



# **WELCOME TO**

# **THE MANOR**

# WELCOME

Welcome to your new home in our Manor. 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 me during office hours at your convenience.

Prior to your move, you will have received advice and assistance on many issues of Manor life. I would like to re-acquaint you with some of these issues and some general information on Manor 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 I am certain that you will find our staff very caring, there will be times when we 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 Manor 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 tasks you are capable of performing. The Manor provides a supported living environment, to assist those persons who, through frailty or other conditions, cannot live with complete independence.

Within the Manor, there are a range of services and activities available to enhance the quality of your lifestyle ie. hairdresser, or 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 Manor is your home all residents are invited to participate in decisions which will affect the operation of the Manor. There is a residents meeting normally on the first Friday of even months at 1:30 pm in the main Lounge at which time you have the opportunity to discuss any issues of general concern about the Manor and I invite you to attend these meetings. For any personal concerns, please contact me so that we may try and resolve the issue.

We are certain that you will find life in our Manor very rewarding and very caring 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.

# MANOR RELOCATION

Has the following been attended to:-

1. Notification to Centrelink or Veterans Affairs Department 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 Manor 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.

## **CLOTHING:**

All clothing and personal items **must** be clearly labelled with residents name. Labels can be ordered through the Manor office. These items must be labelled before entering the Manor as only labelled clothing is able to be sent to the laundry.

## **VALUABLES:-**

Residents and/or their families are to use their own discretion, particularly where confusion is a factor, regarding valuables, paintings, jewellery etc. in suites. Experience has shown us that, where a resident experiences confused status, difficulties can be experienced by all parties.

## **PERSONAL AFFAIRS:-**

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

## **VACATING A SUITE:-**

A suite must be cleared when it has become vacant through the departure of a Resident. No weekly fee is charged for the day following departure, however the fee will resume after this day if the suite has not been cleared.

# MANOR INFORMATION

**Manor Office Hours 9:00 AM – 4:00 PM Monday – Friday (Except Public Holidays)  
10:00 AM – 2:00 PM Weekends**

*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 Administration or Nursing Staff. The Manor office is open 9.00am - 4.00pm Monday to Friday and 10:00 am – 2:00 pm weekends.*

## **ABSENCE**

Residents must contact the Manor 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 and residents are encouraged to participate in craft, library, visits, concerts and outings and other activities as organised. Activities are advertised on noticeboards in the Manor and a brochure regarding activities is available. Please refer to the enclosed activities list. If you have an interest in a particular activity that is currently not available please tell us.

## **ALLIED HEALTH AND OTHER PROVIDERS**

A directory for Allied Health and other providers is located in the Manor office and lists services available through the wider community. We are able to assist you in locating complementary therapies if you choose.

Within the Manor we also offer Physio Therapy and Diversional 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 Manor office for this purpose.

## **CHAPEL SERVICES**

Residents are invited to the Ecumenical Services in the Chapel at 10.30am and 6.30pm every Sunday and 9.30am on Wednesdays. The Manor has Services every Wednesday at 11:00 am and Sunday at 10:30 am.

Anglican and Catholic Church Services are held in the Hostel Chapel as set out below. The Catholic Service is at 1pm every 3<sup>rd</sup> Friday of the month. The Anglican Service is at 1.15pm every 3<sup>rd</sup> Tuesday of the month. Our Chaplains visit regularly and on request.

## **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. A copy of these rights is also included in your lease agreement

## **CHEMIST**

All Residents' medications are via Webster Pak exclusively by Hildebrands Pharmacy and are given out by a Registered Nurse.

## **COMPLAINTS AND SUGGESTIONS**

Complaints and suggestions may be made at Residents Meetings or directly to Staff or Management on the appropriate forms located on the reception. After completion, the forms should be put in the "Suggestion Box" and Management will address all issues raised. If you are dissatisfied with the Village's handling of your complaint, you can utilize the services of the Aged Care Complaints Resolution Scheme. Brochures are available from reception or they can be contacted on 1300 362 072.

## **CONTINENCE AIDS**

A continence Nurse Advisor is employed by the Village for expert advice and help.

## **DAILY PAPERS**

Newspapers and magazines can be ordered through the Manor office and delivered seven days a week.

## **DOCTORS**

Several groups of doctor's conduct regular clinics within the Village and a Registered Nurse will arrange for your GP to visit. A list of doctors servicing the Village is available but Residents are encouraged to maintain their own Doctor where possible.

