Cancer Council SA

Welcome Guide

Dear Guest

Thank you so much for visiting Cancer Council SA's Greenhill Lodge. It's our pleasure to have you as our guest.

Our aim is to create a home away from home for you while you're in Adelaide for treatment and appointments.

Please use this guide to help you navigate your stay with us and remember, we're always here to help.

Please note the following important information:

- Check-in time from 2.00 pm
- Check-out time by 10.00 am
- Smoke free facility (see page 12)
- Allowed electrical items (see page 11)
- Allowed mobility devices (see page 5)
- All children must be supervised by an adult at all times (see page 7)

From everyone here at Cancer Council SA, we wish you a comfortable stay.

Kind regards

Kerry Rowlands

Kerry Rowlands
Chief Executive

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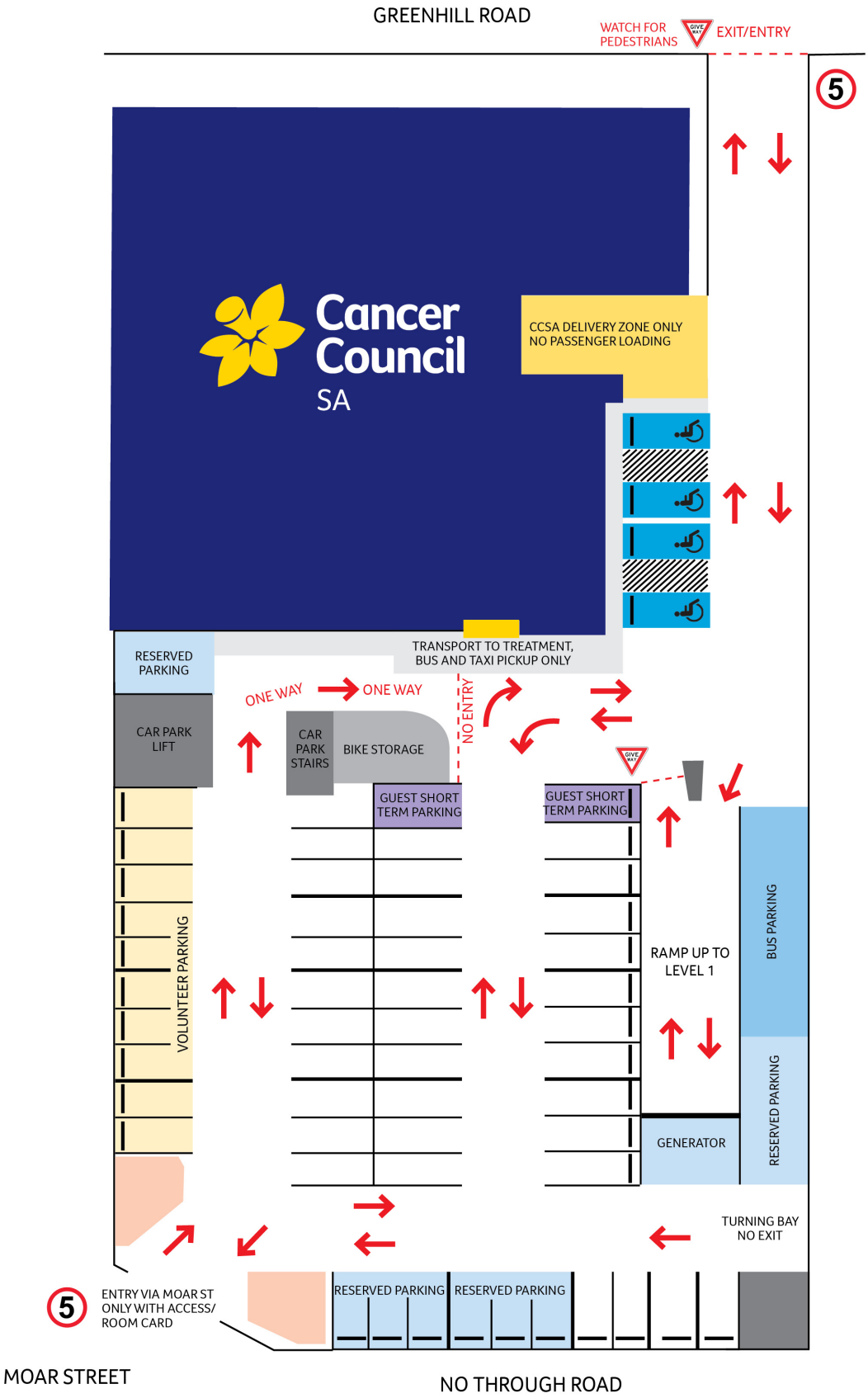
Carpark located at 202 Greenhill Road (guest parking on ground and level 1 only)



