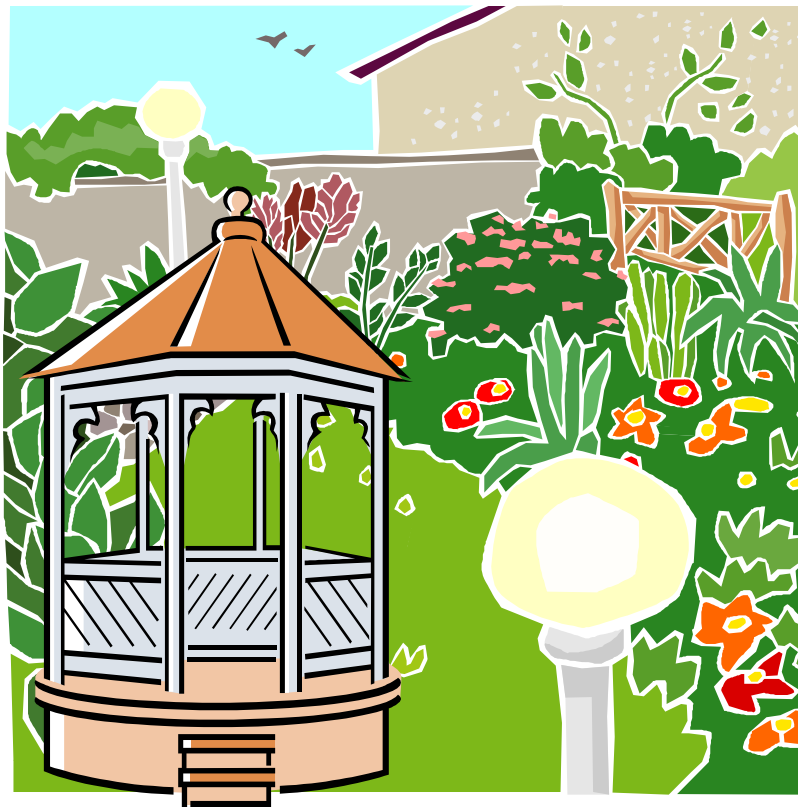




**ST HEDWIG VILLAGE**

# **Self-Care**

## **Resident Information Booklet**



October 2009 Edition

*If you require any further information or have any other questions  
please do not hesitate to contact the Manager on 8822 9903*

# Introduction

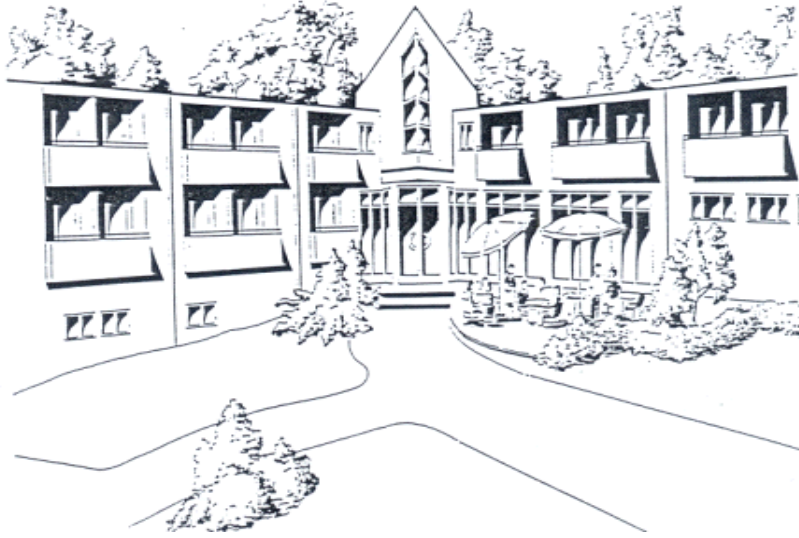
**W**elcome to St. Hedwig Village. We hope that your time here will be enjoyable and mutually rewarding.

**O**ne of the reasons for your move here was to be free of the responsibilities of looking after and maintaining your previous home and/or garden.

**S**o we don't really want to burden you with too much administration. However, in order for your time here to be as worry free as possible, we have some village information that may be of assistance and hopefully will help to make your new home as peaceful as possible.



