



# WELCOME TO

# LODGE LIVING

# WELCOME

Welcome to your new home in our Lodge. Whilst moving home can be a disruptive experience, we trust that you will soon settle in and enjoy the support and companionship of your neighbours and our Staff. If there is any assistance that you need to help settle in, please contact the Lodge Supervisor at your convenience during office hours.

Prior to your move, you will have received advice and assistance on many issues of Lodge life. We would like to re-acquaint you with some of these issues and some general information on Lodge activities, through this 'welcome kit' for you to read at your leisure.

The continued involvement of your family in your new home is a relationship we seek to encourage. Whilst we are certain that you will find our Staff very caring, there will be times when you need the assistance and support from your family. It is beneficial if they are comfortable to visit you at any time and, should they have any concerns about your welfare, to please discuss these issues with our Staff. Our belief is that between your family and our Staff we can best cater for your needs at those times when you may require additional assistance.

Our philosophy in the Lodge is to try to maintain and develop your independence and interests. In this regard it is important that, where-ever possible, you should continue to undertake some daily tasks you have been performing for most of your life. The Lodge provides a supported living environment, to assist those persons who, through frailty or other conditions, cannot live with complete independence.

Within the Lodge, there are a range of services and activities available to enhance the quality of your lifestyle ie. hairdresser, organised craft and activities at varying times during the week. All activities are available to all Residents and you should always feel welcome to participate according to your own interests.

As the Lodge is your home all Residents are invited to participate in decisions which will affect the operation of the Lodge. There is a Residents meeting normally on the third Tuesday of each month, at 1:00 pm at which time you have the opportunity to discuss any issues of general concern about the Lodge and you are invited to attend these meetings. For any personal concerns, please contact the Lodge Supervisor so that we may try and resolve the issue.

We are certain that you will find life in our Lodge very rewarding and very caring and we look forward to seeing you enjoy the life our Lodge has to offer and hope that it enhances your lifestyle.

Please read the enclosed papers at your convenience as they will relate further detailed information for your consideration.

**THERE IS NO GUARANTEE OF RELOCATION TO GRANGE OR MANOR WHEN THE NEED ARISES.**

## **LODGE RELOCATION**

Has the following been attended to:-

1. Notification to Department of Social Security or Veterans Affairs Departments of change of address.
2. Notification to friends, family and business contacts of change of address.
3. Arrangements been made for payment of accommodation.
4. Hospital Insurance been paid up to date.
5. Ambulance cover been paid up to date.
6. Funeral arrangements been made.
7. Banking arrangements been made.
8. Consideration been given to the appointment of a Power of Attorney.
9. Details of preferred Medical Practitioners and Allied Health Professionals given to Lodge Office or nursing Staff

### **PLEASE NOTE:-**

If a Resident handles these payments, it is necessary for the family to take over the handling of financial affairs, when the Resident becomes unable to manage these themselves.

### **TELEPHONE:-**

If a Resident has had a reduced telephone rental, they must re-apply for this rebate again, after each change of address.

### **PERSONAL AFFAIRS:-**

Personal affairs of Residents are the responsibility of the next of kin or legal representative.

### **VACATING A SUITE:-**

Suite must be cleared within seven (7) days of becoming vacant. No weekly fee is charged for this week, but the fee will resume after this seven (7) day period has expired if the suite has not been cleared.

# **LODGE INFORMATION**

**Lodge Office Hours – Monday – Friday 9:00 am to 4:00 pm**

*We welcome you to your new home and hope the enclosed information will be useful to you. If you have any queries please contact our Lodge Supervisor or Nursing Staff. The Lodge office is open 9.00am - 4.00pm Monday to Friday.*

## **ABSENCE**

Residents must contact the Lodge office if you intend staying away overnight, are going on holidays or being admitted to hospital.

## **ACTIVITIES**

All activities are available to all Residents and you are always welcome to participate according to your own interests. Daily activities are announced at lunchtime and Residents are encouraged to participate in craft, library, visits, concerts and outings and other activities as advised. Activities are advertised on noticeboards in Lodge and a brochure regarding activities services is available.

If you have an interest in a particular activity that is currently not available please tell us!

Refer to enclosed activities list.

## **ALCOHOL**

Alcohol is permitted, but it is expected that Residents and relatives maintain an acceptable level of behaviour.

Relatives are responsible for purchasing cigarettes and alcohol for Residents and for liaising with the medical team about the use of alcohol and/or cigarettes. The Village will not allow alcohol or cigarettes to be consumed where the activities impact upon other Residents and Staff. It is expected that relatives will support Staff in these decisions.

## **ALLIED HEALTH AND OTHER PROVIDERS**

A directory for Allied Health and other providers is located in the Residents' library opposite the Hostel office and lists services available through the wider Community. We are able to assist you in locating complementary therapies if you choose.

Within the Lodge we also offer Occupational Therapy.

## **ALTERATIONS AND ADDITIONS**

No alterations or additions are to be made to suites without the authority of the Company. Forms are available from the Lodge office for this purpose.

## **CARE PLANNING PROCESS**

The Village aims for excellence in the care and services we provide. The level of care provided depends on the outcome of a series of assessments that are completed shortly after admission and maybe repeated periodically as a Resident's health changes. At regular intervals, the facility will contact relatives to discuss care and other issues. If the phone is not answered, a message will be left. The Village respects your right not to participate in this process so you will only receive one call at each review.

## **CHANGING CARE NEEDS**

The Hostel, including Lodge and Grange are Low Care facilities. Limited ageing in place is available for Residents who Staff have assessed as safe to do so. The Village buildings provide significant limitations on our ability to meet high care needs, for example lifting machines will not fit into some bathrooms so it is impossible to help these Residents into the shower or toilet. The building certification of the main Hostel, Lodge and Grange requires that the Residents living in these buildings be able to evacuate on foot in an emergency, Residents who cannot walk, cannot do this and cannot remain in these buildings.