Greenhill Lodge – Ground floor plan

Greenhill Lodge – Levels 2–5 floor plan

Accommodation services and facilities.

Reception

For reception, press the dedicated reception button (top right-hand corner of your room phone). This number is accessible 24 hours a day, seven days a week.

Greenhill Lodge's Reception hours are 7.00 am - 10.00 pm, seven days a week and including all public holidays.

Our busiest times are during check-in and check-out between 10am-3pm. To avoid waiting for assistance, please attend outside these times.

After hours, your call will be diverted to the onsite Night Duty Officer.

Reception can assist with the following:

- Accommodation bookings
- Transport to Treatment bookings
- Dining room bookings/meal orders
- Referral to Social Workers
- Luggage storage (on arrival and prior to departure only)
- Hairdryers
- Concierge services
- Shopping service bookings

What to bring

- Proof of Appointment
- Clothes
- Medication
- Toiletries
- Mobility aids e.g. walker, manual wheelchair*
- Medical equipment*
- Phone, tablet/iPad, and chargers*
- Medicare/Concession card

The use of electric mobility devices such as wheelchairs, mobility scooters, gophers or bicycles using a lithium battery must be declared and approved prior to entering our building.

**Please leave all other electrical and cooking appliances at home, as they can impact the electricity supply to rooms and to ensure a safe environment is maintained.*

Car parking

Guest car parking is available on ground floor and level 1 (height 2.3m). Level 2 is for staff parking only.

Please enter via Greenhill Road on arrival. Your room keycard will operate the boom gate on Moar Street to enter during your stay. No card is required for exiting.

Use of the car park is at your own risk and we ask you to consider removing any valuable items from your vehicle.

Please do not park any trailers or campervans in the car park. Only one vehicle per room is permitted. 30min drop off parks are available as indicated on map.

Free parking

If you are unable to locate a car park at our facility, please note there is free parking across Greenhill Road adjacent the parklands. This area gets busy during office hours, so it's recommended that you park your car in this area before 8.00 am or after 5.00 pm to secure a spot. Please note that Greenhill Road is a busy road, so please consider using the pedestrian crossings to maintain your safety.

Drop off/pick up

Pick up and drop off parking is available in front of our accommodation facility at Greenhill Road between 10.00 am - 3.00 pm only.

Clearway restrictions apply at all other times, so please be mindful of the time spent in this zoned space, so other guests can also take advantage of this convenient quick pick up and drop off parking area. *Note: large penalities apply during clearway times.*

Building/stairwells

You will be provided with a room key card upon arrival. This will provide access to the following:

- Building
- Car Park Lifts
- Waste/rubbish rooms
- Your room
- Room electricity - please insert card in the slot near the entrance door for power. Always remove the card before leaving your room.

Please take care of your key card as lost keycards will incur a $5.00 replacement fee.

Concierge Service

As the welcoming face of Cancer Council SA, our Concierge Volunteers work alongside Reception staff aiming to enhance the quality of your stay with us.

Concierge Volunteers are located on the ground floor and are available Monday to Friday (except public holidays).

Our Concierge Volunteers can help you with:

- Luggage/trolleys
- Finding your way
- Transport bookings
- Meal bookings
- Using equipment and appliances
- General enquiries
- Activity Program
- Information notice board

Internet use

Free wireless internet connection is available, and the Wi-Fi login and password is located on your TV (see Menu\Connect\Guest Wi-Fi).

Contact information

202 Greenhill Road, Eastwood SA 5063

stay@cancersa.org.au

Reception 08 8291 4200

Building access

The entrance doors to the building will be locked between 5.00 pm and 7.00 am on weekdays and closed on weekends. Please ensure you take your room key card with you to access the building during these times.

