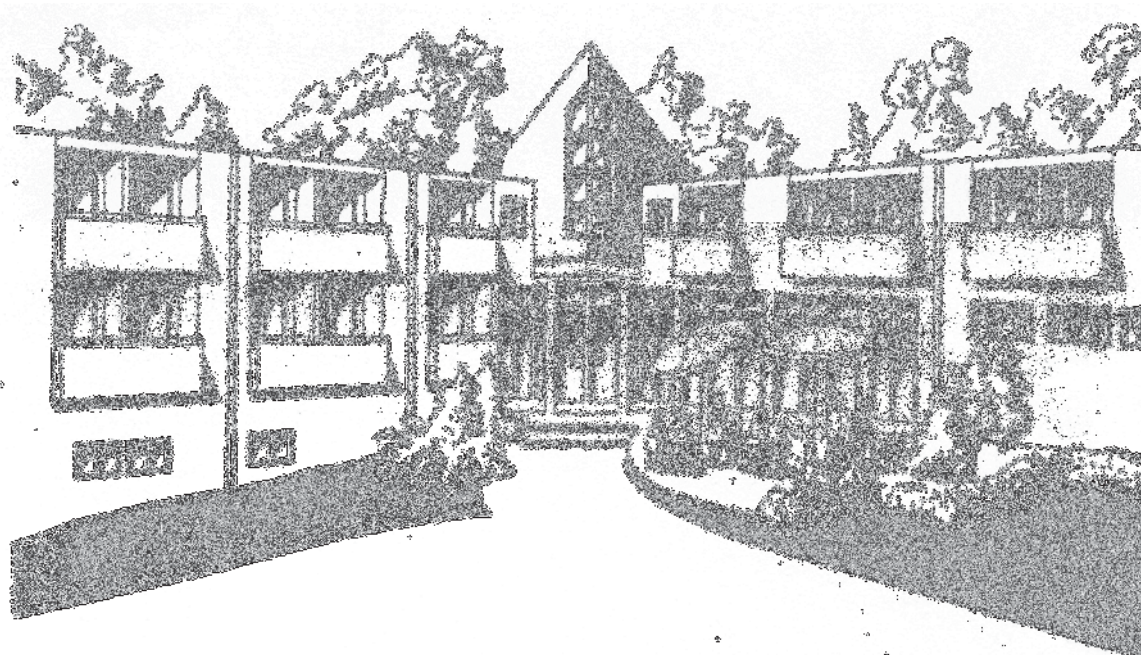




ST HEDWIG VILLAGE



Residents' Manual
Hostel / Nursing Home

August 2011



ST HEDWIG VILLAGE

Our History



St. 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.

The 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.

In 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.

ABSENCES FROM THE FACILITIES

Residents may be taken for home visits or outings by their family or friends. The Sister in Charge or Hostel Care Manager must be notified in advance so that the resident will be ready on time. If possible, 24 hours notice would be appreciated. Please advise us of the expected duration of the absence and whether a meal will be required on their return. We request that residents return at a reasonable hour in the evenings. For overnight stay see *HOSPITAL AND SOCIAL LEAVE*.

ACCOMMODATION – Hostel & Nursing Home

Hostel accommodation provides assistance with personal care and daily living activities for residents assessed as being in need of low-level care. Dementia specific accommodation is also available.

Nursing Home accommodation provides 24 hour nursing care to residents with higher care needs. Caring, professional staff are available to meet the needs of those assessed as requiring this level of care.

Eligibility for entry into all our facilities is determined by the Village Manager, Director of Nursing, Hostel Care Manager following an assessment by an Aged Care Assessment Team (ACAT) which can be contacted through most public hospitals. A current Aged Care Assessment is required by all those applying for care and accommodation.

Accommodation Bonds

Hostel

An Accommodation Bond is payable on admission to the Hostel. St. Hedwig will hold a retention fee, determined by legislation, over a period of five (5) years. The balance is refunded when a resident leaves the facility.