Staff will liaise as care needs change overtime. The Village expects relatives to seek nursing home placement when the need arises. There is no guarantee of placement in the Village Manor. Residents and relatives should expect to have to enter a Nursing Home outside of the Village and wait for transfer back to the Village Manor when a suitable vacancy arises. The Village reserves the right to decline an application for admission to the Manor without explanation.

## **CHAPEL SERVICES**

Residents are invited to the Ecumenical Services in the Lodge at 10.30am every Sunday and Wednesdays.

## **CLEANING**

The Village has a business partner relationship with 'Nationwide' to provide our housekeeping and laundry services. Bathrooms, bedrooms, common areas etc. are all cleaned according to each facility's schedule.

Personal items such as trinkets, pictures, furniture that does not belong to the Village are not cleaned by Nationwide. Residents are encouraged to dust and tidy these items as part of maintaining their independence.

In situations where Residents have a lot of trinkets and personal items and neither the Resident nor relative can clean/dust them, Home Care Services maybe purchased on a fee for service basis to attend to these non-standard items.

## **COMMONWEALTH GOVERNMENT CHARTER OF RIGHTS:-**

A copy of the charter is on the notice board. It outlines the rights of Residents living in Residential care.

## **CHEMIST**

The Village utilise Hildebrands Pharmacy for their medication requirements. Residents who wish to remain independent may select and liaise with the pharmacy of their own choice. Presentations can be left with Staff or left at the Nurses' station. Deliveries are made daily to the Lodge.

## **COMPLAINTS AND SUGGESTIONS**

The Village has a number of feedback and complaints mechanisms available for Staff, Residents, family and other stakeholders to utilise. As the first nominated next of kin, it will be their responsibility to explain these systems to the rest of the family. There are two types of feedback mechanisms operating in the Village – informal and formal, these are explained below:

### *Informal Feedback Opportunity*

Informal feedback opportunities are not appropriate for issues involving risks to Staff, Resident or visitor welfare, these matters should be reported through a formal feedback mechanism. These types of feedback opportunities are handled within the individual department by supervising Staff and Residents. Details of issues are not routinely conveyed to management, although they may be raised at Senior Staff meetings by the Head of Department.

- Residents meetings are held in all areas. Family members and Resident representatives are welcome but should be certain not to raise personal Resident issues in the open forum that may breach the privacy of a particular Resident. These kinds of personal matters should be raised directly with Staff through the other feedback options detailed in this policy.
- The Village Baxter Residents Committee may provide some assistance in relation to disputes between Residents or assist to resolve Resident's complaint or concern.
- The Hostel Residents' Executive Committee may provide some assistance in relation to disputes between Residents or assist to resolve a Resident's complaint or concern.
- Suggestion boxes are available in all areas.
- Feedback received through Resident Meetings, Suggestion Boxes and Resident Committees is discussed and minuted at the Resident Meeting.

### *Formal Feedback Opportunities*

Feedback received through Service Improvement forms, letters, emails and other external sources is discussed and followed up at Senior Staff Meetings. Details of the numbers of complaints and Service Improvement forms will be published quarterly in the Staff Newsletter and reported quarterly at Residents Meetings, effective 1<sup>st</sup> July 2007.

- Service Improvement Forms are available from all reception areas in the Village and can be used to document comments, suggestions, complaints and other feedback.
- Letters containing feedback, suggestions, comments and complaints can be sent to the Operations Manager.
- Feedback may be given verbally, directly to Staff who can refer the matter to the appropriate person if necessary.
- An email can be sent to the Operations Manager using [kimjackson@villagebaxter.com](mailto:kimjackson@villagebaxter.com).

The goal of our formal feedback mechanism is to provide written or personal feedback within 14 days or sooner whenever possible. Where issues relate to risks to Staff, Resident or visitor welfare personal contact should be made by a Staff member within 24 hours of being advised of the issue to obtain additional details.

Feedback that relates to a specific department or service provided by a contractor or external contractor will be referred to the appropriate person for comment. Depending on the nature of the comment, complaint, suggestion or feedback it may be up to 3 weeks before a final written or personal response can be provided because investigations that require formal Staff interview must comply with workplace laws and regulations. An interim response will be given in these circumstances.

Privacy laws protect the content of Staff interviews and subsequent disciplinary procedures from being made available to Residents, family and representatives and other Staff. Details of our standard process will be provided in these circumstances.

Feedback relating to our Catering and Housekeep contractors will be referred to either Medirest (Catering) or Nationwide (Housekeeping) in the first instance as they are in the best position to respond to any concerns that are raised in relation to their services. A written or personal response may be provided by Medirest or Nationwide, a copy of which will be provided to the Village. If a response provided by Medirest or Nationwide is unsatisfactory this should be referred to the Operations Manager to assist in a suitable resolution to the issue.

Details of how to lodge an external complaint are provided in your Lease or Resident Agreement or brochures are available from reception. Assistance and advice can be obtained from the Aged Care Advocacy Group, telephone, 1800 700 600.

If you are dissatisfied with the Village's handling of a complaint, you can utilise the services of the Aged Care Complaints Investigation Scheme. Brochures are available from reception or they can be contacted on 1800 550 552.

Comments, complaints, suggestions and compliments are all treated seriously and responded to. The Village will rely upon the first nominated next of kin to let the Supervisors know early when we are not meeting the Resident's expectations ..... our Staff cannot respond to an issue if we are not made aware that an issue exists. You are encouraged very strongly to discuss concerns with the Resident before raising them with the Supervisor as sometimes family expectations and Resident expectations differ and it is important that we are all clear on which level of independence, care and service the Resident would like to enjoy.

