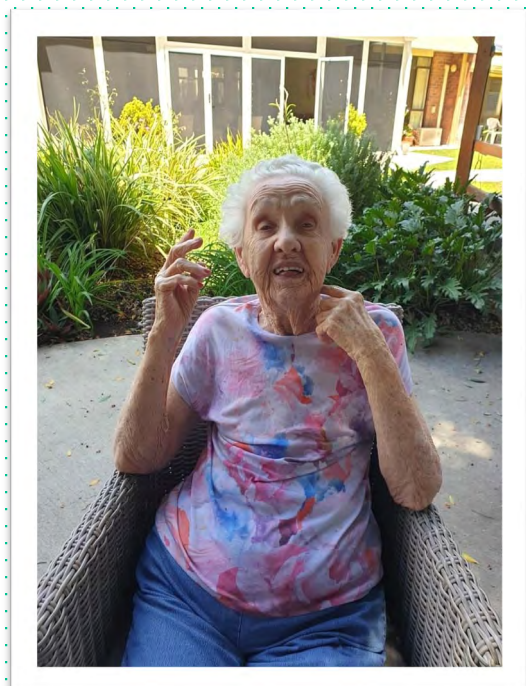
We would like to thank everyone who donated coffee mugs and tea cups. The residents love having a variety to choose from. I would just also like to add that anyone who would like to come in and volunteer please contact Kaloma and ask for Tia. We love having new and old faces back in Kaloma.

Lastly, we say goodbye to our fabulous Lifestyle officers Wendy and Kent. We will miss both of you around Kaloma. Thank you for all the love and compassion you have shown the residents during your time here. We wish you all the best for the future.

Well that's it from me for another month.

We hope everyone has a fabulous February!

The lifestyle team



Kaloma's Remembrance

Garden



Remembering Anne Auld

Anne was born on the 4th of November 1939. Anne was admitted to Kaloma in 2019 into Brolga wing before joining the Brigalow family. Anne was a much loved and valued member of our Kaloma home. Anne will be remembered for her love for her baby dolls, her infectious smile and giggle, and her stories about her much adored family members. You will be dearly missed Anne.

Rest in peace lovely lady

04/11/1939—12/01/2021



Australia Day Activities



Kaloma Cooking Corner

3 minute fudge -

This is our go to recipe for making our fudge for our residents store. Super easy and the residents absolutely love it. So many simple variations to make. Try it at home and come up with your own variations.

