**2RD DEC 2022**

**DAILY OCCURRENCE REPORT**

After the toilets case was discussed at the assembly, improvement was noted, they scrubbed the toilets flows and the toilet sits. The support staff did the cleaning routine duty which involved scrubbing the flows of facility indoors.

The COs attended the patients well and there have been no complain on this. I however have a problem with the way our receptionists and other staffs receives the patients, their relatives and friends. I noticed most do not open their conversation in the best professional way possible, they do not open with greetings neither do they open it with a welcoming phrase, this sounds cold and unhospitable considering we are a private facility and not just any public institution and thus this should be among the things that distinguish us from our competitors out there. Our professionalism should start from the time anyone representing us opens their mouth to talk, and with any act that portrays courtesy.

Everyone that was involved with assisting the Isaac Daigas’ family did well and the family appreciated for all the assistance and the guidance, every one made it easier for them.

I assisted every patient that visited this facility for different reasons. We coordinated with our security officer to control patients’ visitors and it is easier and better done that way. I however recommend that the night guard be very keen to take note on all the night visitors as I noted Isaac Daiga was logged in the care point at 3:36 or so and I note they were not recorded in their book.