### **CONTINENCE AIDS**

A continence Nurse Advisor is employed by the Village for expert advice and help. Continence aids are available from the Lodge treatment room at 'bulk purchase' prices.

### **DAILY PAPERS**

Newspapers and magazines can be ordered through Baxter Newsagency.

### **DENTIST**

The Village does not have an onsite dentist. Relatives are strongly encouraged to maintain regular dental appointments for Residents. Home care Services can be purchased to assist with transport where relatives are unable to.

### **DOCTORS**

Several groups of doctor's conduct regular clinics with in the Village. Residents can contact the Lodge office for appointments. A list of doctors servicing the Village is available but Residents are encouraged to maintain their own Doctor where possible. If you need to visit or consult a G.P (who does not home visit) we encourage a family member to escort you to the appointment.

### **DRY CLEANING**

Residents can leave any dry cleaning at the Lodge office.

### **ELECTRICAL GOODS**

Residents who wish to bring in their own electrical goods such as toasters, microwaves, televisions, radios, hairdryers, etc do so at their own risk. These good must be 'tested and tagged' and checked accordingly by Staff prior to bringing them into the suite. Any electrical goods found not to be 'tested and tagged' will be removed from the suite. Residents are responsible for the electrical safety of those items and any damage that may arise from their use within the Lodge. Electric blankets are discouraged. Residents are responsible for the servicing and maintenance of their own electrical equipment.

### **ELECTORAL ROLL**

Your change of address should be advised to the Electoral Office after thirty (30) days residency. Appropriate card and envelope are enclosed. Please contact the Lodge office if you require assistance.

### **FIRE AND EMERGENCY PROCEDURES**

Lodge Staff are continually being trained to cope with all types of emergencies. If a fire alarm sounds, you are advised to stay within your suite until directed to relocate by Staff or fire authorities. Emergency maps are located on the rear of your suite door.

## **FURNITURE/EQUIPMENT/CLUTTER**

Residents are encouraged to personalise their units/suites however, a safe working space for Staff must be maintained. A minimum circulation space of 1 meter is required around any furniture and no item is to be placed within a meter of the heater front. The Village reserves the right to ask relatives to remove furniture which has been assessed by Staff as presenting an unacceptable risk to Residents or Staff. The Village expect relatives to support Staff with these decisions.

## **HAIRDRESSING**

Hairdressers attend each facility and are available for Residents. The Village does not employ the hairdressers and the cost and quality of service is a private issue between Residents and the hairdresser. Payment can be made from a Resident's petty cash account if instructions are given to reception.

## **HAZARD REPORTING**

Any Resident or family who identifies a Lodge hazard should report to the office before an accident or incident occurs. A "hazard alert" form will need to be filled out so that the report can be promptly investigated and actioned.

## **HEALTH AND SAFETY RESPONSIBILITIES**

Our health and safety committee's role is to facilitate the development and co-ordination of preventive strategies systems and programs. For example safe work practices.

- Specific hazard control programs.
- Safety management plans.
- Health promotion.

All Residents and their families should feel free to contribute their ideas and viewpoint on health and safety issues at Resident's Meetings. To ensue that a healthy and safe environment is available for every one to acquaint themselves and comply with the Lodge emergency evacuation plan and any safety rules.

## **HEARING AID SERVICES**

Peninsula Hearing Aid Centre provides a home visit service. Appointments can be arranged through the Lodge office or the Nursing Staff.

## **HEATERS**

Please contact the Lodge office if room heaters are out of order. In the interim fan heaters **ONLY** may be used. These must be 'tested and tagged'.

## **HOSPITALISATION**

When a Resident is admitted to hospital the Village Chaplains will visit and provide regular updates to Staff. Relatives are strongly encouraged to maintain close and regular contact with the Village Supervisor/Manager during any hospitalisation. Miscommunication about a Resident's condition or discharge plans creates great distress for Staff and Residents, but can be avoided by keeping in contact with the Village Supervisor/Manager.

## **INDEPENDENT LIVING EQUIPMENT**

The Occupational Therapy and Physiotherapy Staff at the Lodge can assist you with advice about a wide range of living and mobility equipment that can assist you to maintain your independence (eg. Shower chairs, walking aids etc) The Staff can organize for you to trial or borrow many items of equipment (at no charge), if items are required for a short period of time. However if you require assistive equipment for use long term, the Occupational Therapy and Physio Therapy Staff can help to arrange the supply of and your purchase of such equipment.

See Occupational Therapy and Physio Therapy Staff for this assistance.

## **INFECTION CONTROL**

Protocols for high standard of infection control practices are strictly adhered to in our Lodge. Our Infection Control Committee is continually monitoring our practices to minimise the risk of infection.

## **LAUNDRY**

All personal laundry (except dry cleaning or woollens) will be carried out in our commercial onsite laundry. All items sent to the laundry MUST be labelled with the IPSO heat sealed labels available through reception or sewn on labels arranged by the Resident or relative. Domestic iron-on labels fall off in the high temperature washer and dryer. Permanent marker names written onto clothes will fade quickly from the commercial strength chemicals we are required to use.

Lost laundry is a constant issue for the Village and we rely upon Residents and relatives to help us by arranging proper labelling of every item that is sent to the laundry. Unlabelled items are sent to a central 'lost laundry' area in each facility. Unclaimed and unlabelled items are periodically sent to a charity when they have been left in the 'lost laundry' area for some months. Relatives are strongly encouraged to check these areas when visiting. Please ensure that arrangements are made to label items correctly before they are returned to the Resident.

All towels and bed linen will be supplied by the Village through a commercial linen provider. Residents who choose to provide their own towels or bed linen should make private arrangements to launder these items, they cannot be washed in our laundry.

