

Circular 042

25 May 2023

Dear Residents,

REMINDER OF MEDICAL EMERGENCY PROCEDURE

We have had several instances where residents fell at night and their spouses phone Security and requested them to come and assist to pick them up. Please note that Security is not allowed to tend to such requests. They are not qualified to access whether a resident has sustained injuries or whether it is safe to pick them up. Only the sister from the Care Centre can do this assessment and make recommendations on whether the resident can be picked up or whether an ambulance should be called to tend to injuries. The Sister will then also ensure that there is record of the incident so that Sister Kate is aware and can do a follow up visit to check on the resident and whether there is further care required.

This is classified as a medical emergency and will not incur any costs from the health care team.

Kind Regards.



Wilma Swart
Village Manager