Ingredients -

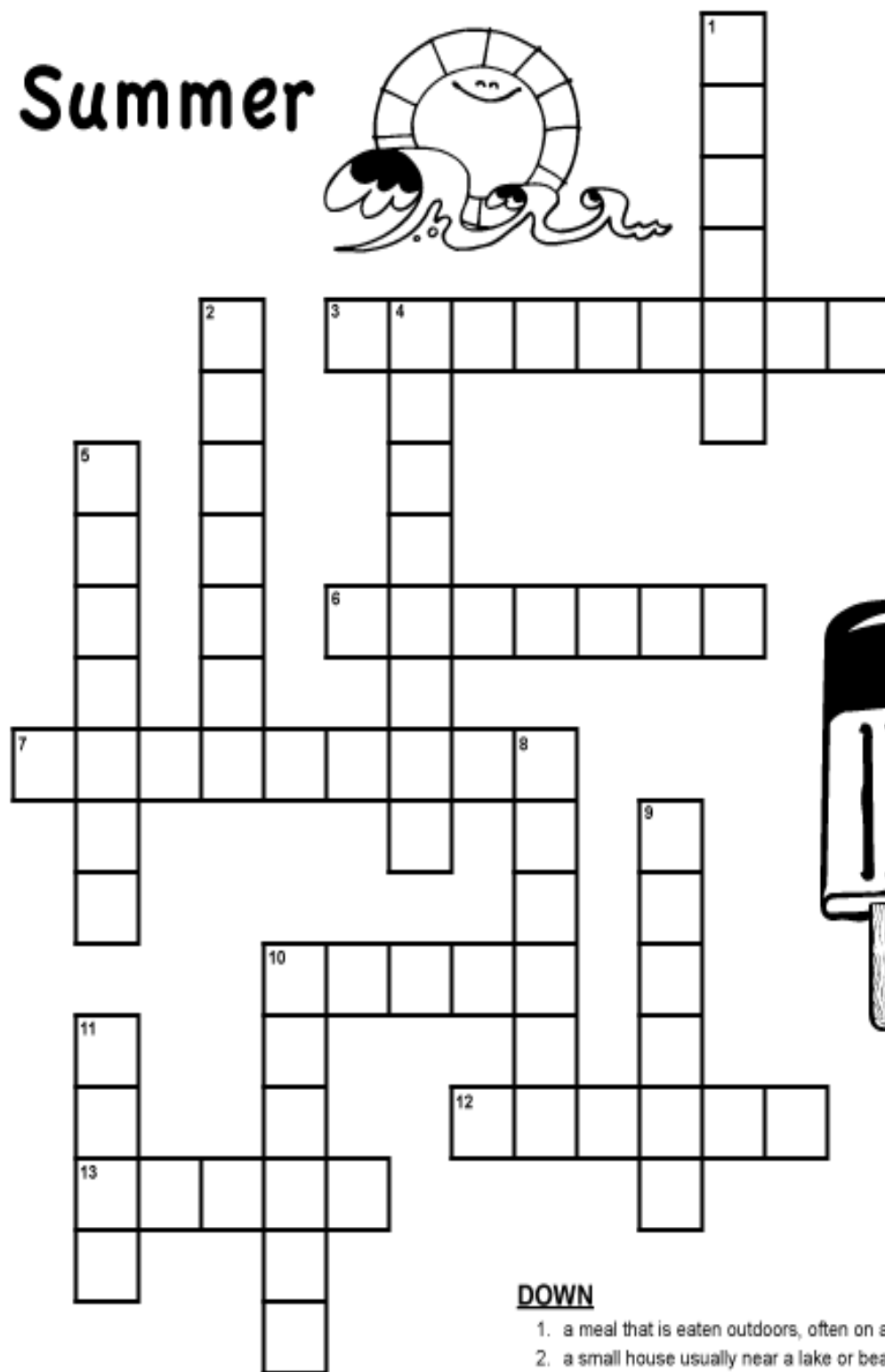
- 1 can of sweetened condensed milk
- 2 cups Chocolate buttons
- 1 tsp of vanilla essence (optional)

Method—

Mix both condensed mix and chocolate buttons together in microwave safe bowl. Heat on high for 1 min intervals until melted together. Stir in vanilla essence and pour into container to set in the fridge. Leave to set overnight and Viola! Easy peasy fudge recipe! We love making this as it's super easy and everyone can get involved.



Summer



ACROSS

3. a track or mark left by a foot or shoe
6. a meal or party at which food is cooked and served outdoors
7. explosive chemicals that produce bright coloured patterns or loud noises when they explode in the night sky
10. having a lot of moisture in the air
12. shortly before summer we can say: "It is _____ summer."
13. a path through a forest

DOWN

1. a meal that is eaten outdoors, often on a blanket
2. a small house usually near a lake or beach
4. not inside a building, in the open air
5. "Let's go play _____."
8. a shoe with a bottom part that is held in place with straps around the foot and sometimes the ankle
9. one of the four periods of time a year is divided into
10. the activity of going for long walks, often in the woods
11. a track that is made by people or animals walking over the ground

Get to know us!



Personal Carer Jackie Vaughan

How long have you worked at Kaloma?

4 years and 9 months

Favourite thing about working at Kaloma? The residents make this job amazing!

Where did you grow up?

Goondiwindi

What is your favourite food, colour and animal?
PINK!! Chocolate and my favourite animal is my Maltese Bobby!