## **LOUNGES**

Lounges are available for all Residents use. Special arrangements can be made for family gatherings. Please contact Lodge office for use of a lounge.

## **MAIL**

Residents' mail can be collected from the Lodge office after 12.00am Monday to Friday apart from public holidays. Outgoing mail is cleared daily from the box in the front foyer Monday to Friday. Please ensure that mail is correctly addressed eg.

**SUITE NO.  
LODGE  
8 ROBINSONS ROAD,  
FRANKSTON STH. VIC. 3199**

## **MAINTENANCE**

Residents can report maintenance requirements to the Lodge Office during weekdays preferably in the morning which should allow for the prompt attendance to emergencies.

## **MEALS**

Well balanced meals and snacks are prepared by Medirest chefs and team onsite. Meals that meet your personal medical needs and taste preferences are accommodated within our menu. Residents can contribute to the menu through Resident Meetings or by making direct contact with our Catering Manager. The usual meal times are:

Breakfast	7:30 am	Morning Tea	10:00 am	Lunch	12:00 noon
Afternoon Tea	2:00 pm	Evening Meal	5:00 pm		

Lunch is the main meal of the day and comprises soup, a choice of main dishes and dessert. The evening meal is a much lighter meal, also accompanied by soup and dessert. Relatives may have meals with Residents for a small fee. Special occasions can be catered for on a fee for service basis.

Many things can impact upon taste in older age. Taste buds gradually die over a person's lifetime so foods change in taste as we age. Some medications change how foods taste as can certain medical conditions. Smoking and alcohol consumption may make food taste bland. Salt is not added to our foods to ensure that our meals are healthy; Residents may add salt to suit their personal preferences

### **MEDICATION**

Self Medication Management is taken very seriously by the Village. Staff provide Residents with their medications in accordance with the doctor's instructions. If a Resident or relative has concerns about a particular medication this should be raised directly with the doctor.

A Medication Review Pharmacist reviews all Resident medications annually and makes recommendations to Doctors about potential drug interactions and other relevant monitoring issues. Medications include over the counter and vitamin tablets. Please do not provide vitamins, Panadol, aspirin, cough mixtures etc. to Residents without talking to the doctor first. While some of these substances can seem harmless, they can cause serious medical complications in older people.

### **MORNING/AFTERNOON TEA**

Morning & afternoon tea is available in the Lodge diningroom daily at 10am & 3pm respectively.

### **MOTOR SCOOTERS/DRIVING**

Residents are encouraged when using motor scooters in indoor areas at the Manor, Grange, Lodge and Hostel to use extreme caution as they present a significant safety risk to other Residents inside these building.

Residents must arrange their own insurance, including liability insurance for motor scooters. Residents are solely responsible for any damage or injury that occurs as a result of their driving.

### **NOTICE BOARD**

Residents are encouraged to check the Notice Board opposite the diningroom for details of meetings and activities.

### **OTHER THERAPISTS**

Residents are able to access alternative service providers if they wish and Staff can assist with this.

### **OPTOMETRIST**

A visiting optometrist is available most Thursdays and an appointment if necessary can be made through the Lodge office.

### **PATHOLOGY SERVICES**

Gribbles and other companies visit the Lodge on a needs basis and Staff can arrange this service.

### **PERSONAL AFFAIRS**

If you are unable to manage your own affairs we suggest you have a next of kin or legal representative to assist you. Information re State Trustees is available from the Finance Officer.

## **PETS**

Pets are an important part of people's lives. In the Manor, Lodge and Grange we have a variety of permanent and visiting pets. Residents cannot bring in their own cats or dogs, visiting cats or dogs must be kept on a lead at all times and must not distress our permanent pets.

Residents may bring pet birds into our facilities, however the Resident or relative must arrange for regular cage cleaning and feeding. If Staff are concerned about the cleanliness of the cage or health of the bird, the Village will ask that the bird be removed.

## **PETTY CASH**

Money may be held at the Hostel office on behalf of Residents and paid out as required. Receipts will be given and records are kept for reference. Cheques are cashed every second Tuesday for Residents unable to access banking facilities.

## **PHYSIOTHERAPY:-**

A qualified physiotherapist is available to assess and plan an exercise program for Lodge Residents. Physio assistants supervise and direct a planned program, which is regularly reviewed by the qualified physiotherapist.

## **PODIATRY**

Podiatrists regularly visit the Lodge and conduct sessions in the Lodge surgery. Appointments can be made at the Lodge office. Regular podiatry services are arranged for all Residents who have been officially assessed as 'high care'. Other Residents may use the visiting podiatry services on a fee for service basis. 'High Care' Residents who choose an alternative podiatry service will be asked to pay for this themselves.

## **POLICY MANUALS**

All Residents, relatives and representatives have access to Village Baxter policy manuals. Please ask at the Lodge Office.

## **POST OFFICE SERVICES**

Baxter Post Office collects items from the Hostel office every Wednesday to process, eg. Telephone bills etc.

## **QUALITY ASSURANCE**

The Village Baxter operates a Quality Assurance environment. We seek the participation of Residents, relatives and representatives in Resident Surveys to provide feedback for continuous improvement.

## **RESIDENTS MEETINGS**

Residents meetings are held regularly in each facility. These forums provide Residents and relatives with opportunities to hear about changes and improvements that are occurring, to ask general questions and participate in service planning. It is not appropriate to ask personal, care related questions in these open forums. Personal or care related questions are private matters and should be raised directly with Staff to protect the privacy of Residents.

## **RIGHT TO REFUSE TREATMENT**

All Residents have the right to refuse to participate in any matter they so choose.