## **DRY CLEANING**

Residents can leave any dry cleaning at the Manor office.

## **ELECTRICAL GOODS**

Residents who wish to bring in their own electrical goods such as televisions, radios, hairdryers, etc do so at their own risk. Residents are responsible for the electrical safety of those items and any damage that may arise from their use within the Manor. Electric blankets are not permitted. 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 Manor office if you require assistance.

## **FIRE AND EMERGENCY PROCEDURES**

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

## **HAIRDRESSING**

Hairdressing appointments are to be made with Manor staff.

## **HAZARD REPORTING**

Any resident that identifies a Manor 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 Manor emergency evacuation plan and any safety rules.

## **HEARING AID SERVICES**

Australian Hearing and Nepean Hearing visit the Manor for hearing tests.

## **INDEPENDENT LIVING EQUIPMENT**

Physiotherapy staff at the Manor can assist you with advice about a wide range of living and mobility equipment that can assist you to maintain your safety and independence (eg. Shower chairs, walking aids etc. See Physiotherapy staff for this assistance.

## **INFECTION CONTROL**

Protocols for high standard of infection control practices are strictly adhered to in our Manor. Our infection control committee is continually monitoring our practices to minimise the risk of infection.

## **LAUNDRY**

The washing of personal clothing is carried out on the premises by a private contractor, unless Residents wish to make alternative arrangements. It is necessary that all clothing be clearly labelled with manufactured labels. Only labelled clothing will be laundered. Residents who choose not to label their clothing will need to make alternative arrangements for it to be laundered.

Sheets and towels are supplied by an external laundry contractor. Residents who wish to use their own linen will need to make arrangements to have the linen cleaned by the family or dry cleaned at their own cost.

## **LOUNGES**

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

## **MAIL**

Residents' mail is hand delivered or redirected to their Power of Attorney or family Outgoing mail is cleared from the box outside the office at 4.00pm Monday to Friday. Please ensure that mail is correctly addressed eg.

SUITE NO.  
THE MANOR  
8 ROBINSONS ROAD,  
FRANKSTON STH. VIC. 3199

## **MAINTENANCE**

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

## **MEALS**

Lunch is served at 12 noon and tea at 5.00pm in the dining room. Promptness for meals would be appreciated by kitchen staff. These meals can be served in your suite under special circumstances such as illness. Breakfast is brought to your suite between 7.45 - 8.15am. Special diets are catered for when authorised by your doctor. Please contact the kitchen if you have any queries. Meals are available for visitors and should be booked at the Manor office before 10.00am on the day required. Payments are to be made with bookings.

## **NOTICE BOARD**

Residents are encouraged to check the Notice Board outside the craft room for details of meetings and activities.

## **OTHER THERAPISTS**

Residents are encouraged to access alternative service providers if they wish and a directory is available in the Manor library.

## **OPTOMETRIST**

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

## **PATHOLOGY SERVICES**

Home visits are arranged by staff, otherwise no appointment is necessary. Pathology providers visit the Manor whenever a request is made.

## **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 allowed with the permission of management and are encouraged to visit but all dogs must be on a leash.

## **PETTY CASH**

Money may be held at the Manor office on behalf of Residents and paid out as required. Receipts will be given and records are kept for reference.

## **PHYSIOTHERAPY:-**

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

## **PODIATRY**

Podiatrists regularly visit the Manor and all Residents are routinely seen every six weeks at no cost to the Resident.

## **POLICY MANUALS**

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

## **POST OFFICE SERVICES**

The Post Box in the Manor foyer is cleared daily.

## **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 are encouraged to attend and participate in residents meetings held in the lounge on the first Friday of even months at 1:30 pm. Any changes to this will be notified.

## **RIGHT TO REFUSE TREATMENT**

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

## **SMOKING POLICY**

The purpose of our smoking policy is to create a smoke free workplace for staff and residents, whilst respecting the rights of residents to smoke in their own home. Residents are not permitted to smoke within the building. Smoking in designated areas outdoors is preferred. Residents are asked not to smoke whilst staff are providing care or treatment.

## **SUITE CLEANING**

Cleaning services are provided by an external contractor seven days per week.

## **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 Manor office for further information.

## **VILLAGE BUS TIMETABLE**

Bus timetables are available if required.

## **VISITORS**

Visitors are welcome during the day and evening. A front door bell is available outside the foyer when Manor is locked.