What do you do in your free time?

Spend time with my family

Lifestyle Officer Shelly O'Brist

How long have you worked at Kaloma?

Nearly 3 years

Favourite thing about working at Kaloma?

The residents

Where did you grow up? Brisbane

What is your favourite food, colour and animal?

Seafood, Lilac and Dogs

What do you do in your free time?

I love relaxing and watching a romantic movie, visiting family and friends. If we get time we head away in the caravan for the weekend.





Kitchen Hand—Rizza May Hipolito

How long have you worked at Kaloma?

I have been working at Kaloma for more than a year.

Favourite thing about working at Kaloma?

I love serving food for the residents.

Where did you grow up?

In the Philippines

What is your favourite food, colour and animal?

Filipino Food, Black or grey and a Dog

What do you do in your free time?

I look after my son.

Maintenance Man Michael Obrist

How long have you worked at Kaloma?

2 years

Favourite thing about working at Kaloma? The residents and my job, there is always something new to do each day

Where did you grow up?

Brisbane—Rockedale

What is your favourite food, colour and animal?

Seafood, Blue and cattle dogs.

What do you do in your free time?

Fishing, relaxing watching TV, Going away in our spare time and spending time with our granddaughter Layla.





Campfire



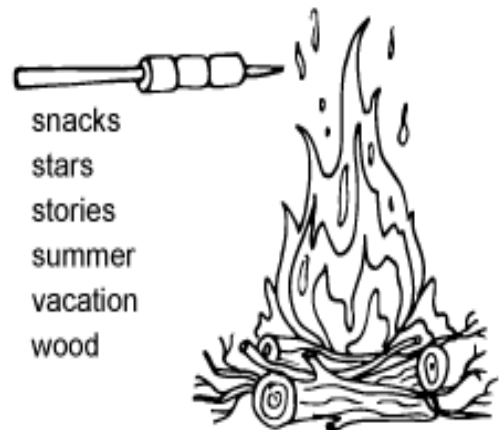
N H T S E R O F P L I X C J U Y A D
C K Q H Z X S V N O B F S E K O M S
S Y L E N G A J S U M M E R X F W H
T G B V O T K C G D R Q A Z I O P C
A X N D J E H S Y F N U B G L A T M
R W T I U Q P G M C Z S O L B S H L
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T A N J R G W C Q S O Z L F M K B J
I P O T M A B H R V P R D X I S Y T
B Z L C V S T A F O K G E N Q R S W
E M A L F E M I T X O Y V S U N E P
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X E N S K C I T S G N I T S A O R F
L V I R D T Z A Q P J H M U W G O Y
F M S B L A N K E T X W L C O J T N
D J Z W G M Y P H E R U T A N V S G

blanket
bug spray
campfire
chairs
flame
forest

guitar
hot dogs
log
marshmallows
matches
nature

night
outdoor cooking
roasting sticks
s'mores
sing alongs
smoke

snacks
stars
stories
summer
vacation
wood



Kaloma's February Quality Activity Report

The new Quality Standards were introduced across all aged care programs on 1st July 2019. The new Quality Standards are eight in number with a significant focus on the consumer receiving individualised person-centered services and support of their choosing. Our practices do not have to change significantly – as you would be aware, Kaloma has provided person-centered care for a very long time. The key points that staff always remember is that care is to be based around what the consumer and/or their representative chooses after they make an informed decision.

Quality is evidenced in many ways and includes feedback from complaints, consumer feedback, resident's meetings, satisfaction surveys, staff meetings, incidents and accidents and improvements that come from these; and the outcome of the annual schedule of surveys and audits. At Kaloma we are genuine in our approach to strive toward providing the best services by competent qualified staff, to residents and home care clients. We have underway an annual schedule of surveys and audits with the results benchmarked against 35 other services.

