



Coronavirus disease 2019 (COVID-19)

General Communication

RESIDENT DELIVERY PROGRAM TO MARGERY COLE

We understand the importance of being able to have items dropped off and delivered to family members at this time. After evaluating the current risk, we have decided to amend our restrictions around items that are brought into our home through our delivery program.

We still need to have infection control processes in place and sanitise items within our airlock before allowing them into our home. We will no longer quarantine items for an extended period of time, therefore items that are dropped off will be delivered to residents the same day.

Monday 11 May 2020

Delivery drop off times remain the same.

10AM and 2PM weekdays

8AM – 10AM weekends

Collection times

Staff will collect & sanitise items that have been dropped off every hour

Internal delivery

- Staff will deliver items to each house from 2.30PM weekdays & 10.30AM weekends
- Daily Newspaper deliveries will be made in the morning from 7AM

Flowers

Home grown and florist flowers - either delivered or brought in by family/friends will be accepted.

Clothing

Clothing items - delivered in a plastic bag labelled with the resident's name. These will be laundered and labelled ahead of being delivered. This process may take 1 - 2 days.

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Yallambee.com.au



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Gifts, Magazines, Books, Cards & miscellaneous non-perishable items
All items to be within a labelled plastic bag for drop off.

Food

Pre-packaged foods, food that is in a sealed zip lock bag or within a sealed container.

Fresh foods that require immediate refrigeration will not be accepted when left at drop off area

- *However, if you have a visit booked with your loved one and the item is brought in within a container that can be wiped over, these may be delivered by you during your visit. Please note that all food that is not pre-packaged must have the sealed container labelled with the date of delivery and be registered in the Food Register in each house.*

If you have any questions around the drop off and delivery program please email me directly or via info@yallambee.com.au

Thank you again for your support.

Jackie Northe
Customer Services Manager
11 May 2020