## **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.

Double adaptors are not allowed for electrical safety reasons. Power boards with surge protectors can be used.

If residents choose to place furniture in such a way as to present an occupational health and safety hazard to staff, they will be referred to the Manor Manager for advice.

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

## **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 unit. 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 suite, and you do not need to value floor coverings, curtains, beds and bedside lockers 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 from Administration.

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, Administration can provide an appropriate form for this extension and answer any queries you may have.

Contents will remain covered for absences from your suite 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 Manor Co-Ordinator if you require any clarification of these insurance matters.

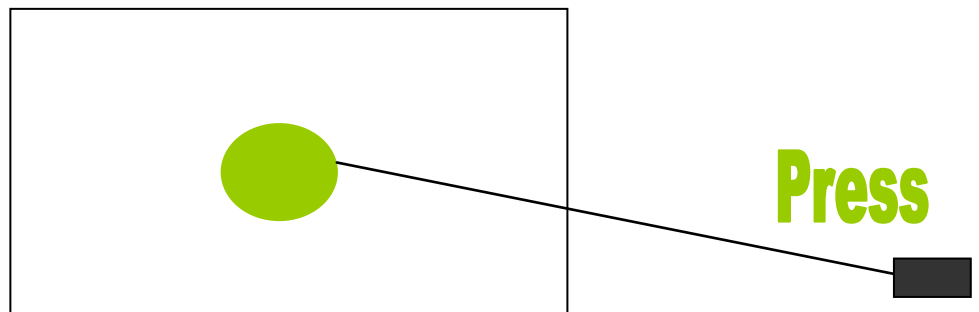
**APPROXIMATE REPLACEMENT VALUE ITEMS (For items up to 20 years of age)**

	<u>Approx Repl. Value</u>	<u>Your Home</u>		<u>Approx Repl. Value</u>	<u>Your Home</u>
<b><u>GENERAL FURNISHINGS:-</u></b>			SUB TOTAL B/FWD	\$2825	
Carpet	\$3000	\$.....	Garden Tools/Hose	\$ 250	\$.....
Curtains	\$2000	\$.....	Tools/Power Tools	\$ 500	\$.....
Blinds/Venetians	<u>\$1000</u>	<u>\$.....</u>	Suitcases/Bags	\$ 125	\$.....
SUB TOTAL	\$6000	\$	Hobby Equipment	\$ 200	\$.....
<b><u>LOUNGE ROOM:-</u></b>			Ladder/Stepladder	\$ 75	\$....
VideoCass.Rec./Tapes/TV	\$1600	\$.....	Musical Instruments	\$ 150	\$.....
Lounge Suite	\$1200	\$.....	Dishwasher(mobile)	\$ 500	\$.....
Stereo Records Cassettes	\$ 900	\$.....	AirConditioner(portable)	\$ 400	\$....
Lamps	\$ 200	\$.....	Camping Equipment	\$ 500	\$.....
Bookcase	\$ 400	\$.....	Family Room Furniture	\$ 600	\$.....
Alcoholic Beverages	\$ 150	\$.....	2nd Television	<u>\$ 400</u>	<u>\$.....</u>
Miscellaneous Furniture	<u>\$ 300</u>	<u>\$.....</u>	SUB TOTAL	\$6525	\$.....
SUB TOTAL	\$4750	\$.....	<b><u>LAUNDRY/BATHROOM</u></b>		
<b><u>DINING ROOM</u></b>			Washing Machine	\$ 500	\$.....
Table & Chairs	\$1200	\$.....	Clothes Dryer	\$ 250	\$.....
Buffet/Wall Unit	<u>\$ 400</u>	<u>\$.....</u>	Ironing Board/Iron	\$ 120	\$.....
SUB TOTAL	\$1600	\$.....	Toilet Gear	<u>\$ 100</u>	<u>\$.....</u>
<b><u>BEDROOM 1</u></b>			SUB TOTAL	\$ 970	\$.....
Bedroom Mattress & Base	\$ 600	\$.....	<b><u>DEPRECIATED (INDEMNITY) VALUE ITEMS</u></b>		
Bedroom Suite	<u>\$1000</u>	<u>\$.....</u>	<b><u>GENERAL</u></b>		
TOTAL	\$1600	\$.....	Paintings & Pictures	\$ 500	\$..... SUB
<b><u>BEDROOMS 2 &amp; 3</u></b>			Jewellery	\$1000	\$.....
Beds/Mattresses	\$ 500	\$.....	Watches	\$ 250	\$.....
Dressing Tables, etc,	\$ 500	\$.....	Antiques	\$ 200	\$.....
Bedsread	<u>\$ 200</u>	<u>\$.....</u>	Books	\$ 250	\$.....
SUB TOTAL	\$1200	\$.....	Cutlery/Crystal	\$ 500	\$.....
<b><u>KITCHEN</u></b>			Blankets/Pillows/Sheets/		
Refrigerator	\$ 800	\$.....	Linen	\$1000	\$.....
Deepfreeze & Contents	\$ 600	\$.....	Ornaments,etc.	\$ 300	\$.....
Small Appliances	\$ 750	\$.....	Wearing Apparel/Clothes	<u>\$2000</u>	<u>\$.....</u>
Food	\$ 300	\$.....	SUB TOTAL	\$6000	\$.....
Saucepans/Pots	\$ 250	\$.....	<b><u>RESULTS</u></b>		
Kitchen Suite	<u>\$ 300</u>	<u>\$.....</u>	Add up all the SUB TOTALS		
SUB TOTAL	\$3000	\$.....			<u>YOUR HOME</u>
<b><u>GENERAL</u></b>			GENERAL FURNISHINGS	\$6000	\$.....
General Elect.Appliances	\$ 300	\$.....	LOUNGE ROOM	\$4750	\$.....
Spectacles/Glasses	\$ 200	\$.....	DINING ROOM	\$1600	\$.....
Sports Equip.Toys & Games	\$1000	\$.....	BEDROOM 1.	\$1600	\$.....
Clocks	\$ 100	\$.....	BEDROOM 2 & 3	\$1200	\$.....
Sewing Machine & Table	\$ 300	\$.....	KITCHEN	\$3000	\$.....
Vacuum Cleaner	\$ 200	\$.....	GENERAL(repl.value)	\$6525	\$.....
Lawn Mower	\$ 325	\$.....	LAUNDRY/BATHROOM	\$ 970	\$.....
Bicycles/Tricycles	\$ 400	\$.....	GENERAL(deprec.value)	<u>\$6000</u>	<u>\$.....</u>
SUB TOTAL C/FWD	\$2825	\$.....	TOTAL	\$31645	\$.....