A suggestion Box is located at the Sign-In desk at the main reception. Please take the opportunity to record your comments on one of the suggestion forms and place in the box provided. Home care clients are able to ask for a Suggestion Form and one will be provided to you. Kaloma's policy is for staff to log a complaint or comment on the system which then automatically goes via e-mail to the Director of Nursing/Facility Manager. We pledge prompt action without fear of retribution. By raising your concerns, it helps us to improve what we do in the future for others as well.

Plan for Continuous Improvement

Quality activities completed 2021

Introduction of 3 monthly skills days for care staff to refresh their basic care and observation skills.

Results of Audits

An audit was conducted on the use of Chemical restraints. A chemical restraint is the use of a medication to control a behavior in an individual who may be violent, aggressive or extremely agitated AFTER all other options are exhausted such as distraction, reminiscing, games and activities to name a few. The audit showed that although Kaloma had a special restraint form completed and **authorized by the doctor and the resident's family it did not specifically say it was to be used to** keep the resident from harm or harming others. The forms have been since updated to reflect current best practice.

Staff Quality Logs –

A quality improvement log has been made for curtains to be placed above a doorway in Brigalow. Staff are finding that the residents with Dementia are trying to go outside very late at night and become distressed when they cannot get through a locked door. Covering the door with curtains will avoid the area being identified as a door (only late at night when it is locked) and avoid any preventable distress to the residents. The curtains can then be drawn back through the day to allow the sunlight to stream through and the residents to exit and enjoy the gardens and birds who come to visit.

Regards from Mary, Jo, and Tenneille

Complaints and Feedback

At Kaloma, we actively seek out comment and suggestion from stakeholders to enable us to continually improve our services.

Comments are much welcomed and accepted without retribution against any person. If you wish to make comment the procedure is as follows;

- Take a Suggestion Form from the Suggestion Box located on the desk at the front door to Kaloma's main entrance. When completed place it in the Suggestion Box at either entrance to Kaloma and it will be collected by the Director of Nursing/Facility Manager (DON/FM).
- Home care clients will be provided with a Suggestion Form by staff if a complaint is raised. When completed clients can either send it back with staff or post it to Kaloma's
- Kaloma's policy is that any complaint raised must be logged on the computer system by staff and this is then automatically sent as an e-mail to the DON/FM for prompt attention.
- Contact the DON/FM directly to discuss your concerns.

Other opportunities for comment or complaint are available through

- The monthly Residents Meeting with a copy of Minutes provided to each resident, area manager and Kaloma's Board. Agenda items include consultation about changes within the organisation as well as, resident's satisfaction with care, dignity, staffing, menu, cleaning, laundry and maintenance and grounds.
- Both home care and residential programs have an annual schedule of audits and satisfaction surveys with feedback provided via the Kaloma Newsletter.
- Your care plan is regularly reviewed with you.

Should you feel that after using these avenues of complaint that you remain dissatisfied **you may write to Kaloma's Board. The contact details are as follows,**

'Confidential', President of Kaloma Board

Locked Bag 3006, Goondiwindi. Qld. 4390.

If you remain dissatisfied, you can also contact

Aged Care Quality and Safety Commission

GPO Box 9819, Brisbane. Qld. 4001

Telephone: 1800 951 822 (free call)

E:mail info@agedcarequality.gov.au

OR

Aged and Disability Advocacy (ADA)