# Our History



**S**t Hedwig Village is a three tier aged care facility comprising a Hostel (low level care), a Nursing Home (high level care) and self-care units. It has been built for the German speaking elderly population of all religious denominations in New South Wales.

**T**he owners and administrators of the establishment are the two German Catholic communities of St Raphael's, Blacktown and St Christophorus', Croydon. They consider the foundation and management of the Village and its Homes as a service to the elderly on the basis of Christian charity and ethics.

**I**n addition, our facility also provides a home-care service through its Community Aged Care Packages. This means we have staff who give care and support to the elderly who still live in their own homes in the wider community.



## MISSION STATEMENT

*Caring for the Aged is our commitment*

### OUR HISTORY

Our facilities were established and are administered by the two German Catholic Communities of St Raphaels, Blacktown and St Christophorus, Croydon. We consider the foundation and management of the Village and its Homes as a service to the elderly, and while we provide care and services for a diverse range of cultures and ethnic groups we promote and foster the German culture and traditions that make our facilities unique and appealing.

### OUR MISSION

- ❖ To provide a high quality of life and standard of care and services that is based on Christian ideals and values.
- ❖ To provide excellence in care that is always focused on the residents and their care needs, regardless of nationality and denomination.
- ❖ To provide a home-like environment in which all residents feel respected, safe and accepted for who they are.

### PHILOSOPHY

- \* To provide an atmosphere of trust in which the residents feel secure, knowing that their physical, social and spiritual needs are provided for, enabling them to live in peace and harmony.
- \* To acknowledge each resident as an individual, with their own talents and abilities, and to allow them the right of self determination and to encourage them to maintain their independence as long as possible.
- \* To acknowledge that each resident has the right to have all treatment and care procedures explained to them.
- \* To ensure that each resident has the right to privacy and confidentiality.
- \* To provide palliative care residents with all the care they require enabling them to die peacefully, with dignity and respecting their spiritual needs.
- \* To provide a safe environment for residents, staff and visitors.
- \* To establish and maintain good relationships with family, friends, visitors and allied professional services and to encourage their participation in our continuous improvement activities.
- \* To commit to the continuous education and training of our staff which reflects best practice and provide opportunities for personal growth and professional development.
- \* To ensure all staff work harmoniously as a team showing respect and courtesy to each other at all times as we work towards a common goal, that of providing a high standard of care for our residents.
- \* To expect our staff to respect the values of the organization and it's Board in their commitment for quality care for the residents.
- \* To support the aims of the organization at all times by being trustworthy,

working efficiently and making effective use of the resources available.

# Charter Of Residents' Rights & Responsibilities

Aged & Community Care Division

Department of Health & Aged Care

**E**very person has the right to freedom and respect and the right to be treated fairly by others. A person's rights do not diminish when they move into an aged care facility, regardless of their physical or mental frailty or ability to exercise or fully appreciate their rights.

**A** positive, supportive and caring attitude by family, friends, facility proprietors and staff, carers and the community will help people who live in Hostels/Nursing Homes to continue as integral, respected and valued members of society.

**A**ustralian society has a strong commitment to social justice principles. Those principles recognize the aspirations of all Australians to a dignified and secure way of life with equal access to health care, housing and education, and equal rights in civil, legal and consumer matters. They form the basis of a society which is free of prejudice and is caring, just and humane.

**T**his Charter affirms those social justice principles.

**T**he personal, civil, legal and consumer rights of each resident are not diminished in any way when they move into a Aged care facility.

**T**he Charter also recognizes that residents of Aged care facilities have the responsibility to ensure that the exercise of their individual rights does not affect the individual rights of others, including those providing care. The Charter recognizes that residents have specific rights and responsibilities which balance the needs of the individual against the needs of the Hostel/Nursing Home community as a whole.

