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Administration Policies and Procedures

Policy No.	300
Subject:	<u>Quality Improvement</u>
Effective Date:	February 2009
Developed by	Operations Manager



PURPOSE

The purpose of the Quality program is to provide continuous feedback about how specific key areas of the Village systems are operating. This information is routinely gathered through internal and external audits, Resident and Staff satisfaction surveys, statistical data, Staff appraisals, Staff competency assessments, Committees, Programs, minutes of meetings, internal and external complaints' documentation, assessments, incident reports, internal and external benchmarking arrangements, hazard alert forms, financial reports, RCS reports, industry communications and system reviews.

POLICY

The Village Baxter is a large organisation comprising various departments, facilities and geographical areas. Our unique complexities do not facilitate the use of a single 'quality plan' that can be found in many stand alone Aged Care Homes.

Instead, the Village uses the Business Excellence approach to managing our quality program. Actions arising from meetings are managed within the meeting minutes themselves and where necessary, escalated to a more senior meeting. Effectively the Village has over 20 quality plans (including staff and resident meetings in each of our aged care facilities). The diagram below shows how they interact.

Responsibility for the overall conduct of the continuous improvement program rests with the head of each department as designated in the village's organisation chart, through to the General Manager. Heads of department will present monthly reports to the senior staff committee containing information on the progress of the Quality program.

Each Head of Department is responsible for the regular review of all policies and procedures within their department to ensure that:

- The processes are still relevant and appropriate for use within the Village.
- Best practice is promoted and implemented.
- Outcomes for our residents and clients are improved.

Changes to our policies and procedures need to be formally adopted by the General Manager who will update the policy manual, the Head of Department is responsible for communicating the changes to the relevant staff.

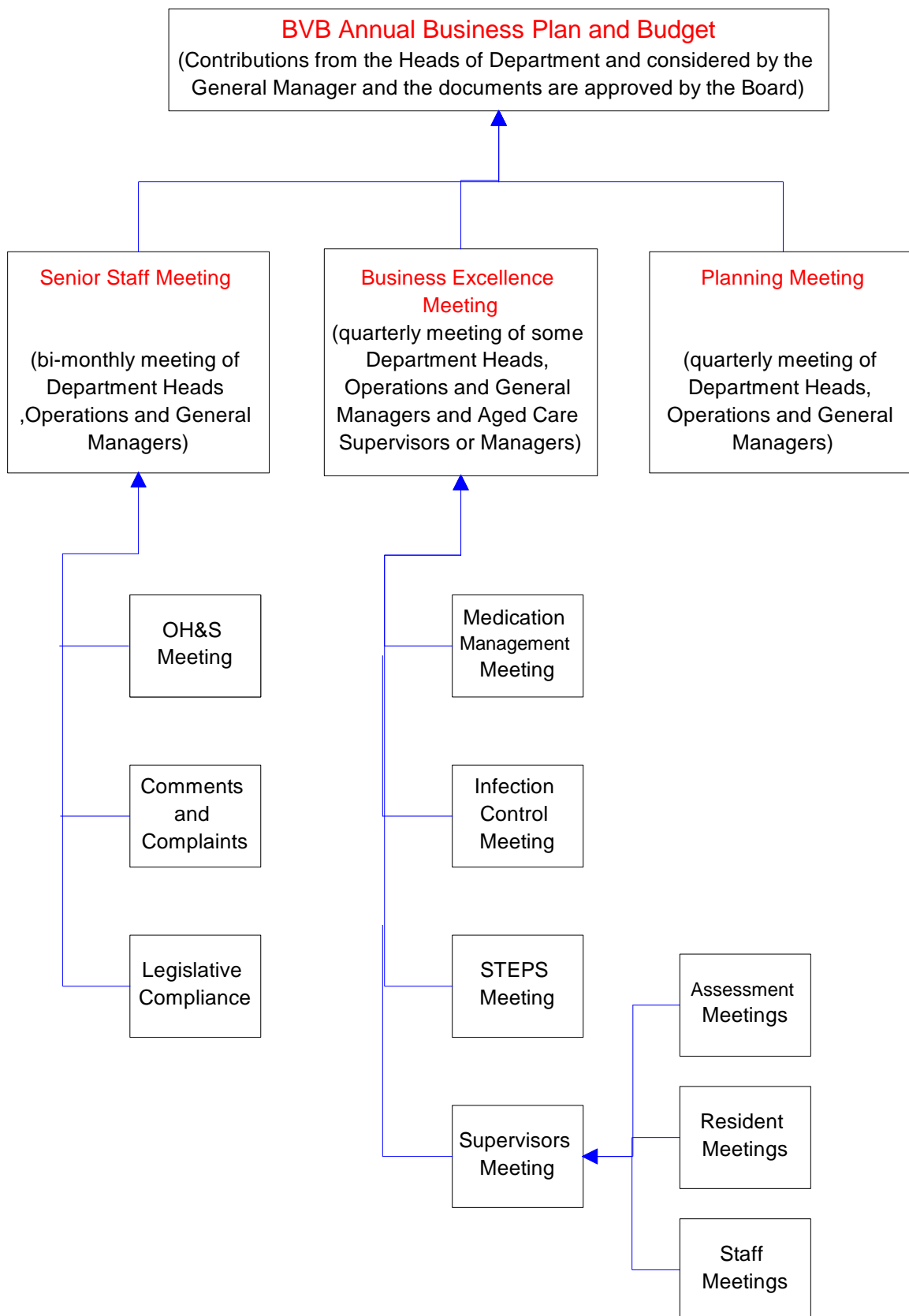
All Staff are responsible for the identifying and reporting areas where improvements may be required so that corrective action can be implemented and to work in accordance with actions identified in the Quality Program.

The Quality program's ongoing success is achieved through the participation of Residents, Staff, Families and the community. There are 12 principles of excellence that the Village has adopted to guide our quality program, all staff are expected to be familiar with these principles. Once a year we will assess the progress of the Village against each principle and plan organizational improvements that are of high impact and priority. Staff are encouraged to participate in this annual review by submitting comments and suggestions through their Head of department or on a service improvement form.

PROCEDURE

The diagram below shows the interrelationships between quality related meetings and plans and the overall Annual Business Plan. Each meeting manages its own action plan within the minutes of the meeting. There is no single overriding action plan as the Village is simply too large for this to occur. A short explanation of the composition and purpose of each meeting or management of a major issue is provided below.





Staff and Resident Meetings

Staff and Resident meetings are conducted in each area using a standardised agenda.. Major issues are reported to the Supervisors meetings.

Assessment Meetings

Resident waiting lists and the progress of residents through the care levels within the Village are managed through the Assessment Meetings. Major issues arising from this meeting are reported to the Supervisors meetings.

Supervisors Meetings

Supervisors Meetings are forums where the Supervisor or Manager from the Hostel, Manor, Grange, Lodge and Village Nurses meet with the Quality Coordinator, Care Manager / DON and Deputy Care Manager / DDON to discuss and manage changes to care related processes and systems. Care related statistics are reported and monitored through this forum. Major issues arising from this forum are reported to the Business Excellence Meeting.

STEPS Meetings

STEPS means Staff Training and Enhancement Program and is a forum where Supervisors/ Managers, Quality Coordinator, Care Manager, Deputy Care Manager / DDON and Human Resources Manager to discuss and manage staff resource, education, training and wellness programs. Major issues arising from this forum are reported to the Business Excellence Meeting.

Infection Control Meetings

Infection Control Meetings are forums where the Village's infection control program is managed and reviewed by Supervisors, Managers, Quality Coordinator, Care Manager, Pharmacy representative, Dr representative, and Deputy Care Manager / DDON. Infection related statistics are monitored from a systemic point of view at this forum (as they are reviewed monthly at Supervisor's meetings). Major issues arising from this forum are reported to the Business Excellence Meeting.

Medication Management Meetings

Medication Management Meetings are attended by the preferred provider pharmacy, medication review pharmacist, representative GP, Care Manager. Supervisors/ Managers, Quality Coordinator and other staff as appropriate. Medication incident statistic trends and related issues are reported and discussed at these meetings (they are reviewed monthly at supervisors meetings). Major issues arising from this forum are reported to the Business Excellence Meeting.