Nursing Home

All high care applicants are assessed as to their ability to make a contribution to the cost of their accommodation. This contribution is in the form of an Accommodation Charge levied in line with prevailing legislation.

Residents' Fees for all Residential Aged Care Facilities

A daily fee, as determined by the Commonwealth Department of Health & Ageing Care, is payable for low and high level care. The rate is the same for pensioners and non-pensioners, and is adjusted in line with changes to the pension. An extra income tested fee may apply for those with additional income other than an aged pension. This income tested fee will be determined by the Commonwealth Department of Health & Ageing.

ADMISSION

On admission you will need to bring with you:

- * Pension / Health Benefits card
- * Medicare card
- * Aged Care Assessment
- * Private Health Fund Membership Card, if applicable
- * Department of Veterans Affairs Card, if applicable
- * Current medications and prescriptions
- * Current General Practitioner details
- * Plus any other entitlement card

You may choose one of the Medical Officers who attend the facilities to provide your medical care. We recommend that you arrange for your medical records to be transferred to the new medical officer.

ADMISSION ASSESSMENT

After admission a comprehensive assessment will be conducted. Information from the resident, their nominated representative and other health care professionals will be sought so that the care needs of the resident can be determined. A care plan can then be developed in consultation with the resident and / or their representative. The care plan forms the basis of care management and is reviewed every three (3) months or when a change occurs in the resident's health, behaviour or lifestyle.



ACTIVITIES PROGRAM

The facility employs Recreational Activity Officers. Their role is to develop an activities programme for all residents. Each resident's preferences are considered within the programme. A major part of the Recreational Activity Officers' role is to provide quality time for each resident. We try to meet the needs of our dementia sufferers whether it be in small groups or on a one to one basis.

ADVOCACY SERVICES

The Aged Care Rights Service (TARS) is an agency that is able to assist residents to exercise their rights by an independent body. Advocacy focuses on the needs, wishes and rights of the person, including protection of confidentiality. Should you, as a resident, feel that you are not receiving what you feel you are entitled to then this service may provide you with advice and / or help that you need.

Contact telephone numbers are :

Outside Metropolitan area 1800 424 079
Metropolitan area(02) 9281 3600

AGREEMENTS



All residents and / or their nominated representatives will be asked to enter into a formal agreement. The agreement is required by the Commonwealth Department of Health and Ageing to set out the terms and conditions by which both the resident and the facilities are bound.

The Director or Deputy Director of Nursing or Hostel Care Manager will explain the agreement fully to you.

ALCOHOL

Residents are permitted to have alcoholic beverages at their own expense, in moderation and with supervision. We also seek the approval of the Medical Officers for those who consume it regularly.



ALTERATIONS AND ADDITIONS

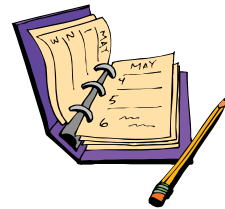
Under no circumstances should any alterations or additions be undertaken without the prior consent of management. This includes shelving to walls, awnings, security screens, lighting appliances, etc. Any approved additions will be at the resident's expense.

Our maintenance staff are responsible for hanging pictures, etc. Balconies and rooms are to be kept clutter-free.



If any major damage is found to exist when residents vacate their rooms, including damage to walls, fixtures and fittings etc. that require repair, the cost of repairs will be deducted from any refund due.

APPOINTMENTS – DIRECTOR OF NURSING AND HOSTEL CARE MANAGER



Both the Director of Nursing and the Hostel Care Manager are usually available Monday to Friday during normal business hours and will make every effort to see a resident or their representative upon request. However, it is recommended that a mutually convenient time be made by telephone, particularly for sensitive issues, so adequate time can be allocated.