## Each Resident has the Right -.....

- To quality care which is appropriate to their needs.
- To full information about their own state of health and about available treatments.
- To be treated with dignity and respect and to live without exploitation, abuse or neglect.
- To live without discrimination or victimization. The resident is not obliged to feel grateful to those providing their care and accommodation.
- To personal privacy.
- To live in a safe, secure and home-like environment and to move freely both within and outside the facility without undue restriction.
- To be treated and accepted as an individual. Each resident's individual preferences are to be taken into account and treated with respect.
- To continue their cultural and religious practices with any other person without fear, criticism or restriction.
- To freedom of speech.
- To maintain their personal independence, which includes recognition of personal responsibility for their own actions and choices. Some actions may involve an element of risk which the resident has the right to accept, and which should then not be used to prevent or restrict those actions.
- To maintain control over, and to continue making decisions about, the personal aspects of their daily life, their financial affairs and their possessions.
- To be involved in activities, associations and friendships of their choice, both within and outside the facility.
- To have access to services and activities which are available generally in the community.
- To be consulted on and to choose to have input into decisions about the living arrangements of the facility.
- To have access to information about their rights, care accommodation and any other information which relates to them personally.
- To complain and to take action to resolve disputes.
- To have access to advocates and other avenues of redress. Reprisal in any form shall not be made against any resident who takes action to enforce their rights.

## Each Resident has the Responsibility -

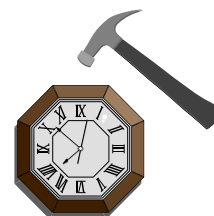
- To respect the rights and needs of other people within the facility and to respect the needs of the facility community as a whole.
- To respect the right of staff and the proprietor to work in an environment which is free from harassment.
- For their own health and well being, as far as they are capable.
- To inform their medical practitioner, as far as they are able, about their relevant medical history and their current state of health.

## ADMINISTRATION OFFICE

The office is located in the Retirement Village Hall and is open Monday to Friday. Maintenance Fees can be paid any day except Tuesday.

## ALTERATIONS & ADDITIONS

Under no circumstances should any alterations or additions be undertaken without the prior consent of management. This includes installing TV antennas, shelving attached to walls, awnings and blinds, additional power points, security screens and the like. If in doubt please discuss with the Manager first. Any approved additions will be at the resident's expense.



## BEHAVIOUR

We ask that all residents show respect, understanding and tolerance for other residents by not being too loud or having music or the TV too loud; not using offensive language, always being appropriately attired, and making sure visitors do not cause a disturbance.

## CHILDREN

Should your visitors include children, please ensure that they are adequately supervised at all times. Skateboards, scooters, roller blades and bikes are prohibited on our grounds for safety reasons.



## COMMENTS, COMPLAINTS AND SUGGESTIONS

It is the aim of St Hedwig's to provide the highest possible standard of care. Comments, complaints and suggestions given about the care to the residents, or the attitude of the staff, are welcomed in assisting us to achieve this aim. If you have a complaint, contact or write to the Manager. Forms are also available from the Administration Office.

## CONFIDENTIALITY

St Hedwig's is committed to providing a high standard of health care for its Residents. As a fundamental part of this commitment the National Privacy Principles (NPP) bind the management and staff of St Hedwig Village. This principle set the standards by which we handle personal and health information collected from our Residents. A copy of these principles is available for inspection at each reception desk.

When you move into our village, you will be required to provide us with some personal information such as your name, date of birth, religion, medications, allergies, entitlement details and health care fund, next-of-kin. This information is kept confidential and will only be disclosed with your consent. However, there may be occasions when it will be necessary to release your details. This will occur in the event of an emergency or where your life is at risk and you are not able to provide consent.

At St Hedwig's we have steps in place to protect your personal and health information. You have a right to access your file at any time. Please contact the Manager.

## COSTS - WHAT RESIDENT'S PAY FOR

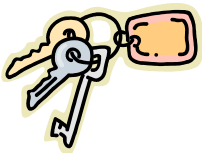
- ❑ telephone connection, services, and fees associated with your unit
- ❑ electricity connection and costs associated with your unit
- ❑ any damage caused to the unit on moving in/out including staircase railings
- ❑ contents insurance - this is optional (except for fixtures and fittings provided by the village eg. carpets, bathroom and kitchen appliances/fixtures which are insured by the village operator)



## DAMAGES

If any damage is caused to walls, fixtures and fittings, nail holes etc. that require repair or are found damaged on residents vacating their unit, the cost of repairs will be deducted from the resident's money before settlement payment out of the departure fee. The village handyman can advise you what plugs/screws would be suitable for your wall hangings.