## **SECURE FACILITIES FOR RESIDENTS WITH DEMENTIA**

The main Hostel and Lodge do not provide a suitable level of security for Residents with dementia. The Grange and Manor House 3 are suitable for Residents who cannot operate a key pad door lock. Residents who are capable of operating a key pad lock are not suitable for the Grange or Manor House 3. Alternative accommodation outside the Village should be sought in these circumstances.

## **SMOKING POLICY**

Purpose of our smoking policy is to create a smoke free environment for Staff and Residents, whilst respecting the rights of Residents to smoke in their own home. The communal areas of the Lodge are part of non-smoking environment. Residents are permitted but not encouraged to smoke in their suites. Residents are asked not to smoke whilst Staff are providing care or treatment.

## **SPECIFIED CARE & SERVICES**

Details are contained in your Resident Agreement documents.

## **TELEPHONES**

Residents may arrange to have a telephone installed at their own expense. When transferring place of residency, Social Security must be notified of new address and connection of telephone, so the rebate which is included in your pension each quarter will continue. Please contact the Accounting Officer for further information. *A public telephone is available in the Hostel foyer.*

## **TORCHES**

It is recommended Residents obtain a torch to use in emergencies - power failures etc. **CANDLES, KEROSENE OR OTHER INFLAMMABLES MUST NOT BE USED AT ANY TIME.**

## **TRANSPORT TO APPOINTMENTS**

The Village does not provide free transport to appointments. Relatives are strongly encouraged to accompany Residents to appointments to provide support, reassurance and assistance for the Resident and a contact person for the facility/surgery/specialist that is being visited. Where relatives cannot provide transport, bookings can be made through Home Care Services on a fee for service basis.

## **VALUABLES**

Residents are strongly discouraged from keeping money and extremely valuable items in their units/suites. All Village Staff and contract Staff undergo police checks and character checks as part of their employment process, however, no check is made of Residents, relatives and friends. Unfortunately, from time to time the following occurs in communal living environments:

- Residents 'gift' items to other Residents
- Residents 'take' items from other Residents
- Relatives 'keep' items for safe keeping but do not tell other relatives
- Visitors 'help' Residents to pay bills, go shopping and 'forget' to return the change

## **VILLAGE BUS TIMETABLE**

Bus time tables are available from the Lodge office for travel to Frankston, Karingal Hub Shopping Centre and Towerhill shops.

## **VISITORS**

Visitors are welcome during the day and evening but not overnight without authorisation. A front door bell is available outside the foyer when the Lodge is locked.

## **WEE SHOPPE**

The 'Wee Shoppe' is available for Residents and is open from 11.00am to 12 noon Monday to Friday except public holidays. It is located in the lift foyer at the Hostel, opposite the lounge. Biscuits, cakes, lollies, cordial and toiletry items are sold.

# HEALTH AND SAFETY

Residents are asked to consider when selecting furniture for suites call bells should be clear and accessible. Wheel chair and emergency equipment must be able to be accommodated if required.

Furniture should not be closer than 50cm to heater.

Double adaptors are not allowed for electrical safety reasons. Power boards with surge protectors are available from the Lodge office.

If Residents choose to place furniture in such a way as to present an occupational and health and safety hazard to Staff they will be referred to the O. T for advice.

In extreme circumstances Staff may be unable to attend to certain needs if the Resident refuses to remedy the hazard.

## **STAFF**

The Lodge does not have Division 1 Registered Nurses on 24 hours a day 7 days a week but the Lodge Supervisor is a Registered Nurse Division 1 and other Staff are trained to meet low level care needs and preferences. If you are reassessed as having high care needs you will need to meet with the Care Manager or Resident Co-Ordinator to discuss your future accommodation needs.

**THERE IS NO GUARANTEE OF RELOCATION TO THE GRANGE OR MANOR WHEN THE NEED ARISES.**

## **WANDERING RESIDENTS**

Lodge is not a “secure” facility.

Residents are able to come and go as they choose. It is desirable to notify Staff when going out, however Residents who may become disorientated or wander away from the Lodge and become lost should discuss their needs with the Care Manager or Resident Co-Ordinator as the Lodge may not provide an adequately secure environment.

## **INSURANCE**

As you are aware, the Company provides insurance cover on the contents of your suite to a value of \$7,500.

We have been concerned that many Residents may have contents with a value well in excess of \$7,500 and, in the event of a claim, they would only be partly covered.

The enclosed valuation form is a guide to help you assess the value of the contents of your suite. I suggest you fill it in for your contents, and if the total value exceeds \$7,500, see your Hostess to arrange additional cover at a premium of \$1.00 per annum per additional \$1,000 value. Of course, there will be many items you will not have in your suites, and you do not need to value carpets, curtains or blinds/venetians as these are owned and insured by the Company.

You should also know that any item of jewellery, gold and silver articles, furs, curios, pictures, and other works of art are only covered for \$500 each for fire and theft only - not for loss. If you have any such items worth more than \$500 these need to be specially identified on a form available through your Hostess.

For jewellery or other valuable personal property worn or carried outside your suite we suggest you consider taking out a personal property extension to the Contents Policy which would cost \$20 per \$1,000 value per annum. The insurers require an expert's valuation certificate less than two years old, as a basis for such a policy extension. Again, your Hostess can provide an appropriate form for this extension and answer any queries you may have.

Contents will remain covered for absences from your suites in excess of 60 days, providing you notify Management in writing of your intended absence. To minimise any damage which might be caused by power failure or surges, and in the interests of safety, we do ask that you switch off all power at the main switch before any absence from your suite of more than a few days.

