



SwanCare | Employee Information Booklet

Everything you need to know to help you settle into your role at SwanCare.

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Section 1 – Our Organisation

Welcome from the Chief Executive Officer



Welcome to SwanCare. SwanCare has a rich history of providing high quality care and accommodation to many thousands of Western Australians since 1961 and we are pleased that you have chosen to become a member of our team.

SwanCare, or Swan Cottage Homes as we were known, was established by Dr Richard Cleaver to provide low cost, affordable accommodation to seniors requiring independent living accommodation. Since then, SwanCare has expanded to include high and low care caring centres to provide a continuum of care model of service delivery.

SwanCare now provides services and accommodation to over 1,100 residents, employs over 380 employees and has an annual gross turnover of over \$20 million.

Based on this rich history, SwanCare continues to provide high quality care, affordable and low-cost accommodation with exciting plans for the expansion and refurbishment of centres to meet the needs of our residents.

Whilst we embark upon our journey to upgrade and expand centres, we do so based on the values of Reliable, Enthusiastic, Supportive, Professional, Ethical, Compassionate and Team focussed.

We invite you to join us on this journey and commit to our mission “To provide comprehensive quality care, accommodation and services to our residents.”

A handwritten signature in blue ink, reading 'Graham Francis'.

Graham Francis
SwanCare Chief Executive Officer



VISION

To enrich the lives of everyone in our community.

PURPOSE

To provide a caring community where every person feels safe and has the freedom and choice to live the life they desire.

R

RELIABLE

We are dependable, trustworthy and can be relied upon.

E

ENTHUSIASTIC

We always try to do the best that we are able, and that we are happy and proud of our efforts.

S

SUPPORTIVE

We will always help, encourage and support a resident or colleague that is in need.

P

PROFESSIONAL

We maintain a high level of professionalism and integrity when dealing with all persons.

E

ETHICAL

All our decisions and actions are based on fairness and honesty.

C

COMPASSIONATE

Courtesy and kindness are extended to each person in every circumstance.

T

TEAM

We are all working towards the same goal, and we are all part of the same team.

Section 2 – Our Structure

Executive Management Team

The Executive Management Team participates in the development and implementation of the strategic direction of SwanCare.

Residential Aged Care Team

Comprises Managers reporting directly to the General Manager Residential Health & Aged Care Services and employees who are dedicated to the provision of high-quality care and services to residents living within our care centres.

SwanCare at Home & Community Living Team

Comprises Managers reporting directly to the General Manager Retirement Living and employees who are dedicated to the provision of high-quality care and services to residents living within independent living either within the SwanCare Village or externally.

Corporate Services Team

Comprises Managers reporting directly to the Executive Team and employees who are dedicated to the provision of high-quality care and services to support the Residential Aged Care Team and the SwanCare at Home Team.

Section 3 – Media Enquiries

Please do not respond to media enquiries directly. If you are approached by a journalist or other media representative – please ask them what they require and ask for their contact details. Advise them that you will forward their details on to the appropriate person. Then please immediately notify SwanCare administration of the query on 6250 0000 or at news@swancare.com.au, or speak to your General Manager.

Representing SwanCare

As an organisation with an outstanding reputation and a strong history, we work hard to maintain our image. All formal written materials produced by SwanCare staff must follow the SwanCare Style Guide and accompanied document templates. These documents are available on SCIP. The Style Guide also provides guidance around the terminology to be used when we talk about SwanCare.

SwanCare's Brand and Marketing department welcomes any questions, comments or concerns regarding the public image of SwanCare – please call 6250 0000 or email news@swancare.com.au.

SwanCare Organisation Chart



Section 4 – Our Services

Community Living

Bentley Park Community living residents are self-reliant members of our community who look after their own needs and maintain an active lifestyle. We have one other retirement village located in Australind.

Residential Aged Care Centres

In a SwanCare residential aged care centre the resident is a valued member of the community. The services they receive focus on their unique physical, spiritual, and emotional care needs. Our care philosophy is centred on respect and quality of life.