BED ALLOCATION

Available beds are allocated to incoming residents. If there is any problem with a particular bed allocation, please feel free to discuss the matter with the Director of Nursing who will attempt to achieve a mutually satisfactory solution. However, it must be understood that a change of room or bed will involve other residents and therefore their (or their relatives') agreement will be necessary.

CHARTER OF RESIDENTS' RIGHTS

The Charter of Residents' Rights and Responsibilities is attached at the back of this booklet.

CLOTHING

All clothing must be clearly identified with the resident's name. The facility has a labeling machine for this purpose. The cost is minimal and charged to the resident's account. We recommend that all items be machine washable. Woolens and delicates may be provided but we then recommend that relatives launder these garments. Relatives should check resident's clothing on a monthly basis to ensure there is an adequate supply, to replace or repair worn articles and to remove items that are not used. This is recommended at the change of seasons. Any replacement garments should be handed in to the Sister in Charge or Hostel Care Manager for labeling prior to being put into residents' rooms.



COMMENTS, COMPLAINTS AND SUGGESTIONS

It is the aim of St. Hedwig 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, the recommended procedure is as follows -

- * Advise the Sister in Charge or Hostel Care Manager, if not satisfied then
- * Notify the Director or Deputy Director of Nursing in person, via phone or fax or through utilising our complaints form.
- * Contact or write to the Manager of St. Hedwig Village.

It is our aim to deal with all complaints in a timely and amicable manner. However, if preferred or if dissatisfaction persists, formal complaints can be lodged with the Commonwealth Department of Health and Ageing.

Aged Care Complaints Scheme
GPO Box 9848, SYDNEY NSW 2001
Toll Free: 1800 550 552

<http://agedcomplaints.govspace.gov.au>

COMMUNITY VISITORS SCHEME

This scheme helps establish links between the resident and the local community. It has been set up by the Commonwealth Department of Health and Ageing. A community visitor befriends a resident who has been identified as being at risk of social isolation. We have community visitors here if residents require them. If you have any queries, please contact the Director of Nursing.

CONFIDENTIALITY

St. Hedwig Village complies with the Commonwealth Privacy Act and all other state legislation requirements in relation to the personal and health information we collect from our residents.

In order that St. Hedwig can provide you with the quality care and services you require, we will collect from you, as a resident / client, particular personal information such as your name, date of birth, religion, current address, ethnic background, medical and family medical history, medications, social history and lifestyle, and other information including entitlement details and health care fund.

CULTURAL CUSTOMS

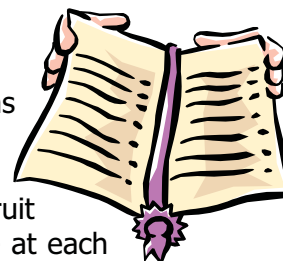
St. Hedwig Village welcomes residents from all religious backgrounds. As far as reasonably possible, we will meet cultural needs or preferences if they are made known.

DENTAL CARE

Nursing Home residents are provided with soft bristle toothbrushes on a 3 monthly basis. All toothbrushes are labeled with resident name. Hostel residents incur a small charge for toothbrushes. A dentist visits the facility regularly or private dentist may be utilized for ongoing care.

DIET AND MENU

Current menus are displayed near the entrance to the dining rooms in both the Nursing Home and Hostel. These menus are reviewed regularly in consultation with qualified dietitians to ensure high quality nutritional food for our residents. We use seasonal fresh fruit and vegetables. There is a complaints / comments book available at each server for residents / relatives to write comments.



Residents are encouraged to suggest changes at any time. They should also make known any cultural or religious preferences as all reasonable efforts will be made to see that dietary and cultural preferences are met.

Relatives should feel free to provide special treats for morning or afternoon tea. The only requirement is for it to be supplied in a labeled, airtight container to avoid a vermin problem otherwise the food will be disposed of.

It should be understood that St. Hedwig must operate within certain financial constraints and it is just not always possible to offer an extensive choice of meals as a matter of course. However, if a resident does not like a particular meal, they should inform the staff so other arrangements can be made. Menus and suggested changes are also a regular topic at both the Residents' and Relatives' meetings.