Legislative Compliance

Ongoing legislative compliance is the responsibility of each Department Head. Changes to existing laws, rules regulations etc are monitored through the use of ANSTAT updates and industry newsletters and legal advice. These changes are reported at each Senior staff meeting and it is then the responsibility of each Department Head to implement the changes using the appropriate committee or meeting as part of this process.

Comments and Complaints

Service Improvement forms, complaints and letters of appreciation are discussed at the Senior Staff Meeting to identify trends and major issues. Statistics are fed back to staff through the staff newsletter and to residents via resident meetings.

OH&S Meeting

Health and Safety Meetings are attended by the Human Resources Manager in his capacity as convener, the Care Manager, Quality Coordinator and elected representatives from all areas of the Village. OH&S related statistics are reported and discussed at these meetings. Major issues arising from this forum are reported to the Senior Staff Meeting through the Human Resources Manager's Report

Senior staff

Senior staff meetings are held bi-monthly and attended by Heads of Department with the Operations and General Manager. Each Head of Department provides an update of changes and issues from within their own Department. Comments and complaints, legislative compliance issues, important dates and other 'village wide' issues are discussed and actioned at this forum.

Business Excellence

The Business Excellence Meeting is the main 'quality forum' for the Village in so far as it is the meeting used to drive company excellence. This meeting is attended by Supervisors / Managers, Quality Coordinator, Care Manager, Deputy Care Manager / DDON, Human Resources Manager, and the General and Operations Manager. A number of committee's provide reports to this meeting to ensure that the overall quality and improvement system in the Village remains consistent. Accreditation report actions are monitored through this meeting as well as trends in quality statistics, and other one off reviews and quality reports.

Planning Meeting

The Planning meeting is our 'space to dream". This meeting is attended by the Heads of Department with the Operations and General Manager and has no formal agenda. The purpose is simply to ask 'what if we could do....' and then plan major, long term improvements to the Village services and infrastructure.

Annual Business Plan and Budget.

The Annual Business Plan and Budget is approved by the Board in April each year for the following financial year. Heads of Department are asked for contributions and requests from their Department which are then balanced against the overall and competing interests of the Village by the Operations and General Manager. This document contains the organisational goals for the coming years and the budget for each department. Heads of Department are expected to work with their staff to manage their areas within the agreed budget and meet the agreed goals.

Administration Policies and Procedures

Policy No.	301
Subject:	<u>Annual Quality Plan</u>
Effective Date:	February 2009
Developed by	Operations Manager



PURPOSE

The Annual Quality Plan contains the schedule for all planned quality events in the Village. Statistical results are recorded in the table to enable staff to view emerging trends.

POLICY

The Annual Quality Plan is approved in December for the following year. All planned quality events should be timetabled and statistics recorded as they occur.

PROCEDURE

The Plan is managed through the Business Excellence Meetings. Individual statistics are addressed at various other forums, however the overall trends in the Quality Program are monitored through the Business Excellence Meeting.

The Quality Coordinator is responsible for keeping the plan up to date and distributing copies to members of the Business Excellence Meeting prior to the meeting for review. Copies of the Quality Plan should be made available in all staff rooms to enable staff to view and participate in the Quality process.

Additional, random and other audits may be added to the plan as the year develops.

RELATED POLICIES AND DOCUMENTS

Quality and Audit Program

Administration Policies and Procedures

Policy No.	302
Subject:	<u>Business Planning Process</u>
Effective Date:	February 2009
Developed by	Operations Manager



PURPOSE

The Village's Annual Business Plan provides a broad analysis of the Village's strengths, weaknesses, threats and opportunities for a financial year. This document establishes common goals for the Village and contains information about our financial situation and budgets.

POLICY

The Annual Business Plan and Budget is approved by the Board in April each year for the following financial year. Heads of Department are asked for contributions and requests from their Department which are then balanced against the overall and competing interests of the Village by the Operations and General Manager. This document contains the organisational goals for the coming years and the budget for each department. Heads of Department are expected to work with their staff to manage their areas within the agreed budget and meet the agreed goals.

PROCEDURE

Each Department head should liaise with the Supervisors / Managers and staff within their Department and identify the following for their areas of responsibility:

- Strengths of the Department (what we are doing really well)
- Weaknesses of the Department (what we need to focus upon improving)
- Threats to the department (things or other organisations that may impact our ability to continue as we are)
- Opportunities (things that we could do in the future to enhance our services)
- Major purchase requests (items over \$1000) that wish to be considered in the capital expenditure budget for the coming year)
- Major maintenance issues that will require budgetary allowances
- Key goals for the Department and strategies for achieving the goals
- Comments about general income and expenditure levels for the coming financial year including staffing costs. It is suggested that the Department Head use the 'year to date' and 'forecast' data from the monthly financial statements to assist in this process.

Departmental Business Plans should be submitted to the Operations Manager by 10th March each year.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No. 303
Subject: Regulatory Compliance
Effective Date: February 2009
Developed by Operations Manager



PURPOSE

The systems and processes used within the Village are established within the relevant legislation, regulation and practice guidelines. Staff must adhere to Village policies and procedures to ensure that our practices are within the law.

POLICY

Ongoing legislative compliance is the responsibility of each Department Head. Changes to existing laws, rules regulations etc are monitored through the use of ANSTAT updates and industry newsletters and legal advice. These changes are reported at each Senior staff meeting and it is then the responsibility of each Department Head to implement the changes using the appropriate committee or meeting as part of this process.

PROCEDURE

Copies of relevant legislation shall be held by Administration where specified as a requirement in the schedule of legislation.

Access to all current relevant legislation and regulations shall be available to all staff through the internal computer network using the "ANSTAT" database.

If the ANSTAT data base does not provide answers or guidance for staff, questions should be referred to the Operations Manager who will seek more detailed information.

Professional codes and summary of relevant documents shall be accessible through the policy manuals for each department. Nursing Staff must maintain a working knowledge of the relevant professional codes for guidance.

The General Manager will access the Company's solicitor for legal advice when necessary.

Legislative and other relevant updates are provided to Staff when the changes impact on the operation of the facility and will be communicated through the Staff Newsletter.

A register of changes to legislation, regulations etc is provided to all Supervisors and Managers and should be on display in each staffroom.

Education of Staff will be undertaken where necessary to maintain knowledge and awareness of current regulatory requirements and standards.

All Staff must comply with regulatory requirements in the conduct of their work. If a staff member believes that a policy is not consistent with regulatory requirements, this must be immediately referred to the Supervisor or Manager who will make recommendations to the Operations Manager for amending the policy.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.

304

Subject:

Village Organisational Chart

Effective Date:

February 2009

Developed by

Operations Manager



PURPOSE

The Village Organisation chart provides a simple pictorial view of the lines of accountability and support that exist within the Village. Ultimately we are all accountable to our residents who occupy the highest place in our organizational chart.