## DUPLICATE KEYS



In case of an emergency where the resident is unable to open their door due to an injury or illness, a master key will be used.

Management reserves the right to keep a set of duplicate keys in case of emergencies, or should residents lose their own set. Residents are not to fit extra locks to their doors, windows or to change any locks.



## EMERGENCIES – AMBULANCE CALLS

If you or someone, on your behalf, calls for an ambulance please notify the nursing home and/or the administration office so that we are able to direct and assist the ambulance officers when they arrive. This could save valuable minutes in life-threatening situations.

## GARDENS

The village employs a gardener to look after and maintain the gardens in front of the units and around the complex. Please feel free to do some gardening if you would like to. However, no plants should be removed or planted without first consulting the gardener or the manager regarding its suitability etc. The gardener will provide fertiliser and snail pellets as required. If any resident requires any assistance with re-potting their plants, requests can be made through the Manager.



## GENERAL

### ***Deliveries & Service Calls***

If you are having any goods delivered or service personnel call to your unit, it would be appreciated if you could inform them not to drive over the lawns or park their vans/trucks etc. on the grass. This is a necessary precaution to prevent damage to our sprinkler system and grassed areas.

### ***Hairdresser***

A hairdresser visits the complex every Wednesday and Friday from 10.00 am in the Hostel. For an appointment please telephone the Hostel on 8822 9901.

### ***Library***

The mobile library from Blacktown Council visits fortnightly, providing and exchanging books on loan.

### ***Mail***

To ensure that you receive your mail promptly we ask that you check that all your letters, notices, bills etc. are addressed correctly. It is also important that all your mail includes your unit number – for example.....



Mr & Mrs A Blocks  
St Hedwig Village  
Unit 52/138 Reservoir Road  
Blacktown NSW 2148

### ***Motorised Scooters (Electric Wheelchairs)***

Use of electric wheelchairs and scooters within the complex and homes will require the approval of the Village Manager. As this type of equipment can pose a hazard and risk to residents and property, all requests will be dealt with on an individual basis.

If use of this equipment is approved and safety problems do arise at a later date, the Resident concerned will be counseled. If further problems arise and it is considered unsafe for a Resident to use the equipment, it will have to be removed. Insurance for the equipment and coverage for personal injury, third party injury and property damage will be at the Resident's expense.

### ***Noise***

We ask all our residents to be mindful of the noise that may be generated when playing your TV, radio or record/cassette player. Please take care that you do not play your TV or music too loud and do not disturb your neighbours. This includes playing your TV or music too early or late at night. If you are perhaps experiencing hearing problems, may we suggest you invest in earphones that you can plug into your TV or radio, etc.

**Notices**

There is a notice board in the Retirement Village Hall where all items of interest and information for residents are posted.

**Parking**

Some undercover parking is available for residents whose residence contract does not include a garage. Parking in the nursing home car park is not allowed. Visitors parking is available. Please park your car in such a way so as not to obstruct other vehicles or passers by and we ask the same from your visitors.

**Pest Control**

An approved and qualified provider visits our facilities twice per year to treat external areas. Residents will be given notice beforehand of dates and treatment applied.

**Transport**

Public bus transport to and from Blacktown is available on Reservoir Road right outside our complex. Bus timetables are available from Busways Bus Company by telephoning 9625 8900. Bus route number is 724.

The Nursing Home has its own bus which also takes our retirement village residents shopping every Thursday into Westpoint Shopping Centre and returns two hours later to collect residents again.

Departure time is 9.00 am Thursday from in front of the Hostel.

**Village Centre**

The village has a well equipped resident's hall for coffee, games, watching videos etc.

The hall can also be hired out for larger private resident functions. For further information and costs please contact the Manager.

**GUESTS, VISITORS & CHILDREN**

Residents must take all reasonable steps to ensure that their guests and visitors behave in a manner which will not interfere with or disturb the peaceful enjoyment of any other resident of the village.

Residents must not permit any visitor or guest to reside in their unit for any period in excess of two weeks without obtaining the prior consent of management.

The retirement village has a guest room with en suite that can be rented out to visitors for short stays. For enquiries please contact the Manager. The cost is \$35.00 per night single/ and \$50.00 per night double.

