

# Make the most of life's little pleasures



Mercy Health

Care first

Discover additional services at Mercy Place Shepparton (South)

Being able to enjoy life's little pleasures when you are living in aged care can make all the difference to your day.

Our additional services complement our existing high-quality care and let you add a touch of simple luxury to your life every day.

Knowing your individual tastes and preferences – what you like and don't like – can make you

feel special. So, you will find a wide variety of services to suit your preferences: from extra social activities, to exclusive personal offerings and a range of premium dining options.

We want you to enjoy life's little pleasures. They are the perfect addition to the exceptional, individualised care you can expect at Mercy Place Shepparton (South).

## What is included



### Superior in-room experience

Wide range of in-room equipment and self-catering options.



### Connection made easy

Extra communication and entertainment options, as well as social activities.



### A personal touch

Exclusive access to personal services.



### Gourmet delights

Exclusive range of premium dining and drinks/beverage options.

## How it works



### Enjoy more than 20 services

You will gain access to more than 20 extra services at Mercy Place Shepparton (South).



### Stay close to those you love

Our additional services can also be used with family and other loved ones so you can enjoy more special moments together.



### At your service

Staff are available to help if you need assistance to continue accessing a service.

## Want to know more?

Contact our staff to talk about additional services at Mercy Place Shepparton (South).

# Additional services



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## Superior in-room experience

In-room equipment and self-catering

- ✓ Fresh towels delivered daily
- ✓ Personal security access fob
- ✓ Management of your personal bar fridge
- ✓ Pillow menu
- ✓ New pillows
- ✓ Areas for private functions\*
- ✓ Use of chapel for private religious services\*

## Connection made easy

Communication and entertainment services, and social activities

- ✓ In-room flat screen television
- ✓ Headphones\*
- ✓ Personal CD player\*
- ✓ Family video conferencing
- ✓ Daily postage service
- ✓ WiFi to access internet

## What it costs

Please talk to the customer service team about the costs for additional services

\*On request \*\*Available for palliating residents on request

## A personal touch

Personal services

- ✓ Welcome pack on arrival
- ✓ Testing and labeling of personal electrical items
- ✓ Regular podiatrist appointments
- ✓ Printed garment labels
- ✓ Personal laundry service seven days a week
- ✓ Centrelink assistance and petty cash service
- ✓ Dedicated personal princess chair
- ✓ Dedicated personal mobility aids
- ✓ Overnight in-room accommodation for visitors\*\*
- ✓ Fortnightly bus outings
- ✓ Birthday celebration with cake and candles
- ✓ Membership to the VIP supporters Footy Club

## Gourmet delights

Dining and drinking

- ✓ Meals cooked on-site
- ✓ Choice of meals from the servery
- ✓ Weekly happy hour
- ✓ Dine in one of three locations
- ✓ In-room dining available
- ✓ Linen napkins

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