Each of our care centres is a welcoming and vibrant community, distinguished by comfortable living areas, meaningful and rewarding activities and companionable ambience. An enduring respectful partnership between resident, family and carers ensures the best care possible.

Regular meetings with residents and their representatives are part of our customer service commitment to promote positive communication and quality service.

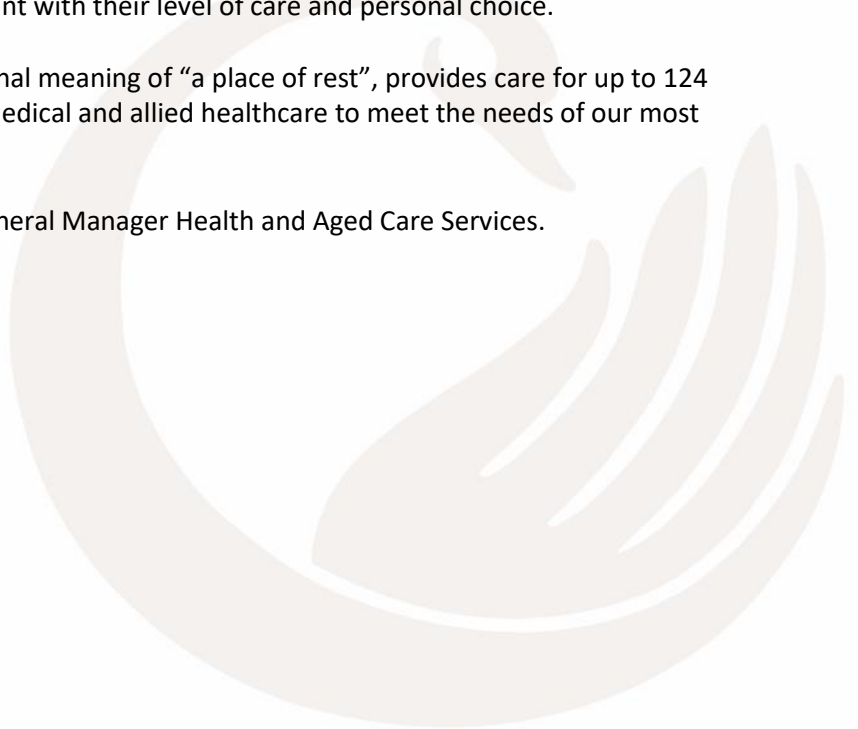
SwanCare Kingia has a total of 82 beds and provides 24-hour nursing, medical and allied healthcare to meet the needs of our most fragile and vulnerable residents.

SwanCare Tandara, named after the aboriginal meaning of “camp here”, provides care for up to 78 people and provides 24-hour nursing, medical and allied healthcare to meet the needs of our most fragile and vulnerable residents.

SwanCare Waminda, named after the aboriginal meaning of “place of friendship and security”, provides assisted living accommodation for 120 residents. The resident accommodation is designed to allow them to live as independently as possible, consistent with their level of care and personal choice.

SwanCare Ningana, named after the aboriginal meaning of “a place of rest”, provides care for up to 124 rooms. Ningana provides 24-hour nursing, medical and allied healthcare to meet the needs of our most fragile and vulnerable residents.

All four care centres are managed by the General Manager Health and Aged Care Services.



Section 5 – People and Culture

The People and Culture Department's primary focus is on issues that are related to pay and allowances, award terms and conditions, employee assistance, equal opportunity, salary sacrifice and other industrial matters.

The contact numbers for HR are as follows:

General Manager People and Culture	6250 0131	(ext. 2131)
People and Performance Operations Manager	6250 0112	(ext 2112)
Recruitment Coordinator	6250 0112	(ext. 2112)
People and Culture Officer	6250 0007	(ext 2007)
Employee Services Operations Manager	6250 0015	(ext. 2015)
People and Culture Officer (Payroll)	6250 0011	(ext 2011)
Payroll Coordinator	6250 0013	(ext. 2013)
WHS Manager	6250 0024	(ext 2024)

If you are experiencing difficulties within your workplace these should be discussed first with your supervisor or manager. Please refer to the Policy and Procedures that can be found on SCIP (the SwanCare Intranet Portal).