# USE OF EMERGENCY CALL SYSTEM IN MANOR

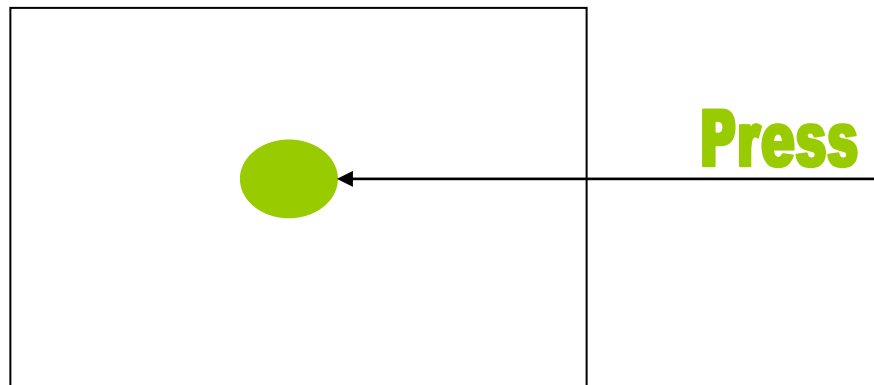
## BEDSIDE CALL BELL:

**PRESS BUTTON ON END OF CORD**



## TOILET CALL BELL:-

**PRESS BUTTON ON TOILET HANDRAIL**



# OPERATION OF EMERGENCY CALL SYSTEM IN MANOR SUITES

## **BED ROOM BUZZERS**

The bedroom buzzer is a white box fixed on the wall beside the bed which has a cord attached with a green 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**

There is a green button on the toilet handrail – press down for 10 seconds then release

If you are concerned that your call is taking a long time to be answered and you have a phone, please ring the number listed below.

[Manor phone number 5971 6355](tel:59716355)

# TELEPHONE DIRECTORY

**DURING OFFICE HOURS TELEPHONE NUMBER 5971 1349**

## **EMERGENCY AFTER HOURS NUMBERS**

<b>THE MANOR</b>	<b>5971 6355</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**