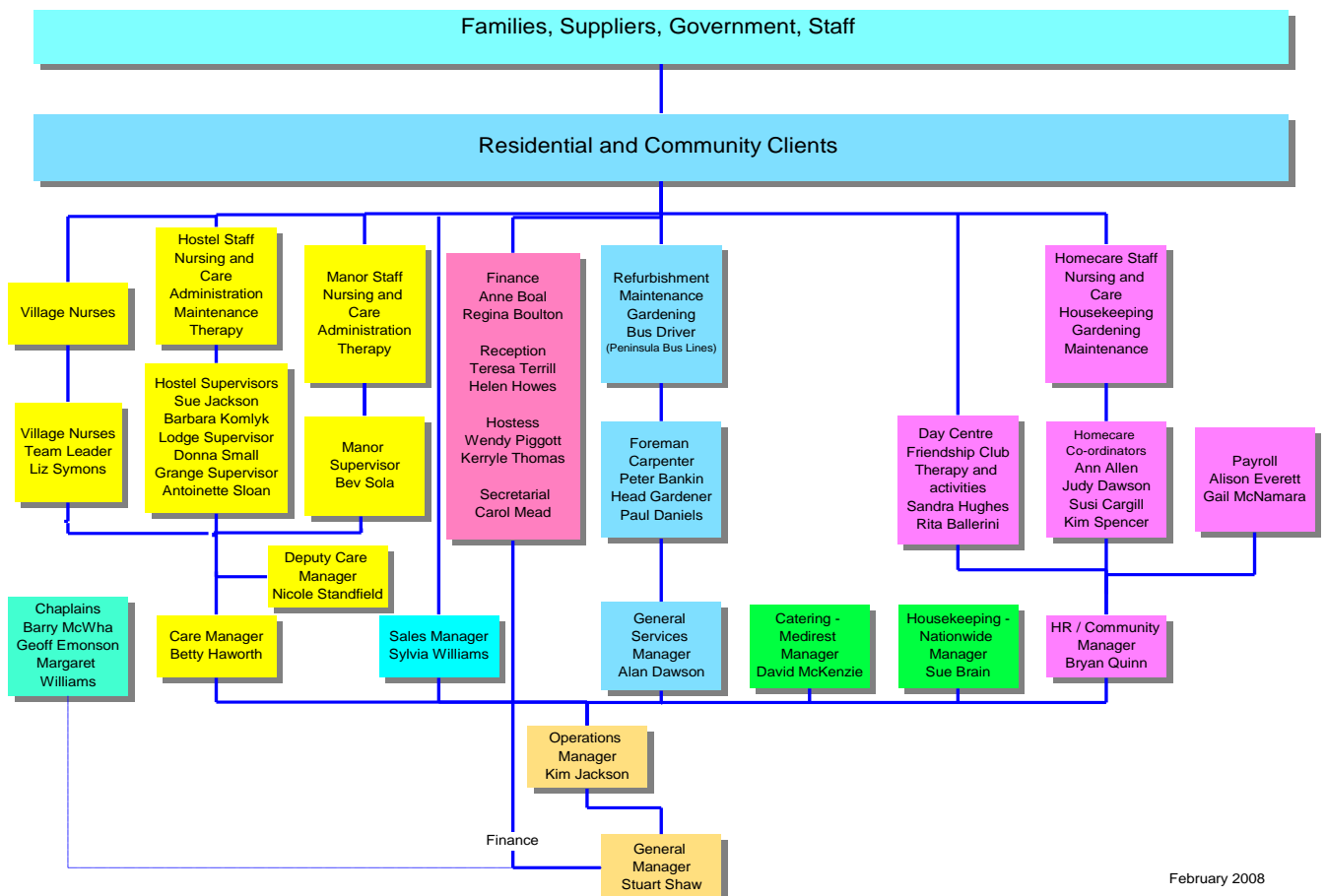
POLICY

Staff are responsible for supporting the staff above them and are accountable to the staff member below them on the chart. Everyone is ultimately accountable to the Residents and collectively responsible for the level of service provided to them. The Village Management philosophy is one of support and guidance rather than authority and instruction, however all staff must comply with Village policy and procedures.

The primary role of a Manager / Supervisor is to provide whatever support is necessary for the staff who work directly with residents to enable care and service goals to be met at an appropriate standard. Managers and Supervisors are accountable for the actions of staff within their departments.

Residents and their family / representatives are placed at the very top of our organisation chart because it is the fulfilment of their individual service and care needs that is the goal for all staff regardless of role.

PROCEDURE



February 2008

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures



Policy No. 305

Subject: Hostel / Manor Organisational Chart

Effective Date: February 2009

Developed by Operations Manager

PURPOSE

The Aged Care Facilities (Hostel {including Lodge and Grange}, and the Manor) operate within the broader Village Baxter Organisation. The organisation chart for the staff who work within those areas requires additional definition

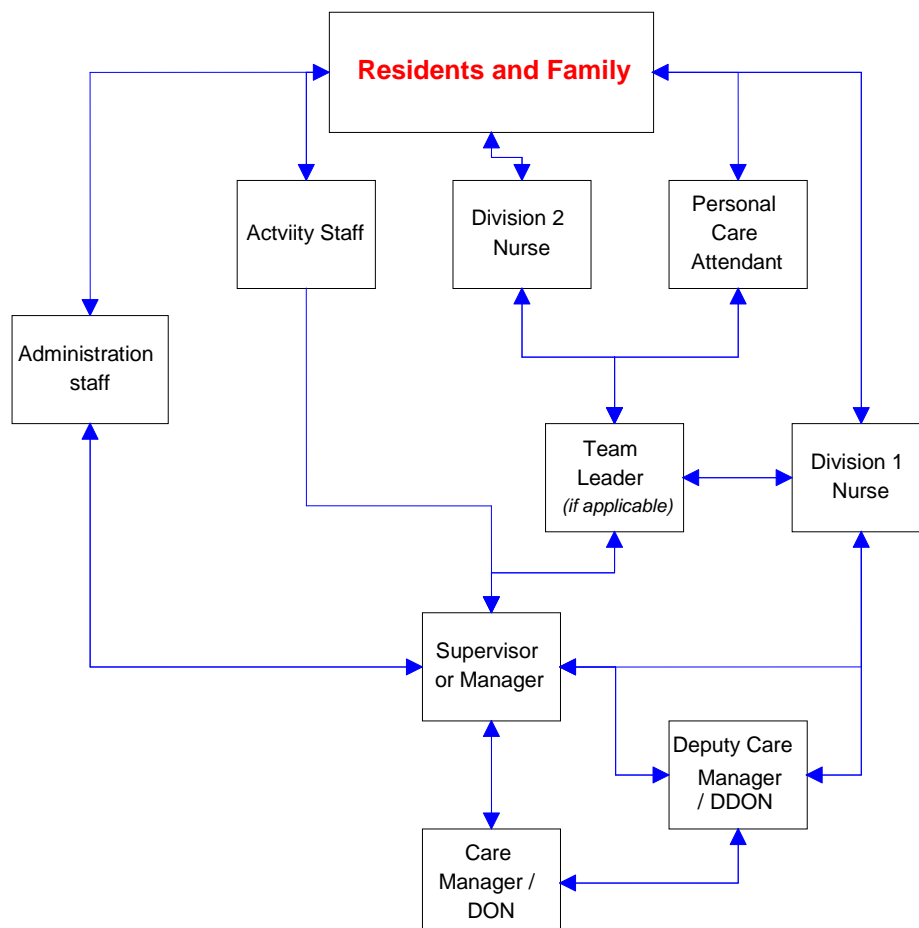
POLICY

Staff are responsible for supporting the staff above them and are accountable to the staff member below them on the chart. Everyone is ultimately accountable to the Residents and collectively responsible for the level of service provided to them. The Village Management philosophy is one of support and guidance rather than authority and instruction, however all staff must comply with Village policy and procedures.

The primary role of a Manager / Supervisor is to provide whatever support is necessary for the staff who work directly with residents to enable care and service goals to be met at an appropriate standard. Managers and Supervisors are accountable for the actions of staff within their departments.

Residents and their family / representatives are placed at the very top of our organisation chart because it is the fulfilment of their individual service and care needs that is the goal for all staff regardless of role.

PROCEDURE



RELATED POLICIES AND DOCUMENTS

304. Village Organisation Chart

Administration Policies and Procedures

Policy No. 306

Subject: Senior Staff Meetings

Effective Date: February 2009

Developed by Operations Manager



PURPOSE

Senior staff meetings are held bi-monthly and attended by Heads of Department with the Operations and General Manager. Each Head of Department provides an update of changes and issues from within their own Department. Comments and complaints, legislative compliance issues, important dates and other 'Village wide' issues are discussed and actioned at this forum.

POLICY

The Senior Staff Meeting provides an opportunity for Heads of Department to meet to discuss and share major improvements, changes, issues and challenges occurring in their Departments. Heads of Department consider trends in Client and Resident feedback from a systemic view.

PROCEDURE

Membership

Membership of the Senior Staff Meetings consists of the General Manager, Operations Manager, Care Manager / DON, Human Resources / Community Services Manager, Sales Manager, General Services Manager.