SwanCare Behaviour Standards

SwanCare is committed to being an organisation where people feel good about their workplace and the work they do. We believe that it is important that everyone knows what is expected so that courtesy, cooperation, and respect is shown in all of our dealings with residents, visitors, employees or customers.

Employees are responsible for their own conduct. The key to our Vision, Mission and Values is the need for all employees to act lawfully and adhere to ethical Behaviour Standards when dealing with each other, residents, and with anyone else we may interact with. These Behaviour Standards are designed to help you understand what this means in our daily actions at work.

It is vital that what we say and what we do remain consistent. By conducting yourself according to these Behaviour Standards you will be putting our values into practice every day.

Examples of Behaviours that we expect all employees to demonstrate:

1. We respect and value the contributions of all members of our community, regardless of their status or role at SwanCare;
2. We always maintain honesty and integrity in our work and dealings with people and leave a positive impact through our actions and behaviours.
3. We earn and inspire trust by being accountable at every level and in all of our actions.
4. We are innovative and challenging in our approach and consistently strive to find the best and most effective solutions.
5. We demonstrate commitment to a culture where all employees cooperate and collaborate in using best practices to achieve high work-related outcomes.

6. We respond promptly, courteously, and appropriately to requests from others for assistance or information.
7. If we are in leadership positions, we act as an example for others and clearly define what the expectations are, and for how employees treat each other and all others they interact with.
8. We take action when we recognize that the residents' expectations have not been met; and we find someone else to meet a request if we are unable to do so.
9. We recognise that the service to the residents is the reason we are here.

The following are examples of behaviours will not be tolerated by SwanCare. Any employee who displays these behaviours will have their performance reviewed and may jeopardise their employment:

1. Failing to follow SwanCare's Vision, Mission and Values.
2. Not arriving on time for rostered shifts or leaving your shift before the rostered time.
3. Reporting to work under the influence of drugs and/or alcohol.
4. Removal or theft of property, stock, goods or items from residents, visitors, customers, employees, or any SwanCare site.
5. Accepting of cash or gifts from residents.
6. Humiliating, intimidating, bullying, harassing, swearing at, shouting at, raising your voice, or threatening employees, residents, visitors, or customers in any way.
7. Falsifying business or resident records.
8. Discrimination of any nature including sex, sexual orientation, age, race, ethnic origin, religion, or disability.
9. Sexual harassment of employees, residents, customers, or any other visitor to all SwanCare centres or sites.
10. Physically striking or making threats of violence to a resident, visitor, employee, or customer.
11. Refusing to answer calls for assistance or disregarding resident care needs.
12. Deliberate neglect or actions in performing tasks or procedures assigned to your position, which may result in risks to our residents, employees, customers, and places SwanCare's reputation at risk.
13. Deliberately carrying out duties in a manner which may cause injury to employees, residents or customers, or a serious breach of OHS legislation, SwanCare policies and procedures.
14. Breaches of SwanCare confidentiality policies and procedures.
15. Speaking languages other than English in the workplace that excludes other people in the workplace, except where this is to interpret for or to speak to a resident in their own language.

16. SwanCare is a smoke free workplace. This means you may not smoke anywhere on the premises.
17. It is SwanCare policy that staff do not accept **any** offers of money or gifts from residents or representatives without prior authorisation from your manager.

Comments and Complaints Process

Feedback including any comment, complaint or compliment is encouraged and can be captured by using any of the following processes:

- Telephone or face to face discussion with managers or shift supervisors
- At resident/representative meetings
- In writing using the internal comment and complaint form **“We Like to Hear from You”** or via staff completing a **Continuous Improvement Form (CIF)** on behalf of a resident and/or representative and forwarding to Manager Operations - Clinical (MOC).
- Via email to managers or feedback@swancare.com.au
- Receptionist (Monday to Friday business hours)
- Senior Staff member (after hours or weekends)

For external advice or assistance

- AdvoCare on (08) 9479 7566 or 1800 655 566 or 1300 724 679
- Aged Care Quality and Safety Commission on 1800 951 822.
- NDIS Commission by phoning 1800 035 544 (free call from landlines)
- or TTY 133 677. Interpreters can be arranged.