Please contact your Hostess if you require any clarification of these insurance matters

**REPLACEMENT VALUE ITEMS (For items up to 20 years of age)**

	<u>Approx Repl. Value</u>	<u>Your Home</u>
<b><u>GENERAL FURNISHINGS:-</u></b>		
Carpet	\$3000	\$.....
Curtains	\$2000	\$.....
Blinds/Venetians	<u>\$1000</u>	<u>\$.....</u>
SUB TOTAL	\$6000	\$

	<u>Approx Repl. Value</u>	<u>Your Home</u>
<b><u>LOUNGE ROOM:-</u></b>		
VideoCass.Rec./Tapes/TV	\$1600	\$.....
Lounge Suite	\$1200	\$.....
Stereo Records Cassettes	\$ 900	\$.....
Lamps	\$ 200	\$.....
Bookcase	\$ 400	\$.....
Alcoholic Beverages	\$ 150	\$.....
Miscellaneous Furniture	<u>\$ 300</u>	<u>\$.....</u>
SUB TOTAL	\$4750	\$.....

	<u>Approx Repl. Value</u>	<u>Your Home</u>
<b><u>DINING ROOM</u></b>		
Table & Chairs	\$1200	\$.....
Buffet/Wall Suite	<u>\$ 400</u>	<u>\$.....</u>
SUB TOTAL	\$1600	\$.....

	<u>Approx Repl. Value</u>	<u>Your Home</u>
<b><u>BEDROOM 1</u></b>		
Bedroom Mattress & Base	\$ 600	\$.....
Bedroom Suite	<u>\$1000</u>	<u>\$.....</u>
TOTAL	\$1600	\$.....

	<u>Approx Repl. Value</u>	<u>Your Home</u>
<b><u>BEDROOMS 2 &amp; 3</u></b>		
Beds/Mattresses	\$ 500	\$.....
Dressing Tables, etc,	\$ 500	\$.....
Bedspread	<u>\$ 200</u>	<u>\$.....</u>
SUB TOTAL	\$1200	\$.....

	<u>Approx Repl. Value</u>	<u>Your Home</u>
<b><u>KITCHEN</u></b>		
Refrigerator	\$ 800	\$.....
Deepfreeze & Contents	\$ 600	\$.....
Small Appliances	\$ 750	\$.....
Food	\$ 300	\$.....
Saucepans/Pots	\$ 250	\$.....
Kitchen Suite	<u>\$ 300</u>	<u>\$.....</u>
SUB TOTAL	\$3000	\$.....

	<u>Approx Repl. Value</u>	<u>Your Home</u>
<b><u>GENERAL</u></b>		
General Elect.Appliances	\$ 300	\$.....
Spectacles/Glasses	\$ 200	\$.....
Sports Equip.Toys & Games	\$1000	\$.....
Clocks	\$ 100	\$.....
Sewing Machine & Table	\$ 300	\$.....
Vacuum Cleaner	\$ 200	\$.....
Lawn Mower	\$ 325	\$.....
Bicycles/Tricycles	\$ 400	\$.....
SUB TOTAL C/FWD	\$2825	\$.....

	<u>Approx Repl. Value</u>	<u>Your Home</u>
<b>SUB TOTAL B/FWD</b>		
	\$2825	
Garden Tools/Hose	\$ 250	\$.....
Tools/Power Tools	\$ 500	\$.....
Suitcases/Bags	\$ 125	\$.....
Hobby Equipment	\$ 200	\$.....
Ladder/Stepladder	\$ 75	\$....
Musical Instruments	\$ 150	\$.....
Dishwasher(mobile)	\$ 500	\$.....
AirConditioner(portable)	\$ 400	\$....
Camping Equipment	\$ 500	\$.....
Family Room Furniture	\$ 600	\$.....
2nd Television	<u>\$ 400</u>	<u>\$.....</u>
SUB TOTAL	\$6525	\$.....

	<u>Approx Repl. Value</u>	<u>Your Home</u>
<b><u>LAUNDRY/BATHROOM</u></b>		
Washing Machine	\$ 500	\$.....
Clothes Dryer	\$ 250	\$.....
Ironing Board/Iron	\$ 120	\$.....
Toilet Gear	<u>\$ 100</u>	<u>\$.....</u>
SUB TOTAL	\$ 970	\$.....

**DEPRECIATED (INDEMNITY) VALUE ITEMS**

	<u>Approx Repl. Value</u>	<u>Your Home</u>	
<b><u>GENERAL</u></b>			
Paintings & Pictures	\$ 500	\$.....	SUB
Jewellery	\$1000	\$.....	
Watches	\$ 250	\$.....	
Antiques	\$ 200	\$.....	
Books	\$ 250	\$.....	
Cutlery/Crystal	\$ 500	\$.....	
Blankets/Pillows/Sheets/			
Linen	\$1000	\$.....	
Ornaments,etc.	\$ 300	\$.....	
Wearing Apparel/Clothes	<u>\$2000</u>	<u>\$.....</u>	
SUB TOTAL	\$6000	\$.....	

**RESULTS**

Add up all the SUB TOTALS

	<u>Approx Repl. Value</u>	<u>YOUR HOME</u>
GENERAL FURNISHINGS	\$6000	\$.....
LOUNGE ROOM	\$4750	\$.....
DINING ROOM	\$1600	\$.....
BEDROOM 1.	\$1600	\$.....
BEDROOM 2 & 3	\$1200	\$.....
KITCHEN	\$3000	\$.....
GENERAL(repl.value)	\$6525	\$.....
LAUNDRY/BATHROOM	\$ 970	\$.....
GENERAL(deprec.value)	<u>\$6000</u>	<u>\$.....</u>
TOTAL	\$31645	\$.....