121 Copperfield Street, Geebung. Qld.

Telephone: 1800 818 338



Smile



RESIDENTIAL, HOME CARE & VOLUNTEER DEVELOPMENT PLAN

A Commitment to Education and Training is Everyone's Responsibility

February 2021	Learning Outcomes	Standard	When	Who
First Aid and CPR	Staff will gain an understanding of what first aid steps to take in a medical emergency and current up to date best practice for basic life support.	3, 7, 8	Ongoing throughout the year	Staff required to attend will be rostered
Neurological Assessment and GCS	<p>Course Overview</p> <p>Neurological observations collect data on the patient's neurological status and can be used for many reasons, including in order to help with diagnosis, as a baseline observation, following a neurosurgical procedure, and following trauma. It is important to remember that these changes can be seen to occur rapidly over a short period of time, or more gradually taking place over days and weeks. This is why accurate neurological assessments and observations are vital in ensuring the early recognition of neurological deterioration in patients</p>	3,7	15th February 2021	Care Supervisors and Nursing Staff
New Year New Goals Workshops	This face to face training is a light hearted moral boosting activity to focus on every employees self and professional development and maintaining a positive direction in 2021	2,3,7,8	Multiple Sessions	All Staff
Online Mandatory Training	Online training for various topics throughout the year.	1,2,3,4,5,7,8,	Due by the end December 2021	All Staff

KALOMA MEETING SCHEDULE

FEBRUARY 2021	Frequency	Date	Time	Who Attends
Supervisors Meeting	4 weekly (Thursday)	10 th Feb	2pm – 3 pm	DON/FM, Clinical Nurses and Care Supervisors
Management Meeting	Monthly Monday	1 st Feb	1pm	All Area Managers
Quality / Work Health & Safety/ Infection Control Meeting	Monthly Monday	TBA	1 pm	All welcome. Quality Coordinator, Area Coordinators. Safety Advisor, Staff Safety Rep, Clinical Nurse, DON/FM
Personal Carers Meeting	4 Weekly	9 th Feb	2pm	All Care Staff including Clinical Nurse, DON/FM,
Medication Advisory Meeting	Quarterly Thursday	TBA	2pm	GP Dr Anna Carswell, Allen's Pharmacy, Lucy Walker Pharmacy, DON/FM, Clinical Nurses and all interested persons.
Kitchen Staff	Quarterly	TBA	1.30pm	Catering staff.
Housekeeping Meeting	Quarterly	TBA	1.00pm	Cleaning and laundry staff
Home Care Staff/Care Plan/ Quality Meeting	Monthly		1.15pm	DON/FM, Home Care Coordinator and all Home Care staff.
Residents Meeting - Warrigal/Brolga	Monthly Wednesday	19 th Feb	1030am	Residents, Lifestyle Officer and DON/FM
Board Meeting	Monthly	25 th Feb	2.30 Finance 3pm General	Kaloma Board of Directors, DON/FM, Finance Officer.
Lifestyle Meeting	Monthly		2 pm to 3.30pm	All Lifestyle Staff



NOTICE BOARD

ALL visitors must sign in and out using
The front door at Reception.

This is for your safety and is mandatory—no exceptions

BASIC DAILY CARE FEE

We remind everyone that the Basic Daily Care Fee is set by the Department of Health and Ageing and is payable by all Resident's (respite or permanent). This fee is not claimable through Medicare.

VISITOR MEALS

If you would like to have lunch with your loved one while visiting Kaloma, please order prior to 10am with Administration Staff. The cost is \$9 payable to Admin Staff.

Unfortunately, we cannot cater for large groups.

UNCLAIMED CLOTHING / NON MARKED CLOTHING

If your loved one is missing items of clothing please speak to the Supervisor or Administration Staff.

Clothing Labels can be ordered with Administration at a cost of

50 label's—\$

100 label's—\$

RESIDENTS PETTY CASH

Please ensure that this onsite account is topped up regularly. This account is used for haircuts, outings and other miscellaneous items your loved one may want.

FOOD LOG

There is a Incoming Food Register located at Reception. Please ensure you record any food brought into the facility.

CHANGE OF DETAILS

If you have changed your address, or contact details, please advise our admin staff to ensure all records are kept up to date.