Quorum

Meetings will be deferred in the absence of any of the following : Operations Manager, Care Manager / DON and Human Resources / Community Services Manager

Meeting freq

Meetings are held bi-monthly

Agenda

- 1) Welcome, attendees and apologies
- 2) Continuous Improvements
 - a) Action Items (what has been done, what has been finished)
- 3) Department Reports (reports to be sent out by each department before the meeting, this is simply a chance to ask questions and discuss issues)
 - a) Planning and Financial
 - b) Care
 - c) Operations
 - d) HR / Community
 - e) Maintenance
 - f) Manor
 - g) Sales
- 4) Client and Resident feedback (number received and topic. Opportunity to discuss any issues)
 - a) Letters of appreciation
 - b) Service improvement forms
 - c) Complaints
- 5) Important dates – consideration and implementation issues
- 6) Other business / discussion items
- 7) Next Meeting Date:

Reporting

Major issues arising from this meeting are taken to Board Meetings through the Operations Manager report.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No. 307
Subject: Planning Meetings
Effective Date: February 2009
Developed by Operations Manager



PURPOSE

It is important that the Village set aside time to plan for future developments and projects. A Planning Meeting is held once a quarter to facilitate this process for Heads of Department.

POLICY

The Planning meeting is our 'space to dream". This meeting is attended by the Heads of Department with the Operations and General Manager and has no formal agenda.

The purpose is simply to ask 'what if we could do...." and then plan major, long term improvements to the Village services and infrastructure.

PROCEDURE

Membership

Membership of the Planning Meetings consists of the General Manager, Operations Manager, Care Manager / DON, Human Resources / Community Services Manager, Sales Manager, General Services Manager

Quorum

Meetings will be deferred in the absence of any of the following : General Manager, Operations Manager, Care Manager / DON and Human Resources / Community Services Manager

Meeting freq

Meetings are held quarterly

Agenda

- 1) Welcome, attendees and apologies
- 2) General Business
- 3) Next Meeting Date:

Reporting

Major issues arising from this meeting are taken to Board Meetings through the General Managers or Operations Manager's report.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	308
Subject:	<u>Business Excellence Meetings</u>
Effective Date:	February 2009
Developed by	Operations Manager



PURPOSE

The Business Excellence Meeting is the main 'quality forum' for the Village in so far as it is the meeting used to drive company excellence.

POLICY

This meeting is used to oversee the Village's Quality Programs. A number of committee's provide reports to this meeting to ensure that the overall quality and improvement system in the Village remains consistent. Accreditation report actions are monitored through this meeting as well as trends in quality statistics, and other one off reviews and quality reports.

PROCEDURE

Membership

Membership of the Business Excellence Meetings consists of the Supervisors / Managers, Quality Coordinator, Care Manager, Deputy Care Manager / DDON, Human Resources Manager, and the General and Operations Manager

Quorum

Meetings will be deferred in the absence of any of the following : Operations Manager, and Care Manager / DON.

Meeting freq

Meetings are held quarterly

Agenda

- 1) Welcome, attendees and apologies
- 2) Outstanding Action Items
- 3) Continuous Improvements
 - a) **Quality and Audit Schedule update**
 - i) Assessment of audit progress according to timetable
 - ii) Audit results outside of expected limits
 - b) **Supervisors Meeting report**
 - i) Incident reports outside of control limits
 - ii) Major issues requiring system changes
 - c) **Medication Management Committee Report**
 - i) Incident reports outside of control limits
 - ii) Major issues requiring system changes
 - iii) Legal and staff practice compliance issues
 - d) **Infection Control Committee Report**
 - i) Incident reports outside of control limits
 - ii) Major issues requiring system changes
 - e) **ACFI working Group Report**
 - i) Progress on terms of reference issues
 - f) **STEPS Committee Report**
 - i) Volunteer Program update
 - ii) Major HR issues requiring system changes
 - iii) Education Program Update
- 4) **Legislative compliance update**
- 5) **Business Excellence program development**
- 6) **Other business / discussion items**
- 7) **Next Meeting Date:**

Reporting

Major issues arising from this meeting are reported by the Operations Manager at Board Meetings

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	309
Subject:	<u>Suggestions, Comments and Complaints</u>
Effective Date:	February 2009
Developed by	Operations Manager



PURPOSE

The Village encourages all stakeholders (staff, residents, families and community) to participate in our service improvement system by providing comments and suggestions on any aspect of or service delivery. The Village has a number of feedback and complaints mechanisms available for staff, residents, family and other stakeholders to utilise.

POLICY

The Village provides a variety of informal and formal feedback mechanisms. Internal and External Complaints avenues are available and promoted in all areas of the Village.

PROCEDURE

Informal feedback opportunities

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 the 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.

- Resident 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
- Staff Meetings are held in all areas
- The Village Baxter Residents Committee may provide some assistance in relation to disputes between residents or act assist to resolve a resident's complaint or concern
- The Hostel Resident's Executive Committee may provide some assistance in relation to disputes between residents or act 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 Committee's is discussed and minuted at the resident meetings.
- Feedback received through staff meetings is discussed and minuted at the particular staff 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 staff newsletters and reported quarterly at resident meetings effective 1st 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

Timeframes

The goal of our formal feedback mechanisms is to provide written or personal feedback within 14 days or sooner wherever 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 processes will be provided in these circumstances.

Business Partners

Feedback relating to our Catering and Housekeeping contracts 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.

External Complaints Mechanisms

Details of how to lodge an external complaint are provided in your Lease or Resident Agreement or through Consumer Affairs Victoria GPO Box 123A, Melbourne 3001. 1300 55 81 81. Brochures are available from reception for residents living in the Hostel (incl Grange and Lodge) and the Manor for assistance and advice from the Aged Care Advocacy Group, ph 1800 133 312.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	310
Subject:	<u>Complaints made under the RV Act</u>
Effective Date:	February 2009
Developed by	Operations Manager



PURPOSE

Under the Retirement Villages Act, official complaints by Village Residents (as opposed to comments, requests, suggestions, wishes etc) must be reported to the Annual General Meeting of Residents. Residents are given the option of choosing to have their particular issue treated as a formal complaint for the purposes of the Retirement Villages Act, or to have the matter dealt with informally.

POLICY

Formal Complaints and advice of Resident Disputes may be made

- directly to the Operations Manager during normal business hours, or
- in writing, or
- by completing a service improvement form or
- verbally, clearly identifying that the issue is a formal complaint or notification of resident dispute.

Disputes between residents may also be referred directly to the Village Baxter Residents Committee.

Residents may seek advice from the Director Consumer Affairs Victoria, GPO Box 123A
Melbourne 3001, 1300 55 81 81

PROCEDURE

Formal Complaints and advice of Resident Disputes may be made

- directly to the Operations Manager during normal business hours, or
- in writing, or
- by completing a service improvement form or
- verbally, clearly identifying that the issue is a formal complaint or notification of resident dispute.

Disputes between residents may also be referred directly to the Village Baxter Residents Committee.

Residents may seek advice from the Director Consumer Affairs Victoria, GPO Box 123A
Melbourne 3001, 1300 55 81 81

The procedure for dealing with complaints is outlined on the green coloured service improvement forms located at various reception points throughout the Village. Complaints are investigated and responded to in accordance with the Village's standard service improvement policy using the methods outlined in this policy. Responsive action that involves an impact upon the complainant or other residents will not be taken without the consent of a party to the complaint. Actions taken in response to a complaint shall be lawful and consistent with the values and philosophy of the Village. Please refer to Section 38 of the Retirement Villages Act, a copy of which is attached to the service improvement form for additional information.

Written responses to formal complaints and resident disputes are provided as a matter of routine. All complaints and notifications of disputes are logged in the Village's official register upon receipt along side service improvement forms and other related correspondence. Written records of the complaint, dispute and responses are maintained, a written response is provided to all complainants. This register is confidential. A summary of official complaints by category and detail is provided at the Annual General Meeting in September each year.