# **TELEPHONE DIRECTORY**

**DURING OFFICE HOURS TELEPHONE NUMBER 5971 1349**

## **EMERGENCY AFTER HOURS NUMBERS**

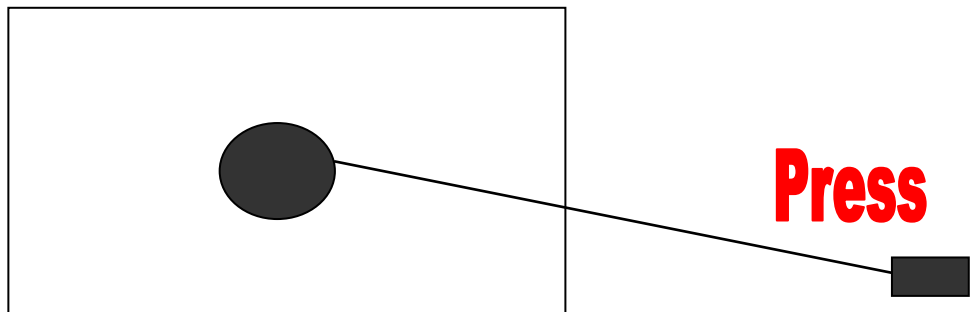
<b>THE LODGE</b>	<b>5971 6391</b>
<b>FIRE DEPARTMENT ( FRANKSTON )</b>	<b>000</b>
<b>AMBULANCE</b>	<b>000</b>
<b>POLICE</b>	<b>000</b>
<b>GAS &amp; FUEL</b>	<b>132 773</b>
<b>S.E.C.</b>	<b>132 099</b>
<b>MAINTENANCE - EMERGENCY NUMBER</b>	<b>5971 6355</b>
<b>KITCHEN</b>	<b>5971 6316</b>
<b><u>VILLAGE CHAPLAIN</u></b>	
<b>GEOFF EMONSON</b>	<b>9786 7304</b>

**THESE NUMBERS ARE PROVIDED IN CASE EMERGENCIES  
ARISE AFTER OFFICE HOURS**

# USE OF EMERGENCY CALL SYSTEM IN LODGE

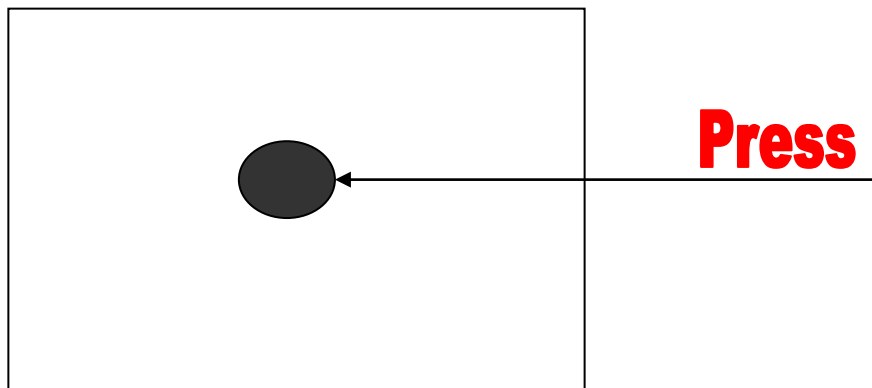
## BEDSIDE CALL BELL:

PRESS BUTTON ON END OF CORD



## TOILET CALL BELL:-

PRESS BUTTON ON FRONT OF BOX



# **OPERATION OF EMERGENCY CALL SYSTEM IN LODGE SUITES**

## **BED ROOM BUZZERS**

The bedroom buzzer is a white box fixed on the wall behind the bed which has a cord attached with a button at the end.

In case of emergency when in the bedroom. Press and hold the button at the end of the cord for 10 seconds then release.

## **BATH ROOM BUZZERS**

The bath room buzzer is a white box fixed on the wall near the toilet with a red button in the centre.

In an emergency press and hold the red button in the centre of the white box for ten seconds then release.

**PLEASE REFER TO THE INSTRUCTIONS ATTACHED  
ON THE USE OF EMERGENCY CALL SYSTEM IN THE LODGE.**

## **AFTER HOURS EMERGENCY SERVICES**

The Village Sisters (Registered Nurses) are available from 7am – 10pm seven days a week.

In an emergency a Resident should ring their buzzer to alert Staff. The person answering the call will then contact one of the above if they cannot deal with situation.

The Nurse will then assess the situation and if need be, contact a Resident's doctor, a locum service, or an ambulance for transfer to Frankston Hospital Accident and Emergency.

If you are concerned that your call is taking a long time to be answered. Please phone numbers listed below.

**During office hours 5971 1349**

**After hours Lodge phone number 5971 6391**

# HOSTEL RESIDENTS EXECUTIVE COMMITTEE CONSTITUTION

As amended 20<sup>th</sup> August 2001

**1. NAME**

Lodge Residents Executive Committee

**2. PURPOSE**

- a) To enhance the quality of life for all Residents of the Lodge.
- b) The function of the Committee is to liaise between Residents and management on matters relating to life in the Lodge.
- c) To act as a sounding board by Management for ideas for the improvement to the lifestyle of Lodge Residents.
- d) As a representative group to take action on behalf of all Residents.
- e) To receive and distribute any monies raised for or on behalf of Lodge Residents.

**3. THE COMMITTEE**

- a) Shall comprise of a minimum of five and a maximum of seven Lodge Residents plus the Lodge Manager or his/her nominee.
- b) A minimum of 50% members make up a quorum for a meeting.
- c) Voting to be by a show of hands unless a secret ballot is requested by at least two members.
- d) Less than a majority or a tie of votes would render a motion lost. Chairperson would have an ordinary vote and no casting vote.