Residents and their guests can have their meals (lunch and/or supper) in the Hostel for a very reasonable cost. Bookings are essential. Please phone the Kitchen on 8822 9906 by 9.30 am for each day that a meal will be required.

- Lunch ..... 12.00 noon
- Supper..... 5.30 pm

## LEGAL

### ***Next of Kin***

In case of illness or an emergency it will be necessary for you to inform management of your Next of Kin. Please ensure that the name, address, and telephone number is kept up-to-date. Any changes are to be reported to the Manager immediately.

### ***Power of Attorney***

By making an enduring power of attorney, you are choosing who you want to manage your financial affairs if you lose the mental capacity to do this for yourself. Unlike a general power of attorney, an enduring power of attorney will continue to have effect even if you lose capacity (eg. if you develop dementia or have a stroke or are injured in a car accident).

If you do not have an enduring power of attorney and you lose mental capacity, there may be no one with legal authority to manage your financial affairs. This may mean that the Guardianship Tribunal or the Supreme Court will need to appoint a financial manager for you.

### ***Enduring Guardian***

An enduring guardian is someone you choose to make personal or lifestyle decisions on your behalf when you are not capable of doing this for yourself. You choose which decisions you want your enduring guardian to make. These are called functions. You can direct your enduring guardian on how to carry out the functions. If your enduring guardian has a health care function, they will be able to access information about your medical records to help make decisions for you.

## RECURRENT CHARGES (MAINTENANCE FEES)

Maintenance fees must be paid 14 days in advance. Should there be an increase in maintenance fees, residents will be given appropriate notice of any increase.

Maintenance fees cover such items as -

- insurance premiums for insurance of the property buildings and the fittings, fixtures and furniture of the licensor
- council rates and waste disposal
- cleaning of common areas
- all charges for water, sewerage, gas, and electricity for common areas
- repairs and maintenance
- staff salaries, Workers Compensation, Superannuation, etc.
- gardening expenses
- pest control expenses
- consumables used in cleaning and maintaining common areas
- advertising of vacancies of units
- emergency call system and on-call service fee
- provisions for contingencies and replacements
- office supplies, postage, telephone regarding village administration
- provisions of amenities and services
- Village security

## MEDICAL

### **Doctors**

It is usual practice for most residents to retain their own doctor/s. However, if this is impractical, you can arrange for one of the doctors who visit the Hostel or Nursing Home to take you on as a new patient. However, you will be required to have your medical records transferred to this doctor. Please contact the Hostel or Nursing Home for further information.



*Please note that appointments will need to be made in advance with the doctor, in order that they have your file with them when they visit.*

### **Hospital Transfers**

In the event of a sudden illness or an emergency, management may need to seek medical assistance or transfer a Resident to hospital. Any charges will be at the resident's expense.

If a resident becomes ill or has an accident, management should be informed.

### **Medical Prescriptions**

If, in emergencies or in times of illness, you have a prescription that needs to be filled and you are unable to visit a chemist personally, you can leave your prescription with the Hostel which will arrange for the prescription to be filled by one of their chemists who visit regularly.

Please have your Medicare or concession card number handy.

### **Podiatrist**

A podiatrist visits the Hostel and Nursing Home on a regular basis. For an appointment please telephone the Hostel on 8822 9901 or Nursing Home on 8822 9904.

### **What happens if I can no longer manage on my own?**

Once a resident has taken up residency in a unit, the unit will be regarded as their home. However, residents should be aware that the village units are operated on a self care basis.

Should the situation arise where our duty-of-care standards cannot be safely maintained, then a transfer to the Hostel or Nursing Home may be discussed. Examples include confusion; an inability to mobilize within own unit or village grounds; continuing inability to manage incontinence; need for nursing care.

While our self-care residents are given preference in transferring to the Hostel, it is not possible to guarantee a vacancy, particularly at the very time it is needed.

As an interim measure, assistance can at times be arranged through our Community Care Program.

Should the situation arise that a resident requires more intensive 24 hour care, the possibility of a move into a nursing home would be discussed with the resident and his/her relatives/guardians.

However, please be assured that no arbitrary moves of residents take place and that residents, their families/guardians and medical advisers are fully consulted.