DISPUTE RESOLUTION PROCEDURES INVOLVING RESIDENT TO RESIDENT CONFLICT

Management is mindful of instances where disputes may occur from time to time between residents of the Village Baxter. It is the policy of Management that residents should not sit in judgment of other fellow residents and to this end, Village residents do not form part of the dispute resolution process. Management utilises the process of alternate dispute resolution when a dispute arises between residents with a management representative guiding the process to achieve a favourable outcome for all parties concerned.

The process of alternative dispute resolution is as follows:

1. Negotiation:

Negotiation is the first step for any of dispute between residents. The residents involved in the dispute communicate directly with each other, with a management representative present if they wish, to try and reach an agreement. Communication may be written or spoken and may take some time. The object of this process is to achieve a 'win-win' situation, and it is encouraged for both residents to be present for the resolution of the dispute as it is in our experience that when this happens that they have ownership of the resolution.

2. Mediation

If the process of negotiation has failed to achieve a meaningful result for either party, then mediation is instigated. This is the process in which a management representative acting as mediator assists the residents to negotiate with each other to resolve their dispute. Mediation can be used when residents have clear conflicts with each other.

Mediation is:

- Confidential and can only work if all residents are prepared to work towards a resolution.
- Those residents involved in the dispute come together for a face-to-face meeting
- The mediator runs the process and the residents in dispute decide what they wish to talk about
- The mediator helps identify the issues and possible options
- The residents in dispute work out a resolution with the help of the mediator.
- The management representative as mediator will not impose a decision but rather a mutually acceptable decision to all parties shall be reached.

3. Facilitation

Facilitation is like mediation, but is used for groups of residents that are in conflict. A management representative acts as facilitator and helps the groups of residents involved negotiate with one another and come to some agreement. Facilitation can be used to avoid a dispute by providing a forum for different points of view to be discussed.

Facilitation involves:

- All groups of residents involved coming to one, or several meetings, run by the facilitator.
- The facilitator helps to identify problems to be solved and tasks to be accomplished
- Facilitators do not impose a decision
- The groups of residents at the meeting make a group decision on actions and outcomes.

4. Arbitration

Arbitration is a last resort of the dispute resolution process when all other processes have failed to produce a satisfactory outcome for all parties, including Management. Arbitration is a formal process in which the residents in dispute present their case to an independent arbitrator, and are bound by the arbitrator's decision. The independent arbitrator is to be Consumer Affairs Victoria or failing resolution, the Victorian Civil and Administrative Appeals Tribunal.

- Residents may agree to arbitration.
- The residents in dispute present their case to the arbitrator
- The arbitrator makes a determination
- The residents in the dispute, once the arbitrator has made a decision can appeal to the Administration Appeals Tribunal.
- All costs of arbitration shall be borne by the residents in dispute

DISPUTE RESOLUTION PROCEDURES INVOLVING RESIDENTS AND MANAGEMENT

Management is aware that from time to time residents may have an issue in which they disagree with the decision of management. In this instance management will employ the alternative dispute resolution procedure as outlined above. That is:

1. **Negotiation**
2. **Mediation.** The role of mediator in this instance shall be borne by an independent mediation service as recommended by the Retirement Villages Association.
3. **Arbitration.** In the case of all process of the dispute resolution procedures failing to achieve an acceptable result for any parties, then management and the resident in dispute shall present their case to an independent arbitrator for resolution. This independent arbitration shall be Consumer Affairs Victoria or failing resolution, The Administration Affairs Tribunal. All costs of arbitration are to be borne equally by the resident and management.

At all times during the dispute resolution process, management will respect the rights of residents and all aspects of the proceedings shall remain strictly confidential (refer to Privacy Policy).

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	311
Subject:	<u>Document Control</u>
Effective Date:	February 2009
Developed by	Operations Manager



PURPOSE

The Village has a large volume of documents that are used to support and assist our work. The control of these documents to ensure that privacy requirements, legal requirements and other record keeping requirements is outlined in this policy, Company documents should only be destroyed in accordance with this policy

POLICY

The following documents are subject to control under this policy:

- All care related documents including care plans and supporting documentation, including medical notes, assessments, nursing notes etc,
- All payroll records, including timesheets
- All incident or accident report forms, including subsequent reports on outcomes or investigations of the incident,
- Certain correspondence that has been identified by the originator as being of long term importance to the Company,
- Any OH&S or insurance claims and subsequent reports

PROCEDURE

- The accuracy of personal and contact information held by the Village is the responsibility of Residents/Relatives.
- Specific information regarding Medicare cards, Pension, Health Cards, Private Health Insurance is located at the Hostel Office, Manor and Administration. The details are accurate as provided by the resident or family.
- All Residents' information is to be treated as confidential and must not be divulged to unauthorised persons, this includes family members unless the resident has nominated them as next of kin.
- *A comprehensive Resident database is maintained by the Administration. The information on this database is updated upon advice from Residents*
- These documents are to be stored safely in the area concerned, usually under lock and key, with access restricted to those persons authorised by the Head of Department.
- Documents are to be stored for at least seven years, or such longer period as may be identified by specific legislation.
- Upon time of disposal, each record should be examined to determine whether there are any significant matters to warrant a further retention period. If such matters exist, the file should be clearly noted that further retention is necessary.
- Disposal of these records should be either by shredder, or by incineration, and under the direct control of an authorised staff member.
- A log of records being disposed should be kept for subsequent verification. This log should be signed by the staff member responsible for the disposal.
- Care records that relate to a workcover or insurance claim should not be destroyed unless their destruction has been approved by the Human Resources Manager.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	312
Subject:	<u>Research Projects</u>
Effective Date:	<i>February 2009</i>
Developed by	<i>Operations Manager</i>



PURPOSE

The Village is sometimes approached by Staff, Students or other Health Professionals to participate in research projects. This policy provides guidance for Supervisors when this occurs.

POLICY

The Village will participate in research projects where a benefit to Aged Care can be obtained and the project promotes the Village and Aged Care in a positive light

PROCEDURE

- Students or Health Professionals undertaking an appropriate course or study must seek approval from Head of Department for undertaking research projects that involve information gained within the Village.
- The topic must be determined as relevant and the contents of the assignment etc. are appropriate and not offensive.
- Whenever possible the Resident(s) concerned should be consulted as to their willingness to participate in research.
- Student etc. must be advised of the correct procedure and any relevant information.
- A copy of the project outcome to be forwarded to Administration to ensure that the data has been appropriately used.
- The student or health professional must demonstrate how the requirements of the Privacy legislation will be satisfied.
- Individual residents files may not be accessed by the student, researcher or staff member for research purposes without the express written consent of the resident or representative.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	313
Subject:	<u>Business Excellence and Eden</u>
Effective Date:	February 2009
Developed by	Operations Manager



PURPOSE

The Village Baxter is committed to the mission, vision and values of our organization. The Eden principles and the Village Baxter's 12 principles of business excellence are aligned with our organisational Mission, Vision and Values and assist us to provide direction for the growth our organization.

POLICY

As a reflection of our organisational values, Animals and Birds live with our Residents in our Manor and Hostel, we care for them as cherished members of our community.

Throughout all areas of the Village, our gardens, external and internal, are a source of pride for our Village, we encourage Residents, staff and volunteers, to tend to them and benefit from their beauty.

Staff Commitment to the Principles of Excellence is an integral part of the annual performance appraisal process.