**4. ELECTIONS**

- a) The Committee comprising of Lodge Residents will be elected annually during months of March or April by the Lodge Residents and voting would not be compulsory.
- b) Nominations of candidates, bearing their consent, shall be in writing and forwarded to the Secretary 21 days prior to the date of election.
- c) Postal voting will allow all Residents the opportunity to vote and distribution would be via the mail boxes or breakfast trays.
- d) Position on ballot papers will be by random selection.
- e) All committee members shall retire annually but shall be eligible for re-election.

**5. OFFICE BEARERS**

Following the annual election the Committee shall appoint office bearers consisting of a Chairperson, Secretary, and Treasurer. Any office bearer can occupy up to two of these positions.

**6. BANK ACCOUNT**

The Committee is empowered to open a bank account in the name of the Committee with whatever bank it is most convenient to do so. Withdrawals from that account can only be authorised by the Committee and cheques must be signed by one of the office bearers and countersigned by either another office bearer or an authorised member of the Committee.

**7. VACANCIES**

To be filled by the Committee at its discretion.

**8. MEETINGS**

To be held as required by at least six times per year.

**9. ALTERATIONS TO THE CONSTITUTION**

Any notice of a motion to amend the constitution shall be signed by two Residents and submitted to the Committee which shall then forward it to all Residents for voting at the next regular monthly meeting of Residents. A majority of 60% of those voting shall be necessary to approve such amendments.

## WHEN A RESIDENT IS RE-ASSESSED AS REQUIRING HIGH LEVEL CARE

Any Resident who seeks to relocate into a Government subsidised Lodge (Low Care Facility) or Nursing Home (High Care Facility) requires an assessment from a Government 'Aged Care Assessment Team' to ensure that the person needs care of the type provided by each type of facility. The assessment for a Lodge will identify that the Resident needs low level care to maintain their independence, whereas the assessment for a Nursing Home will identify that the Resident is very dependent upon Staff to assist them in meeting their care needs and preferences.

Government policy now also provides for persons to 'age in place', which fits somewhere between these two care levels. Some Residents in Lodge have needs that are assessed as being of high care level; however their care requirements are such that they can be safely met in our low care environment. This is often an interim care situation and eventually the Resident's care needs can be expected to increase over time until they can no longer be met within our Lodge environment. This is due to the limitations of Staffing and equipment and resources within Lodges. The Village Baxter Lodge does not have Registered Nurse division 1 Staff on 24 hours a day or 7 days per week. Our Staff are trained to provide low level care and our education program is designed around this.

When a Resident from the Lodge is assessed as 'high level care – to age in place' we undertake our own assessment process to establish whether we can safely meet the Resident's high care needs in our low care environment and maintain our 'duty of care' to both the Resident and our Staff. If our assessment identifies that we cannot meet the Resident's needs within our Lodge, urgent high care accommodation may be the only available alternative. As an interim measure, a Resident may need to be accommodated in hospital until a Nursing Home bed becomes available.

Nursing Home beds are in great demand and waiting lists for some facilities are very long, with some even closed. It is very important to assess Nursing Home alternatives as soon as an assessment from the Aged Care Assessment Team identifies the Resident as requiring high level care. No Resident can be placed on a Nursing Home waiting list until an assessment for high level care is received.

Residents who live in Nursing Homes have a legislated security of tenure and a bed only becomes vacant when a Resident either moves to another facility of their own request or a Resident dies. It is therefore not possible for any person to give an accurate indication of time before a bed is available.

It is acknowledged that Village Baxter Residents would always like to remain within The Village Baxter aged care facilities. However Nursing Home beds are extremely limited, with currently only 60 beds in our total population of 800 Residents, and it is possible that Residents will need to be accommodated at another facility until a Village Baxter Nursing Home bed becomes available. This is often a distressing time for Residents and their families as they have always anticipated that a bed would somehow become available to meet their needs and they then need to consider accommodation within another facility on, at least, an interim basis.

The Resident's safety and well being are always considered when determining whether their needs can be met through accommodation in our Lodge. Sudden illness or injury, such as a stroke or broken hip, can often result in a Resident being assessed as requiring high level care whilst they are still in hospital and the unfortunate situation arises that a Resident is unable to return to the Lodge. A Nursing Home bed suddenly becomes an urgent priority for the Resident and their family. Unfortunately, Residents who are assessed as requiring high care, and no 'ageing in place' recommendation is made by the Assessment Team, cannot be accommodated in their Lodge suites as the Assessment processes have determined that the care requirements of the Residents cannot be met appropriately in a safe environment

Whilst we acknowledge that this can be a very stressful time for families, we would ask you to be aware that the waiting list for the Lodge is also quite significant with other families endeavouring to place their loved ones in a facility able to meet their needs. As such, in circumstances where a Resident has been assessed as needing care beyond that available within our Lodge, we ask that families please liaise with the Resident Co-ordinator with the aim of vacating the existing Lodge suite within 7 days of you notifying us the Resident will not be returning to the Lodge. There can be circumstances where this may not be possible, however we do seek the support of families at this time to ensure that our services can be available to others in need.

Whilst waiting for a Nursing Home bed, it is important that the Resident and family members talk about the changes in care that are occurring and consider the following issues:

- Is the Resident prepared to move at only 12-24 hours notice?
- Have appropriate furniture and personal items been selected to take?
- Does the facility have contact numbers for next of kin to be reached at any time of the day?
- If some family members are not able to be contacted when a place is offered, are the Resident's wishes known to all family members?
- Has a Power of Attorney been appointed?
- Have the family agreed on one principal contact person for liaison at his time? Often decisions have to be made very quickly, and opportunities may be lost if all members of a family need to reach agreement on a matter.
- Does the Resident have a legal Will?

*The information in this guide is general only. Each Resident has individual needs and a unique set of circumstances that need to be discussed with the Suite Supervisors or the Care Manager. Additional written information is available in the leaflet holders located within each of our care facilities or at the Village Baxter Administration Reception.*