## OCUPATIONAL HEALTH & SAFETY

At St Hedwig's we are committed to providing a safe and healthy environment for residents, staff and visitors. Therefore we ask all residents to adhere to all safety rules and procedures put into place. At the same time, we also ask residents to report any unsafe items, obstacles or situations. These will be investigated and rectified immediately, or precautions put into place. Only together can we ensure that risks and hazards are eliminated.

## PERSONAL CARE AND SERVICES

We are aware that some of our residents receive HACC or community care packages through external organizations. This is your choice. However, we do ask that you let us know for security reasons. Please instruct your carers that, in case of an emergency, they notify the administration office and/or the nursing home.

## PASTORAL CARE

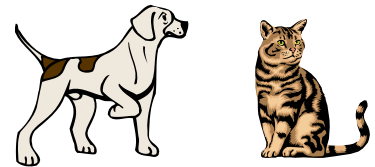
We have a Catholic Priest who lives within the complex and a pastoral care worker and Lutheran Pastor who visit regularly. Weekly Catholic/Lutheran services are held in German in the Nursing Home and Hostel. For Church Services please see noticeboards.



Sunday Mass is also held in the St. Raphael's Church at the front of the complex. Mass starts at 11:00 am.

## PETS

Other than small birds or fish, we regret that no pets are allowed. However, pets are seen as an integral part of the residents' well-being. St Hedwig Village abides by the policy of no pets to reside at the facility, but family and friends are encouraged to bring pets to visit.



However, for health reasons these animals need to be kept outside our buildings, on a leash, muzzled if not used to being patted, and any "droppings" should be bagged and disposed of in an appropriate manner.

## PUBLICATIONS

We produce a village newsletter on a regular basis for the information of residents and staff, and from time to time "St Hedwig news" is also featured in our community's publication "Kirch Down Under". It could happen that your name or picture may appear in these publications. If you object to your name/photograph being used in this manner please put your objection in writing and hand it to the Manager.

## REPAIRS

If residents need any assistance with repairs, please notify the Manager. We ask you to handle all items with care and seek your assistance with maintaining all locks, handles, taps etc. in good working order. Please keep stairways clear and balconies clutter free.

## RESIDENTS' COMMITTEE

The residents have their own committee to look after the interests and rights of the village residents.

Any ideas, suggestions or recommendations would be welcomed and can be addressed to any committee member. Names of the committee members are on the village notice board.

## SAFETY ISSUES



### **Chemicals**

No flammable or dangerous chemicals are to be stored in or near the units / balconies / garages.

### **Electrical Appliances**

Double adaptors are not allowed; instead approved power boards with an overload protection switch are to be used.



### **Emergency Call Buttons**

Every unit has an emergency button. Pendants or watch bands are also provided. In case of an emergency, this button sends a signal to the Nursing Home. The staff will firstly try to telephone you to see what the problem is, or secondly, if you are unable to answer the telephone, they will send a nurse/s to your unit. A master key will be used to gain access to your unit if the door is locked and you are unable to open the door.

**It is important that Residents restrict the use of the button to emergency situations only.**

### **Fire Safety Advice**

- ❑ If you have a faulty appliance DO NOT USE IT - throw it out.
- ❑ Never smoke in bed.
- ❑ If you use electric blankets check the cords regularly.
- ❑ When storing electric blankets store them separately - NEVER place anything on top of them. ROLL THEM UP - DO NOT FOLD THEM.
- ❑ Don't use double adaptors - use power boards with a cut out switch.
- ❑ Keep any extension cables in good order - if they are damaged, throw them out.
- ❑ All the units have smoke detectors and our handyman changes the batteries yearly. However, if your smoke detector starts to beep, tell us immediately.
- ❑ Do not use candles as they are too risky.
- ❑ Keep a torch near your bed and always make sure it works - keep spare batteries.
- ❑ Never leave anything on the stove unattended.
- ❑ Do not wear loose fitting sleeves when cooking.
- ❑ If there is a fire in your unit, get out quickly, close the door behind you and ask a neighbour to call for help using the telephone or the emergency button.



### **Personal Safety Advice**

Unfortunately, the elderly are easy targets. Some good tips are as follows...