PROCEDURE

Village Baxter 12 Principles of Business Excellence

- Principle 1: The Village's Mission, Vision, Values and Philosophy guide all of the things that we plan and do.
- Principle 2: The future plans for our Village will be developed using the ideas and suggestions of Residents, Clients, Staff, Families and the Community.
- Principle 3: Understanding the needs of our Residents, Clients, Staff, Families and the Community influences how the Village will grow and develop in the future.
- Principle 4: Our work is supported and improved by our policies and processes, we work within their guidelines because other people trust us to be reliable.
- Principle 5: Our Village's success is influenced by our own commitment to participation, involvement and teamwork and how well we encourage, recognise, nurture and value each other.
- Principle 6: We have a responsibility to keep our skills up to date by attending education, training and by sharing what we learn with other staff.
- Principle 7: In our Village community we depend upon each other's success, we improve in our work by changing the systems that support us.
- Principle 8: The decisions we make are based upon relevant facts, information, data and evidence.
- Principle 9: We set high standards for our work because we have evidence of what we can do and there are procedures in place to support us when we don't reach them.
- Principle 10: We share a responsibility to participate in our community to improve the lives of other people.
- Principle 11: Our ongoing success depends upon our individual dedication to meeting the needs of our residents, clients, staff, families and the community, and by delivering a valued service to each of them.
- Principle 12: The loyalty and commitment of our Senior staff, Supervisors, Coordinators and Team Leaders to our Village culture, values and principles sets the example for the rest of the staff.

The Eden Alternative Principles

1. The three plagues of loneliness, helplessness and boredom account for the bulk of suffering among our Elders.
2. An Elder-centered community commits to creating a Human Habitat where life revolves around close and continuing contact with plants, animals and children. It is these relationships that provide the young and old alike with a pathway to a life worth living.
3. Loving companionship is the antidote to loneliness. Elders deserve easy access to human and animal companionship.
4. An Elder-centered community creates opportunity to give as well as receive care. This is the antidote to helplessness.
5. An Elder-centered community imbues daily life with variety and spontaneity by creating an environment in which unexpected and unpredictable interactions and happenings can take place. This is the antidote to boredom.
6. Meaningless activity corrodes the human spirit. The opportunity to do things that we find meaningful is essential to human health.
7. Medical treatment should be the servant of genuine human caring, never its master.
8. An Elder-centered community honors its Elders by de-emphasizing top-down bureaucratic authority, seeking instead to place the maximum possible decision-making authority into the hands of the Elders or into the hands of those closest to them.
9. Creating an Elder-centered community is a never-ending process. Human growth must never be separated from human life.
10. Wise leadership is the lifeblood of any struggle against the three plagues. For it, there can be no substitute.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	314
Subject:	<u>Security</u>
Effective Date:	February 2009
Developed by	Operations Manager



PURPOSE

- Staff have the right to ask for identification from any person unknown to them who claim authority to be on the premises.

POLICY

- Security of staff and residents within the Village confines is continually being enhanced as differing situations arise and alternate aids and resources become available. We constantly re-appraise the adequacy of staff procedures to minimize risks.
- Video cameras and other electronic devices are placed at strategic locations to enhance security of residents, Staff and property. They are not used to infringe on Staff or Resident privacy.

PROCEDURE

- If working outside 'office hours' and it is believed that an intruder is on the premises, you should:-
 - 1) Contact Police on 000 and advise of location to meet.
 - 2) Advise another member of staff on duty of the situation
 - 3) Advise the Maintenance Department on the 'after hours' pager
 - 4) Complete 'Incident form' after the incident has been concluded.

All personal belongings must be kept in lockers provided for Staff use. Staff are discouraged from carrying large sums of cash or valuables on to the premises. If this cannot be avoided Staff should request that these valuables or cash be stored in the Office safe.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	315
Subject:	<u>Records and Document Control</u>
Effective Date:	February 2009
Developed by	Operations Manager



PURPOSE

The following documents are subject to control under this policy:

- All care plans and supporting documentation, including medical notes, assessments, nursing notes etc,
- All payroll records, including timesheets
- All incident or accident report forms, including subsequent reports on outcomes or investigations of the incident,
- Certain correspondence that has been identified by the originator as being of long term importance to the Company,
- Any OH&S or insurance claims and subsequent reports

POLICY

- The accuracy of personal and contact information held by the Village is the responsibility of Residents/Relatives.
- Specific information regarding Medicare cards, Pension, Health Cards, Private Health Insurance are located at the Hostel Office, Nursing Home and Administration.
- All Residents' information is to be treated as confidential and must not be divulged to unauthorised persons.

PROCEDURE

- *A comprehensive Resident database is maintained by the Administration. The information on this database is updated upon advice from Residents*
- These documents are to be stored safely in the area concerned, usually under lock and key, with access restricted to those persons authorised by the Head of Department.
- Documents are to be stored for at least seven years, or such longer period as may be identified by specific legislation.
- Upon time of disposal, each record should be examined to determine whether there are any significant matters to warrant a further retention period. If such matters exist, the file should be clearly noted that further retention is necessary.
- Disposal of these records should be either by shredder, or by incineration, and under the direct control of an authorised staff member.
- A log of records being disposed should be kept for subsequent verification. This log should be signed by the staff member responsible for the disposal.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	316
Subject:	<u>Mandatory Reporting</u>
Effective Date:	February 2009
Developed by	Operations Manager



This policy applies to all Village Baxter employees, volunteers, and contractors.

PURPOSE

Background:

Commonwealth laws now require that all abuse and suspected abuse of Residents in Aged Care Homes is reported to the relevant authorities. This policy outlines the Village Baxter response to this change in law.

Duty of Care

All staff working in our Aged Care Facilities are required to report an abusive situation involving our residents. Becoming aware of an abusive situation and not acting in accordance with this policy, is a breach of the duty of care, may be a breach of Commonwealth Law and may result in disciplinary action and / or termination of employment.

Confidentiality

Confidentiality is between the Resident / Client / Staff member and the Village Baxter, not the Client / Resident and individual staff member. Staff may not claim a confidence exists with a Resident / Client that excludes the Village Baxter if the information has been obtained during the course of employment.

POLICY

The requirement to report abuse or suspected abuse under the Federal Government's Mandatory Reporting of abuse legislation **overrides any Resident request for confidentiality**, that is, even if the resident says that they do not want the abuse reported, the Village must report the abuse or suspected abuse to the Police and Office of Aged Care Quality and Compliance regardless of the residents wish for privacy.

Important related Documents

The Compulsory reporting guidelines for Aged Care Providers document available from the link below contains useful information for staff.

<http://www.health.gov.au/internet/wcms/publishing.nsf/Content/ageing-agedcareproviders.htm>

The following links to Village templates should be used to record any actions taken in the event of assault or suspected assault. Copies of these documents are also available from your supervisor.

What to say to the Department : <H:\Public\Compul rept\Dept rept templ.doc>

Official Register <H:\Public\Compul rept\Register.doc>

If resident has dementia <H:\Public\Compul rept\Cognit impair asslt.doc>

What is reportable abuse or suspected abuse?

A "reportable assault" is defined by the Commonwealth Department of Health and Ageing as

- unlawful sexual contact with a recipient of residential aged care;
- unreasonable use of force on a recipient of residential aged care; or
- assault specified in the Accountability Principles (and constituting an offence against a law of the Commonwealth or a State or Territory) on a recipient of residential aged care.

Reportable assaults can be assaults upon residents of an Aged Care Home *by any other person including staff, volunteers, contractors, visitors, other residents or spouses.*

The only exception to the requirement for the Village not to report an assault to Office of Aged Care Quality and Compliance and the Police is in the very specific circumstances outlined below:

The Village must have reasonable grounds for believing that the person who carried out the reportable assault is a resident and that resident has.

- a medical diagnosis of mental impairment that must have been made in respect of the resident and documentation must exist showing that the resident is mentally impaired. Both the diagnosis and the documentation must exist **prior** to the allegation of the reportable assault. and
- a behaviour management plan in place.

The Village must keep a record of all such incidents where assaults are not reported because of reliance on these alternative requirements. The Aged Care Standards and Accreditation Agency (the Agency) will monitor compliance with these requirements through its regular audit and accreditation processes in order to ensure behaviour is being managed appropriately and that other care recipients are protected.

Unless the resident suspected of being the abuser meets the very specific criteria outlined above, the Village has NO DISCRETION in our reporting obligations and MUST report the abuse or suspected abuse in accordance with this policy.

PROCEDURE

What are the Reporting Responsibilities?

In summary, if the Village receives an allegation of, or starts to suspect on reasonable grounds, a reportable assault, the Village is responsible for reporting the allegation or suspicion as soon as reasonably practicable, and in any case within 24 hours. The report must be made to a Police Officer and to the Office of Aged Care Quality and Compliance (the Office) within the Department of Health and Ageing.