Staff are required to support and where necessary assist residents to put forward their feedback. Staff are to make themselves familiar with the current policy on the complete process of Complaints Management located under Residential Care in SCIP.

Every complaint or compliment must be forwarded or emailed to the MQC as soon as received for logging on the appropriate register. The Quality Coordinator who maintains the CIF Register which is accessible via the SwanCare Information Portal (SCIP).

The General Manager Health and Aged Care Services and the Board of Management are informed of results of complaints and outcomes via the regular reporting process.

Employee Grievance/Complaints Procedure

When a problem first occurs, the employee, or group of employees, and their immediate Manager should discuss the matter with a view to reaching an agreement. Many problems can be resolved quickly through open and honest communication.

If the matter is not resolved, the employee (or the employee's representative) should refer the matter to the General Manager People & Culture who will contact the employee & liaise with the appropriate member of the Executive Management Team to assist with resolution of matters.

Change of Name, Address or Telephone

All employees are required to maintain accurate information on your current name, address, and telephone number. This information is used to contact you for urgent shift information, correspondence and to contact your nominated next of kin in the event of an emergency. To update this information, you log in to HR21 and update the information as required.

Payroll

If you have any queries regarding your pay or conditions, please contact the Payroll Coordinator. It is important to note that all changes to your pay must be communicated by the last Friday of the pay fortnight. HR21 will not be available during pay processing days.

Superannuation

In addition to your wage, the superannuation guarantee amount will be paid to an approved superannuation fund. It is expected that you will nominate where your funds should be sent, however if no advice is received by Payroll your funds will be forwarded to Hesta which has been gazetted as the default fund. If you wish to change this arrangement in the future, you will be required to advise Payroll in writing on a Payroll Notification form.

Communication

Effective communication in any organisation is essential. There are a number of methods by which information will be passed on to you. These include:

- Notice Boards - located throughout the care and administration centres.
- Email – employees are required to read emails at least once per week.
- Meetings – held on a regular or as required basis.
- Communications Diaries – for day-to-day activities.
- ‘Tidings’ is a monthly SwanCare resident newsletter that contains news and events.
- ‘Cygnets’ is a quarterly staff magazine.
- SCIP – SwanCare Intranet Portal

Confidentiality of Staff Information

All staff information including contact details and roster information is confidential and may not be given out. Should someone request a staff member’s telephone number, you are requested to take a message and phone the staff member concerned and forward the caller’s information. Staff are asked not to phone other staff members on work-related matters when they are at home. If it is urgent, please contact your manager for advice.

Dress Code

Uniforms are not provided to employees, but you are expected to wear clothing that is in accordance with the Dress Code policy and procedure.

Note the following items are not permitted:

T-shirts, singlets/midriff tops, tight clothing, denim/jeans, track pants, leggings/ski pants and cargo pants.

Shoes

All employees are required to wear shoes (not multi-coloured) that fully enclose the foot/heel and will not be a safety hazard to you or to a resident. Non-slip treaded soles on shoes. Thongs, “Skolls” and similar forms of casual shoes are not acceptable.

Jewellery – Employees in direct care with residents

Earrings – only two plain studs may be worn no sleepers or dangling earrings.

Rings - a plain ring without stones may be worn.

Wristwatches, necklaces, and bracelets – may not be worn when attending to direct care including hospitality staff with the exception of medic alert bracelets.