HAIRDRESSER PRICE LIST

Cut—\$25

Shampoo and Set—\$25

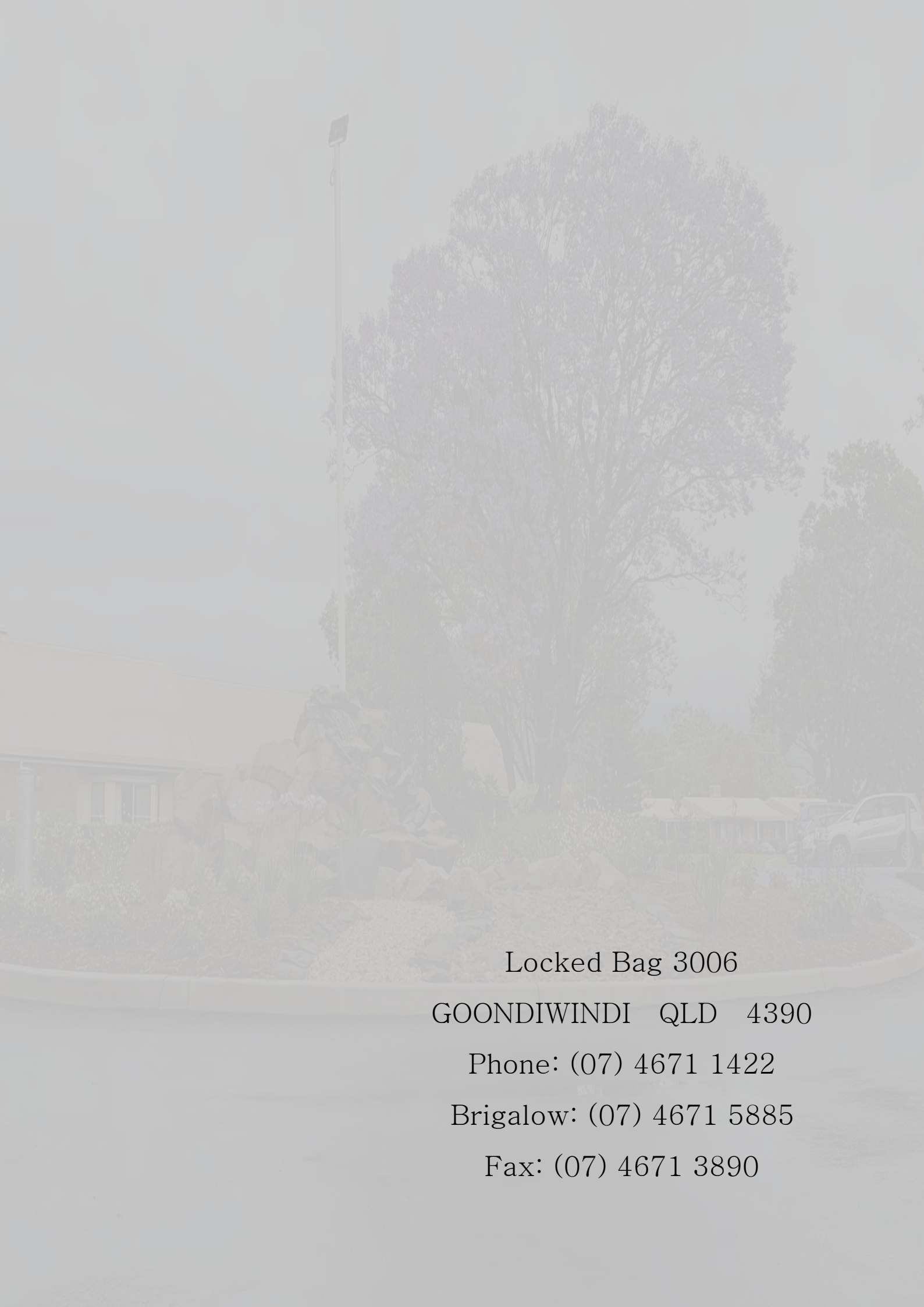
Colour—\$50

Perm—\$

This is deducted from Residents Petty Cash

EMAIL CORRESPONDANCE

If you have an email address and would like to receive information by email, please email us at Don.fm@kaloma.org.au or admin3@kaloma.org.au to be added to the mailing list. This is for information only and not for account statements.



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