Volunteers, contractors and Village staff

If a volunteer or any staff suspects or identifies that abuse is occurring they are responsible for:

- Providing for the immediate safety of the Resident / Client;
- informing the Resident / Client of the need to talk to their supervisor;
- informing their supervisor immediately;
- maintaining the confidentiality of the investigation and not discussing the allegations with other colleagues;
- completing an incident report form.

Supervisors / Managers / Team Leaders

When a Supervisor/Manager/Contractor Site Manager receives reports from staff/volunteers they are responsible for:

- immediate investigation of the circumstances of the alleged abuse;
- completion of documentation and collection of other evidence to ensure that an accurate written record of the circumstances exists;
- Liaising with the Resident / Client to support their long term safety from abuse;
- Immediately informing the Care Manager or another senior staff member.

Care Manager / DON

- Ensuring that the reporting responsibilities as outlined above are met;
- Liaison with Resident / Client / reporting staff member / volunteer / contractor;
- Within 24 hours of becoming aware that abuse or suspected abuse has occurred, reporting the incident to the police on 9784 5555 or 000 and the Office of Aged Care Quality and Compliance on 1800 550 552 and any further action that may result.;
- In the absence of the Care Manager these responsibilities are delegated to the Deputy Care Manager / DDON or other Senior Staff Member.

What if staff are involved in the abuse or suspected abuse?

Managing staff involved in Resident / Client abuse

Any circumstance where a staff member or volunteer is alleged to have committed an abusive act shall be investigated.

Staff suspected of abuse will be contacted and advised of the following:

- They will not have contact with residents/clients until a thorough investigation has occurred;
- They must not discuss the allegation with other Staff, Residents, Clients and maintain strict confidentiality;
- The allegation has been reported to the police in accordance with Commonwealth Legislation;
- They may be suspended from all duty during the investigation period;
- They will be informed of the details of the allegation made against them without disclosing the identity of the person making the complaint;
- They have the right of reply to the allegation; and
- They have the right to representation.

The above actions are reflective of the Village Baxter's compliance with Commonwealth Laws in relation to Mandatory Reporting of abuse, a decision as to the allegation and whether abuse occurred will be made by the Village following the completion of the above process. The Village Baxter investigation and subsequent actions (if any) are independent of any police action that may occur as a result of the report. Further action may be taken by the Village Baxter at a later date if the Police investigation reveals additional details of the incident.

Managing staff reporting abuse

The Village encourages a culture of reporting;

Any Staff Member / Volunteer or Contractor who suspects on reasonable grounds that a reportable assault has occurred must report the suspicion as soon as reasonably practicable prior to leaving the Village, to one or more of the following people, as chosen by the staff member:

- Department Head / Manager / Supervisor;
- The General Manager, Operations Manager or Care Manager;
- Deputy Care Manager / DDON or Human Resources Manager;
- A police officer with responsibility relating to an area including the place where the assault is suspected to have occurred;
- The Office of Aged Care Quality and Compliance.

The Village will discourage vexatious or false reports;

The reporting of actual and suspected abuse by staff / volunteers and contractors is a very serious matter that may result in the Police taking action against person or persons involved and the termination of the alleged abusers employment.

Reports that are found to be Vexatious (made just to cause trouble for someone) or false (deliberately untrue) will be investigated by the Village and may result in disciplinary action and termination of employment. The person who made the vexatious or false report may also be investigated by the Police.

False and vexatious reports are not made in good faith and the reporter in these instances is not protected under the Commonwealth Laws

The Village will protect staff who report allegations.

In summary, the staff member who makes a protected disclosure is:

- protected from any civil or criminal liability for making the disclosure (unless the staff member is reporting themselves).
- protected from breaching confidentiality and privacy obligations if the report is made to one of the persons or organisations outlined above.
- protected from victimisation. Staff who cause detriment (by act or omission) to another Staff member because the other staff member reports (or may report) abuse or suspected abuse shall be investigated and disciplinary action or termination of employment may result.

Types of disclosures that are protected are, in summary:

- the reporter is an approved provider of residential care, or a staff member / volunteer or contractor of the approved provider.
- the disclosure is made to:
 - a Police Officer;
 - Office of Aged Care Quality and Compliance; or
 - Persons identified in the Village Baxter policy above; and
- the reporter informs the person to whom the disclosure is made of the discloser's name before making the disclosure; and
- the reporter has reasonable grounds to suspect that the information indicates that a reportable assault has occurred; and
- the reporter makes the disclosure in good faith.

How do I know if abuse may be occurring?

It is important to always search for the cause of a change in a resident's behaviour or unexplained physical symptom. If a resident shows one or more of the possible signs of abuse, it does not automatically mean she or he is being abused, but it must be reported.

You must report to your supervisor (or next most senior manager) if:

- A resident shows a change in behaviour or mood or any of the signs described below.
- You observe someone behaving towards a resident in a way that makes you feel uncomfortable.
- A resident tells you that they are being abused by another person.
- A person tells you that they are abusing a resident.
- A resident, staff member or visitor tells you that they have observed abusive acts.
- You observe an action or inaction that may be considered abusive.

Note: Do not dismiss what a resident with dementia tells you as merely 'dementia talk'. **Failure to report an abusive situation may result in disciplinary action.**

Physical Abuse

Physical abuse is a non-accidental act which results in physical pain or injury, and which may include physical coercion and physical restraint.

Signs of physical abuse include:

- Bruises
- Lacerations or abrasions
- Welts or rashes
- Broken or healing bones
- Burns
- Drowsiness
- Unexplained hair loss
- Conflicting stories between resident and staff or family members about the cause of injuries
- Weight loss
- Facial swelling or missing teeth
- Pain or restricted movements
- Cringing or acting fearful
- Agitation
- Noticeable decline in physical well being
- Unexplained accidents or injuries

Neglect

Neglect is the failure of a carer to provide the necessities of life to a person for whom they are caring. Neglect is considered intentional when an older person is abandoned or not provided with adequate food, clothing, personal items, medical or dental care. Inappropriate use of medication (overuse, underuse or misuse), removal or relocation out of reach of a residents Nurse call bell or alarm, not providing adequate hygiene and personal care, and not allowing other people to provide adequate care are also forms of neglect. Sleeping on duty or failing to respond to a resident's nurse call bell or alarm without reasonable excuse may also constitute neglect.

Sexual abuse (assault)

Sexual assault is the general term used for a broad range of unwanted sexual behaviour, whether through physical force, emotional intimidation or any type of coercion. Sexual assault is a crime. Sexual abuse includes rape, indecent assault, sexual harassment and sexual interference. Sexual activity with an adult who is incapacitated by a mental or physical condition (such as dementia) that impairs his or her ability to grant informed consent, is

defined as sexual assault/abuse. Sexual abuse can be overt and obvious (rape, penetration, oral-genital contact) or more subtle (inappropriate comments or interest in the older person's body). It can also include practices such as the inappropriate, and possibly painful, administration of enemas or genital cleansing.

Signs of sexual abuse include:

- Unexplained sexually transmitted disease or infections
- Unexplained vaginal or anal bleeding
- Fear of certain people or places
- Torn, stained or bloody underclothing, continence pads or bed linen
- Bruising in genital areas, inner thighs or around the breasts
- Difficulty in walking or sitting
- Fingertip bruising on upper arms
- Increased anxiety and/or other emotional changes

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No. 317

Subject: **Computers and Electronic Storage**

Effective Date: February 2009

Developed by Operations Manager



PURPOSE

The Village has implemented a number of computerised management applications to support our clinical and administrative processes. These applications are generally accessible in each of our buildings through the many desktop / laptop computers and generally available to all of our staff (although certain computers and software are managed through passwords to restrict access according to privacy legislation. The Village operates a fibre optic network linking all the computers to our main servers and this policy has been designed to ensure that the integrity of our computers and records is not compromised through mismanagement of the computer network system and protected from malicious computer viruses. As such staff must use computers and electronic storage facilities in accordance with this policy.