Employee Assistance Program (EAP)

The organisation recognises that employees may occasionally have difficulty in dealing with domestic, financial, and work-related issues from time to time. SwanCare has Anglican chaplaincy and pastoral care services available in the care centres for residents, but this is also able to be accessed by employees. Where employees need assistance with issues by themselves, and where it is requested, SwanCare will provide free counselling support using an external provider. This service is confidential (it is not necessary to identify the nature of your difficulty) and is available through The ORS Group, and you can obtain the details online or through your manager or People & Culture.

Equal Employment Opportunity (EEO)

It is the policy of SwanCare to treat all job applicants and employees in the same way, regardless of their sex, sexual orientation, age, race, ethnic origin, or disability. EEO applies to all aspects of the employment relationship, including recruitment, promotion, employee benefits, and conditions of employment, remuneration, discipline, training, work environment, supervision, and termination of employment. For further information please contact your manager or the General Manager People & Culture.

Industrial Awards and Agreements

All employees are covered by an award, industrial agreement or individual contract and you have the right to have access to these documents which covers your terms and conditions. Electronic copies are available via the HR section of SCIP and can be printed out if necessary. The instrument that covers your employment should be stated in your Offer of Employment letter. If you are unsure of which award, agreement, or contract you are under, see your manager or the General Manager People & Culture.

Rosters

An electronic roster system called Optima is used to prepare employee rosters.

A fortnightly roster is available for employees to view. You can access this by logging in via computer or mobile phone. Your manager must approve any change before it occurs and once approved the roster is changed. Employee rosters are not to be given out over the phone.

Reporting On and Off Duty

You are required to report on duty and be ready at your workstation/unit no later than the rostered start time of your shift. People and Culture are currently working with our software providers to provide the ability to log in via the kiosks.

Leave

Only a limited number of staff may be on leave at any one time, and we require a minimum of **four (4) weeks' notice** when applying. Please note, completing a leave form does not guarantee approval, so it is very unwise to make travel arrangements etc. before getting approval. A leave form must be submitted for any absence from a rostered shift. If leave is not approved you are required to attend your rostered shifts, failing to do so will result in performance management and potentially termination of employment. Leave without pay requires approval from the General Manager Health and Aged Care Services. Without this approval any absence will be considered a performance matter and you will be removed from the roster. Please submit all requests for leave on the 'Application for Leave' form to your Manager through HR21. You will receive an email advice when it is approved or denied.

Sickness

Employees are asked to give as much notice as possible when ill. Medical certificates should be scanned and submitted to the Manager attached to a completed leave form on HR21.

Meals and Amenities

Tea, coffee, and milk are provided for all employees. In addition, fridges, microwaves, and toasters are provided for prepared meals that you may wish to bring from home. Cool drink machines and cold-water fountains are available in most work areas. These will be highlighted to you as part of your orientation on the first day. The Waminda Kiosk, Spritz Café, Sofia's Café, and the Village Grocery Store sell some food items and snacks that are suitable for meals. All employees are encouraged to visit these centres to examine their range of products.

Lockers are available in some work areas. You will be expected to provide your own padlock.

Showers are available; employees are required to bring their own towels and toiletries.

Mobile Phones

SwanCare at Home employees' use their personal phones within a specific application for their role. It is permitted that staff use their personal for a limited amount of work functions such as logging an incident/accident or similar. However, staff must not use mobiles for personal use e.g., music or calls whilst attending to work tasks. In most instances mobile phones are only to be used during meal/tea breaks. If you need clarification regarding mobile phones, please speak with your manager.

Name Badges

Name badges are provided for all employees, and you are expected to wear your name badge while on duty unless it is a risk to a resident. Your name badge identifies you as an employee of this organisation which assists other employees, residents, and visitors in their relationship with you. Should you lose your name badge a replacement will be ordered at your cost.

Parking

Limited parking is available near most workplaces as outlined below:

SwanCare Waminda:

- Car park adjacent to Jarrah Road.
- Employees are asked not to park in the short-term visitor's car park or residents' parking bays.

SwanCare Kingia/Tandara:

- Corner of Hayman Road and Allen Court (entrance off Allen Court).
- Jarrah Road / Pinedale Street.
- Verge parking is available in Allen Court.