An intercom is located at the entrance of the building to contact Reception if required.

Telephone

Telephones are available in your room for your convenience to local, interstate and ISD destinations.

1300 numbers are not available.

In case of emergency, please use your mobile phone as the in-room phone system relies on NBN and the internet, and connection cannot always be guaranteed.

In an emergency

Dial **000** if you require ambulance or police.

Non-urgent assistance

Police	13 14 44
RAA roadside assistance	13 11 11

After hours medical assistance

13SICK National Home Doctor Service	13 74 25
Health Direct	1800 022 222
Midnight Pharmacy	08 8232 4445

Fire alarms

Fire alarm and evacuation instructions are located in every guest room (behind door) and on each floor. We ask that you please familiarise yourself with them.

If instructed to evacuate, exit via the nearest stairwell and make your way to the evacuation area on the footpath at 198 Greenhill Road.

If you have poor mobility and are not able to use the stairs, take refuge in the stairwell and wait for assistance.

Night Duty Officer

For additional security and peace of mind, a Night Duty Officer is available between the hours of 10.00 pm and 7.00 am, seven days a week. Press the dedicated Reception button on the room phone if you need assistance during the abovementioned times.

Social work support

Cancer Council SA provides support services for guests and carers staying at Greenhill Lodge. A Social Worker is available to discuss practical issues, provide information about services or just to talk about some of the emotions a cancer experience can bring.

You can contact the Social Worker by asking Reception staff or Concierge Volunteer to make an appointment for you.

Cancer Connect 13 11 20

A team of experienced staff can help you with cancer information via Cancer Connect on 13 11 20, our telephone service which operates Monday to Friday, 9.00 am to 5.00 pm.

Please note, our staff do not provide medical attention so dial **000** if you require an ambulance.

Remember, the Cancer Connect staff are only a phone call away if you need support when you return home after treatment.

Children

Everyone under the age of 18 years must always be accompanied and supervised by an adult not undertaking treatment. Please inform our staff at the time of booking if you intend to bring children and who will be supervising them during their stay.

Guest Kitchens

There is a Guest Kitchen on each level of the accommodation floors. Please refer to the floor map for location.

Guests may access kitchens at all times. They are shared facilities so please clean up after food preparation and cooking and make ready for the next guest to use. This includes placing all used and dirty dishes in the dishwashers provided. Staff will run the dishwashers twice daily.

Replace dishes from your room with clean dishes from the kitchen.

Do not store food items in the kitchen including the refrigerator, as all items are removed daily. Please use your room refrigerator.

Guest Recreation Rooms

There is a Guest Recreation Room on each level of the accommodation floors. Please refer to the floor map for their location.

The rooms are accessible daily from 7.00 am - 10.00 pm. Air conditioning requires manual operation on entry to the Guest Recreation Rooms and will automatically turn off after two hours.

Each level has a varied theme:

- Level 2 – Kids' space
- Level 3 – Gymnasium
- Level 4 – Library
- Level 5 – Sports room

They are shared facilities so please tidy up after use. If using the gym equipment, please use the antibacterial surface wipes provided to wipe down before and after use. Always follow gym equipment instructions for your safety.

Guest Laundry

There is a Guest Laundry on each level of the accommodation floors. They are located behind the lifts *(refer to map on page 4 for location)*.

Each laundry is open from 7.00 am – 10.00 pm daily. Ironing facilities are available in the laundry but please do not remove the iron.

Outdoor clothes lines are located on all laundry balconies.

Guest Lounge

The Guest Lounge is located on the ground floor next to Reception. It's a meeting space where you can relax, take your visitors, help yourself to complimentary tea and coffee, charge your phone or iPad at our charging station and enjoy the piano.

Dining Room

Continue through the Guest Lounge to reach the Dining Room.

Dinner is served Monday to Friday, at 5.30 pm and 6.30 pm for dine-in and take away. The restaurant is closed on weekends and public holidays.

Greenhill Lodge operates a pre-ordering online system for meals. Orders must be placed on a daily basis between 7.00 am - 4.00 pm with the assistance of Concierge or Reception staff. Meals must be paid for at the time of order for the kitchen to process

Please indicate on the meal order form if you have any allergies or dietary requirements.