POLICY

All electronic files and data shall be managed according to the procedures outlined below. Personal email and the storage of personal data is prohibited, all email and data remains the property of the Village Baxter and is accessible by Senior Management at any time and without notice.

PROCEDURE

Storage of files and data

- All files electronically stored on Village computers or in Village's electronic storage capacity are considered to be company property.
- The Village's computers and electronic storage capacity should not be used to by staff to store their personal information or private non-work related documents. Personal and non-work related files found on the Village's computer system will be deleted from the server immediately.
- No software or files are to be installed on any computer without the express written permission of the Operations Manager or General Manager. This is a requirement to eliminate a source of potential hidden viruses.
- Personal USB drivers, CDs, DVD's and floppy disks may contain files with hidden viruses that could compromise the Village Network. These storage devices should not be used on Village computers without the permission of the Operations Manager or General Manager.

Access to folders and programs within the Village's network

- Staff members should not access work folders stored on the server other than their own. To access the storage folder of another staff member may result in disciplinary action. However, be advised that Senior Management has access to all folders and electronically stored information and do not require permission of individual staff to access files and folders within their department.

Internet access

- A number of computers have been granted permission to access the internet. At no time should Village computers be used to access illegal, inappropriate or illicit websites, to do so shall constitute serious misconduct and likely result in the termination of the staff member's employment. Additionally, any access to the internet should only be for business purposes of the Village and not private use. Through the data management system of our internet service provider, usage reports are available for each day by time of day and inappropriate usage can be tracked through these reports.
- Internet facilities are provided for work related access only, abuse or inappropriate use of internet access may result in disciplinary action. Permission may be granted by the Head of Department if a staff member requires internet access while at work for an urgent personal reason Should this

permission be granted the use of the Village's internet facilities in these circumstances is at the Staff member's own risk and no responsibility for personal loss or fraud will be provided by the Company.

Screen Savers

- Screen savers are to be used on each computer to preserve the computer monitors.
- Approval may be granted to a staff member using a computer dedicated to their role to install a personalised screen savers. Any person seeking to have a personalised screen saver must submit the file to the Operations Manger or General Manager for virus scan and content scanning. The screen saver content should not be offensive, should be reflective of the Village's values and convey a good impression to visitors and guests who may observe the screen saver during meetings and professional consultations.

External Email

- External email facilities have been provided to a number of staff in each area due to their liaison with persons outside of the Village. This facility is for business use only and should not be used for the receipt or storage of data files or pictures from family or friends as the capacity of the mail server is limited. Approval may be granted for emergency use of external email but files are to be deleted within 24 hours to ensure our mail server is not at capacity.

Internal Email

- The Village provides an internal email facility linking every area of the Village as a means of simplifying communications throughout our site. This service provides a quick and simple opportunity to discuss issues, provide information or express opinions on many issues. The problem with email is that it is immediate and often a response prepared in haste may not be as the writer intended. Please consider this aspect if communicating with other people.

Theft

- The removal, transfer or copying of electronically stored data from the Village's computer network may breach privacy legislation and could be interpreted as theft of company property, to do so shall constitute serious misconduct and likely result in the termination of the staff member's employment. Data may only be removed, transferred or copied for removal from our premises with the express permission of the Operations Manager or General Manager.

Security System Access

- The computers used to manage the Village's emergency call system and video surveillance are considered critical to the safety of staff and residents. Access to these computers is restricted to the General Manager, Operations Manager, General Services Manager or persons who have been given express written permission. Unauthorised access and tampering with these computers presents an unacceptable risk to safety and shall constitute serious misconduct and likely result in the termination of the staff member's employment.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	318
Subject:	<u>Maintenance system</u>
Effective Date:	February 2009
Developed by	Operations Manager



PURPOSE

This document broadly outlines the maintenance system that is in place for the Village and provides guidance for staff in responding to maintenance emergencies and routine maintenance requests.

POLICY

Maintenance requests refer to requests for the repair or replacement of existing fixtures or fittings.

Requests for the purchase or installation of new items are not maintenance requests and should be correctly treated as purchase requests made by Supervisors / Managers to the Head of Department.

Resident requests to repair or maintain personal items such as furniture should be referred back to the Resident's family or suggest that the Resident contact Home Care Services for repairs to be made at their own cost.

All maintenance requests must be processed through the proper channels and documented in the maintenance books. Requests should never be made directly by staff to a subcontractor.

PROCEDURE

Emergency maintenance requests

Emergency maintenance requests consist of those items that present a serious risk to Residents or Village property. Examples of such issues are failure of the Nurse Call System, activation of the Fire and Emergency Alarm system, no electricity supply to a unit, burst water main or storm damage to a building.

During business hours, these requests should be made through Reception who can contact the General Services Manager urgently for a response. Staff should not call the General Services Manager mobile phone directly.

After business hours, (outside 9am and 4:30pm weekdays excluding public holidays) emergency maintenance issues should be referred to the afterhours emergency "maintenance on call phone". If the phone is not answered immediately, please be understanding as the "on call person" may be asleep and waking up, in the bathroom or on the phone. The phone number for this service is only available in the Manor and the call should be placed by Manor staff. The Village has numerous phone lines coming in and going out so it is not possible to identify where a call has originated from if it is missed. This is why all calls to the maintenance on call phone must go through the Manor as this is the only direct phone number that the "maintenance on call person" will call.

If the phone is in use and voicemail is activated, Manor staff should leave a clear message detailing

- The name of the staff member who is calling
- The building that the staff member is calling from
- The phone number the staff member can be reached on
- What the maintenance emergency is

Staff should clearly note details of the call in the area diary so a clear record of the call being placed exists.

Calls to the "maintenance on call person" are restricted to emergencies only. Calls that are not responded to should be attempted again in 5 minutes, if no response is obtained after a further 10 minutes, the Care Manager should be contacted. Calls that are not responded to should be clearly documented on a hazard

alert form including the times of the calls, who made the call, what the emergency was so that a proper investigation can occur.

Routine maintenance requests

Routine maintenance requests consist of those items that can safely be attended during standard working hours. Examples of such issues are light globe replacements or dripping taps.

These requests should be made through the maintenance request books located in each building's office or reception area. Maintenance staff check these books each weekday.

Routine maintenance calls should not be referred to the emergency on call phone.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No. 319

Subject: Manual Ammendment,
Authorisation and Distribution

Effective Date: February 2009

Developed by Operations Manager



PURPOSE

This Policy Manual gives an overview of the policies developed by Baptist Village Baxter to achieve an effective quality system designed to ensure consistency in the quality of our services, as well as a culture of continuous improvement.

The procedure for amending the Village Policy manuals is controlled by this policy..

POLICY

The Village has policy manuals that contain staff practice directions as well as master copies and templates of working documents.

All staff should complete their orientation requirements in relation to reading the policy manuals and maintain up to date knowledge of amendments .

PROCEDURE

The Village Policy manuals comprises the following chapters:

Policies Numbers	Chapter
000 – 099	Organisational and Board Policies
100 – 199	Residential Care Policies
200 – 299	Infection Control Policies
300 – 399	Administration Policies
400 – 499	Human Resources Policies
500 – 599	Medication Policies
600 – 699	Community Care Policies
700 – 799	Health and Safety Policies
800 –899	Maintenance Policies
900 – 999	Resident Policies

Each Chapter contains policies relevant to the subject title and should provide staff with guidance in their daily work. Staff are expected to adhere to the directions within the policy manual in the course of their employment and when representing the Village.

Within each policy, there may be attachments that form part of the policy manual. These attachments may comprise:

- Flowcharts of specific procedures or processes
- Copies of relevant forms, or
- Educational and informative material

The Operations Manager controls the master copy of the Policy Manuals

Suggestions for updates or amendments should be made through the Head of Department or via a service improvement form

Hardcopies of manuals are contained in folders in each department. Staff should immediately report suspicions of tampering or interference with the manuals.

A full copy of the manual is accessible via the internal computer network or from the Village's web site 'www.villagebaxter.com'. Additional paper copies are available from the Head of Department