SwanCare Ningana:

- Under the Ningana building in the secure car park.
- Verge parking is available in Allen Court or in the car park at the end of Allen Court.

Administration:

- Under the Administration building in the secure car park.
- Parking areas surrounding Administration Building.

Performance Appraisals

All new employees will commence work on a three or six-month probationary period. During this period both parties will be able to assess the job and how each person meets the expectations required of them. Towards the end of the probationary period a performance appraisal will be conducted with your manager to discuss how each person's expectations have been met. If expectations have been met, then further appraisals will usually be scheduled annually unless this is altered by the department/facility manager.

Policies and Procedures

There are a number of Policy and Procedure Manuals located on SCIP (the SwanCare Information Portal):

- Community Living
- Corporate
- Hospitality Services
- Information Communication Technology
- Work Health & Safety
- People and Culture
- Residential Care
- Quality

References/Referees

SwanCare provides a certificate of service for each employee that terminates their employment. The following people are the only people that are authorised to provide references for employees:

Care Staff

- General Manager Health & Aged Care Services
- Centre Managers

Hospitality Staff

- General Manager Health & Aged Care Services
- Corporate Hospitality Operations Manager

Admin/Maintenance

- Chief Executive Officer
- Chief Financial Officer
- General Manager Community Living
- General Manager People & Culture
- General Manager Growth & Support Services

Selling at Work

Many employees sell items in their own time off duty. Selling during work hours is not permitted. Selling to residents is not approved at any time. Catalogues or products are only permitted in staff rooms/areas.

Employee Training and Development

The development of the organisational training plan is coordinated by the General Manager People & Culture and the Manager Operations – Employee Services in consultation with management and employees and this is posted as a calendar on SCIP.

The plan includes paid compulsory training sessions that must be attended, and non-compulsory education sessions offered to interested employees. The education program is based on the following:

- Legislative requirements
- Industry best practice
- Requests from employees
- Knowledge and skill gaps identified through the continuous improvement program

Education sessions are run in a number of ways including:

- face to face formal sessions,
- toolbox sessions, and
- online learning.

You are required to monitor your emails and review noticeboards for any upcoming compulsory or elective sessions.

Your manager may arrange for you to attend an education session to improve your work performance.

ELMO is SwanCare's learning record and online learning system and you will have your own individualised log in to this system.

You are required to apply to your manager for education that you wish to attend including external education. You will be issued with a certificate of attendance for most education sessions that you attend, and evidence of your attendance will be available via your ELMO log in.

Section 6 – Work Health and Safety

SwanCare management and employees are required by law to work together to ensure the working environment is safe by eliminating or minimising workplace hazards and the development, implementation, and review of safe work practices to provide basic safety and health information applicable to all employees of SwanCare. The laws relating to occupational safety and health are the Work Health and Safety Act 2020 (the Act), and the Work Health and Safety (General) Regulations 2022, along with various Codes of Practice and Guidelines to assist with the implementation of the legislation in our State. WorkSafe WA enforces these laws. The main areas of the Act pertain to the duties of employers and employees.

Duty of Care

Everyone has duties under WHS laws to keep people in the workplace safe if you're:

- a person conducting a business or undertaking ([PCBU](#)), such as an employer
- an officer, such as a business owner or [CEO](#)
- worker or other person in the workplace.

Officers have specific duties under WHS laws.

An officer is someone who:

- makes, or participates in making, significant decisions that affect the whole, or a substantial part, of the business, or
- has the capacity to significantly affect the business' financial standing.

For small businesses, officers are usually the owners or operators of the business.

An officer of a PCBU has a duty to exercise due diligence to ensure a business or undertaking complies with their duties under the [model WHS laws](#).

An officer can be prosecuted for failing to exercise due diligence.

Workers have specific duties under WHS laws.

A worker is a person who carries out work for a small business or undertaking, including work as an employee or:

- contractor
- subcontractor
- self-employed person
- outworker
- apprentice or trainee
- work experience student
- employee of a labour hire company placed with a 'host employer.'
- volunteers.