Alcoholic beverages can be purchased by guests for consumption during dinner service in the Dining Room only.

Personal alcohol cannot be brought into the Dining Room.

Vending machine

Located in the Guest Dining Room, all guests have access 24 hours a day/7 days per week to purchase the following (but not limited to) items:

- Mini travel packs (e.g. dental, personal hygiene, toiletries)
- Assorted drinks (incl. milk)
- Light meals
- Cereals
- Savoury and sweet snacks

Cafes and Restaurants

Please see Concierge or Reception staff for locations or refer to notice board in the Guest Lounge.

Grind and Rind Cafe located on the ground floor is open weekdays 7.00 am to 2.30 pm.

Shopping service

Subject to availability and demand, volunteers provide a free shopping service to The Parade, Norwood every Tuesday 10.00 am - 11.30 am and Thursday between 1.00 pm - 2.30 pm.

This location includes retail shops, post office, banks, supermarkets and chemists.

To request a shopping trip, please speak with a Concierge Volunteer or our Reception staff the day before you wish to shop.

Local supermarkets

The following supermarkets are nearby but not included in the shopping service:

- Coles (3 km)
  77 Rundle Mall, Adelaide *and*
  21-39 Grote Street, Adelaide
- Foodland (1.5 km)
  177 Glen Osmond Road, Frewville
- IGA (1.3 km)
  232 Hutt Street, Adelaide *and*
  33 Gilbert Street, Adelaide
- Woolworths (1.5 km)
  Arkaba Shopping Centre
  180 Glen Osmond Road, Fullarton *and*
  204 Unley Road, Unley

Food delivery apps

- Ubereats – www.ubereats.com/au
- DoorDash – www.doordash.com

Morning/afternoon teas

A team of dedicated Concierge Volunteers are available to help make your stay a little more enjoyable, including a relaxed opportunity to meet with other guests.

Utilising the lounges, activity rooms and dining spaces across the building, our Concierge Volunteers will host one morning tea and one afternoon tea each week.

- Tuesday, 2.30 pm - 3.30 pm
- Thursday, 10.30 am -11.30 am

Transport to Treatment service

We offer a free but limited volunteer-run service between Cancer Council SA and four major treatment centres.

This service is available Monday to Friday (except public holidays).

- Royal Adelaide Hospital, 7.30 am – 5.15 pm (last pick up at Royal Adelaide Hospital is 5.00 pm)
- St Andrews Precinct – 337 South Terrace
  To arrange a pick-up, please text 0484 015 368. The driver will receive your message and stop by on their next run to pick you up
  7.30 am - 4.00 pm (last pick up is 4.45 pm)
- GenesisCare – Tennyson Centre, Kurralta Park from 9.15 am
- GenesisCare - Bedford Park (Flinders Private Hospital), from 1.15 pm.

This is a pre-booked service. Please request a seat from either the Concierge Volunteers or Reception staff as soon as you have confirmation of your appointment.

Priority of access is given to guests requiring treatment, although carers are welcome to use the service if space permits. If you are a carer and the bus is full, please consider offering to catch the next bus to allow all patients to get to their appointments on time.

As a volunteer-run service, there may be occasions when the service is unavailable and therefore guests/carers will be required to make their own way to treatment.

If you have concerns about getting to appointments, please speak to our Social Workers who can assist you with identifying other options available.

A taxi butler is available in the Transport Lounge. Press button to call for next available taxi.

Room amenities.

Your room

Our aim is to make you feel like a welcomed guest by providing a clean and tidy home away from home. We would be grateful if you could leave our home the same way as you found it.

Bathroom

Bathroom essentials (soap, tissues and toilet paper) are provided and every room has a fitted shower chair, raised toilet and a single, wall-mounted handrail for your convenience.

Beverages

Tea, coffee and a 200ml milk will be provided on your arrival.

Tea and coffee will be replenished on weekly room servicing.

Linen

Linen is provided for your convenience.

If additional linen is required, please speak to Reception staff.

Room servicing

For stays of seven days or more, rooms will be serviced weekly, including linen change. These cleans are essential and cannot be refused.

Please do not move furniture around the room and ensure your room is tidy prior to a weekly clean.