- ❑ Make sure windows are locked
- ❑ Keep trees and shrubs trimmed to improve visibility of your unit
- ❑ Consider installing time switches on your lights/TV for use when not at home
- ❑ Engrave your electrical appliances with identification and keep a record of these in a safe place
- ❑ Ask your neighbours to look out for your home when you're out
- ❑ Travel and shop with someone
- ❑ Change your routine when going to the bank
- ❑ Put your money straight into your purse/wallet before moving away from the teller
- ❑ Hold a purse or bag close to your body but do not wrap it around your arm
- ❑ If you receive a nuisance call, simply hang up. If the calls are frequent, report the matter to Telstra (or your telephone carrier) and they can have your calls monitored
- ❑ Don't let strangers in - check their identity first
- ❑ Don't write your name and address on your keys
- ❑ If you are alone, never admit it to an unknown person at your front door or on the telephone
- ❑ Don't leave your purse or wallet on a counter or shopping trolley
- ❑ Don't keep large amounts of money at home
- ❑ If someone physically attempts to steal your bag, don't resist. No amount of money is worth your life or serious injury. Get a good description of your attacker.



### **Village Security**

A security firm has been engaged to conduct random night patrols of the village complex.

### **SENIORS CLUB**

All residents are welcomed to join the St. Raphael's Community Seniors Club. Luncheons and bus trips are organised on a monthly basis.

### **SMOKE FREE AREAS**

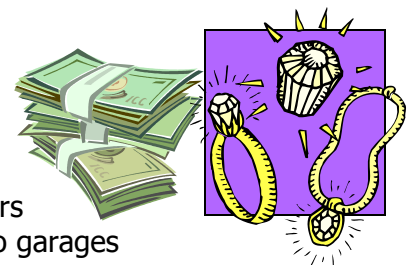
Residents are asked to observe non-smoking signs and smoke free areas.



### **VALUABLES**

St. Hedwig Village accepts no responsibility for any losses of money and/or valuables nor for any loss or damage to property, furniture or personal effects belonging to residents or visitors.

Residents are asked to observe normal security measures and to lock doors and windows at night or when the unit is unattended. This also applies to garages and vehicles. Residents may wish to take out their own insurance to cover their own personal effects.



## VILLAGE DISPUTES

If a dispute does arise between a resident and the village management, or with another resident, in the first instance, it is always best to try to attempt to resolve the matter personally through discussions. If helpful, a resident may wish to discuss the matter with a member of the Residents' Committee.

Residents can directly write or approach the Village Manager or the Board regarding any problems that they may have. Hopefully, matters will be resolved internally.

Alternatively, a resident may wish to take the matter directly to the Consumer, Trader and Tenancy Tribunal (CTTT). The CTTT is an independent decision making body which hears and decides on applications for orders from both residents and village operators.

The CTTT has a wide range of orders it can make to settle a dispute. These include –

- ❑ compliance with the retirement village laws, the terms of a village contract or a village rule,
- ❑ that a term of a village contract be varied or set aside if it conflicts with the retirement village laws.
- ❑ The re-instatement of a reduced or withdrawn service or facility,
- ❑ the payment of compensation, or
- ❑ the termination of a residence contract.

Details of the nearest office of the CTTT are as follows -

### **Parramatta Registry**

Level 2, 10 Valentine Ave  
Parramatta NSW 2150  
Phone: 1300 135 399  
Fax: 9687 0839

PO Box 4117  
Parramatta NSW 2124  
DX 28376 Parramatta

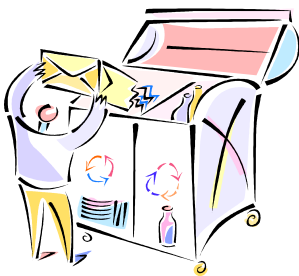


## WASHING LINES

It would be appreciated if residents would not hang washing on their balconies so that it is visible. Dryers are provided in all units for this purpose. If you do need to "hang out" washing, please use an airing frame.



## WASTE / RECYCLE PROGRAM



The village has a recycling program for glass, tins, cardboard/paper material. Garbage bins for all domestic waste materials can be found in three different locations within the village. All garbage should be sorted, securely wrapped, and plastic bags containing garbage must be securely tied to prevent spillage. This helps to keep the bins cleaner and also helps with pest control.