While at work, workers must take reasonable care for their own health and safety, and that of others who may be affected by the worker's acts or omissions.

A worker must also:

- comply, so far as they are reasonably able, with any reasonably instruction that is given by the PCBU to comply with the [model WHS Act](#) and
- cooperate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to workers.

A worker can be prosecuted for failing to comply with their duties.

Injury Management Program/Workers Compensation and Rehabilitation

Workers' compensation provides financial support in the event of an incident occurring in the course of your employment that results in you being injured or contracting an illness.

You have an obligation to make your employer aware of any condition that could be made worse by your employment. Failure to advise your employer could lead to any workers compensation claim for that condition being rejected by our insurer.

If you suffer a work-related injury/illness you should immediately inform your supervisor/manager and complete a Staff Incident/Accident Form. This can be completed by logging in to HR21. To claim workers compensation, you need to obtain a first medical certificate from a General Practitioner and complete a Workers Compensation Claim form. Workers Compensation Claim forms are available from People and Culture. Both forms need to be submitted to People and Culture in order to be sent on to our Insurer.

Staff Accidents/Incidents

The Supervisor/Manager and WHS representatives for each Centre are responsible for investigating any accident or incident that occurs to employees under their supervision. Please refer to the People and Culture policies for details on the reporting of any accident or incident that you may be involved in.

Manual Tasks/Minimal Lift Policy

SwanCare is a MINIMAL LIFT organisation. A Minimal Lift Policy provides for a safer approach to resident handling. The Minimal Lift policy promotes the use of mechanical lifting aids and other lawful instructions provided to employees to enable the safe movement of residents. The lawful instruction that employees must follow is in the resident's care plan. Failure of individuals to follow the care plan resulting in a risk of injury or an actual injury is deemed a breach of SwanCare policies and procedures and will result in performance management of the individual.

Fire and Emergency

The safety of all employees, residents and visitors is critical in the case of a fire or other emergencies. SwanCare has a policy for Fire and Emergency and each care centre processes are defined in the policy.

At SwanCare we encourage the application of the RACE acronym in response to discovering a fire in the workplace:

R – **Remove** resident(s)/persons from immediate danger, if safe to do so.

A – **Alarm** – activate the nearest manual call point (break glass) fire alarm (if available) or call for help.

C – **Confine** the fire is safe to do so, by closing the door to the affected room.

E – **Extinguish** the fire if it is safe to do so.

Become familiar with the location and uses of fire equipment such as extinguishers, blankets, hose reel and location of Fire Indicator Panel in each building. Fire and emergency training is given through the compulsory staff education program.

Security Staff

Security staff are available on weekdays from 1600 - 0730 hours and all day on weekends. Phone 6250 0020.

Afternoon/Night Staff Security System

Night staff to ensure building is secure. Security officer will visit throughout night.

Infection Control

In accordance with legislative requirements SwanCare care centres have an Infection Control Program in place that is designed to reduce the risk of residents and employee's exposure to illness through the transmission of infection.

The four cornerstones of our infection control program are:

- Access to infection control policies, procedures, and guidelines.
- Education of employees.
- Work practices that promote effective infection control.
- Infection data surveillance and auditing.

You will find infection control policies, procedures, and guidelines to assist you in maintaining effective infection control work practices in the manuals in your work units. However, it is worth mentioning that the single most important procedure for preventing spread of infection is HAND HYGIENE.

Hand hygiene is a general term used to describe hand washing with soap and water or the application of a waterless agent to the surface of the hands and is performed:

- When hands are visibly dirty, contaminated, or soiled, wash with soap and water.
- If hands are not visibly soiled a waterless antimicrobial agent e.g., an alcohol-based hand rub can be used for routine use.
- Before and after direct contact with residents.
- After removal of gloves.
- After contact with body fluids or excretions, mucous membrane and non-intact skin.
- Before meal breaks.
- Hands must be washed before any contact with the face.

We welcome you again, and hope you enjoy your time at SwanCare.