Guests will be asked to vacate their rooms whilst this service is carried out. Cooperation is requested and appreciated during these services.

Television

Please refer to remote control instructions provided in your arrival pack. All free to air channels are available.

Waste/rubbish removal

Waste/rubbish rooms with designated bins for rubbish disposal and sharps containers are located on each floor next to the lifts. Please use your room key card for access.

Electrical appliances and personal devices

Mobile phones, laptops, tablets, iPads, chargers and medical equipment are permitted. To prevent the risk of fire, please ensure personal devices are only charged when you are present in the room.

For safety reasons, please leave all non-medical electrical appliances at home (e.g. toasters, coffee machines, cooking devices, fans and heaters).

Please use the Guest Kitchen facilities for food preparation and cooking. There is to be no cooking in guest rooms and microwave ovens are provided in every room for reheating only.

You will be asked to surrender or remove unauthorised personal electrical items. If surrendered, the items will be returned to you on your departure from Greenhill Lodge.

Guest rights and responsibilities.

Respectful behaviour in a community living environment

Being away from home while undergoing treatment is stressful, and we acknowledge living in a small room and sharing spaces can be challenging.

We thank you in advance for your cooperation in respectfully sharing communal areas such as the Guest Kitchen and Guest Laundry and keeping noise levels low at night, and in particular, television and radio volumes.

If you have concerns about the behaviour of other guests during your stay, please report to Reception Staff as soon as possible so this can be addressed.

If you are approached about an issue, we ask you to work with us to ensure the safety and comfort of all guests. Greenhill Lodge is here to support everyone impacted by a cancer diagnosis. Anti social behavior may result in you being asked to leave and potentially impact future access.

Payment of room accounts

If you are eligible for a travel subsidy scheme and wish to claim your accommodation through Cancer Council SA, you will need to provide the relevant completed form to Reception staff within 24-48 hours of check-in. This process will minimise the risk of upfront costs to you. If you have any difficulties completing forms, please speak to Reception staff or Social Workers who can assist.

No smoking and vaping policy

Cancer Council SA has a duty of care to safeguard the health and wellbeing of our guests, clients, staff and volunteers.

As a smoke free organisation and facility, smoking and vaping is banned in and around all areas of Cancer Council SA. This includes inside the building, balconies and terraces, car parks, Cancer Council SA vehicles, garden facilities and within 10 metres of the building.

If you are observed to be smoking or vaping on or within 10 metres of Cancer Council SA property, you will be asked to cease by a staff member. Failure to comply with Cancer Council SA's No smoking and vaping policy, you may be asked to leave the premises in addition to potentially jeopardising future access to Greenhill Lodge.

The building is fitted with smoke detectors throughout. Any associated costs resulting from evidence of smoking or vaping, either by your smoking or vaping setting off fire alarms or the cleaning of a room, may be charged to you.

We encourage any smokers or vapers to take advantage of the Quitline counsellors at Quitline 13 78 48. Research shows that smokers or vapers double their chances of successfully quitting smoking with the help of Quitline counsellors. Please ask a Social Worker for further details.

Pet policy

Pets are not permitted except for accredited assistance therapy dogs.

Please inform Cancer Council SA if you have an assistance therapy dog at the time of making your accommodation booking.

Feedback and complaints

Cancer Council SA will endeavour to make your stay as comfortable as possible. Should you have any concerns about your experience or ideas for improvement, let us know by selecting any of the following options:

- **Survey** – emailed to all guests 24 – 48 hours after their stay with us; or
- **In person** – speak to our staff (e.g. Reception, Social Workers) who will pass on your feedback direct to Management; or
- **Feedback form** – available at Reception for any guest to fill out; or
- **Written formal complaint or compliment** – address and mail to:

  Senior Manager Accommodation Services
  PO Box 929
  UNLEY BC SA 5061

  or email: stay@cancersa.org.au

  Subject: Senior Manager Accommodation Services

For confidential information and support about cancer, Monday to Friday, 9.00 am until 5.00 pm:

- call Cancer Council **13 11 20**[*]
- email **askanurse@cancersa.org.au**

Interpreting service available **131 450**[*].

[*]Cost of a local call.

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Cancer Council SA