ELDER ABUSE

St. Hedwig Village is responsible for ensuring the safety of the older people who live in our residential aged care facilities. St. Hedwig Village is also responsible for ensuring that residents, their families and staff at all levels can feel free to raise any concerns they may have about the abuse or possible abuse of residents, and to have those concerns dealt with appropriately. It is our aim to ensure that our residents can age with dignity and respect.

Abuse can include physical, sexual, financial, psychological and social abuse and / or neglect.

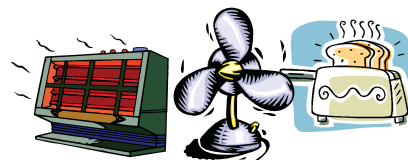
Abuse of older people can occur in any setting, including in residential care. Older people in residential care may be especially vulnerable because of cognitive deficits such as dementia and because of physical frailty.

Most people who work in aged care are committed to providing quality care for residents. However, awareness of the possibility of abuse is essential in order to ensure that residents' rights are upheld and their safety is maintained.

Perpetrators of abuse in residential aged care facilities may be other residents, family members, other visitors, volunteers or staff.

Abuse may be reported by the victim or others. Suspicions that abuse has occurred may be aroused by physical signs and symptoms or by the behaviour of the resident. Our staff receive training in this area and are obligated by their duty of care to report if they suspect an abuse has occurred.

ELECTRICAL APPLIANCES



Due to Occupational Health & Safety and fire regulations, all personal electrical appliances brought to the Hostel or Nursing Home need to be in good working order and have to comply with the Australian Standards. All items should be clearly labeled with the resident's name. Please check with the Director of Nursing or Hostel Care Manager about what appliances you can use in your room.

- * Personal fans, electric blankets and heaters are not permitted.
- * Kettles are permitted in Hostel rooms for tea / coffee making but no toasters or microwave ovens due to Occupational Health & Safety and fire regulations.
- * Hair dryer and iron may be permitted for Hostel residents subject to the residents ability to use these safely.
- * Double adapters are not allowed; instead approved power boards with an overload protection switch are to be used.

If appliances are identified as faulty and unsafe they will be removed and relatives asked to replace them or have the item repaired.

ELECTRICAL APPLIANCE TAGGING

Please note that it is a Work Cover requirement that all electrical equipment and appliances are tagged on a regular basis. For new residents equipment / appliances will be checked and tagged on admission and for existing residents equipment / appliances will be tagged every two years or as required. The following charges will apply and will be added to residents' monthly accounts -

\$10.00 per Hostel Room

\$5.00 per Nursing Home Bed

EMERGENCY PROCEDURES



Our care staff are experienced in handling medical and / or internal nursing emergencies. In addition, all staff at St. Hedwig take part in regular fire and evacuation drills. **They are also instructed in resuscitation and first aid techniques.** If the fire alarm is activated please remain in your location or room, staff will instruct all residents and relatives as required.

EMERGENCY EVACUATIONS

In the event of major emergency such as a fire; gas leak; storm damage to building etc, and the Nursing Home or Hostel building(s) are unsafe for residents it may be necessary to evacuate.

This is only likely to happen where residents will have no access to their rooms or services such as electricity, water and gas have been affected.

In these situations residents will be temporarily relocated to another facility or other accommodation on site. If practical, some residents may be able to stay with relatives or friends.

St Hedwig Village has arrangements in place with other local aged care facilities to accommodate our residents for short periods eg. up to 48 hours until repairs are made or services restored.

Residents and families/carers will be consulted and kept informed of such moves.

FEES AND CHARGES

A schedule of resident fees and charges is available from the Government website www.health.gov.au or from our internal Accounts Department. Further details of how the resident's contribution is determined also contained in the Resident Agreement which you are required to sign upon entry to the facility. Charges incurred for medications, dental, hairdressing, trips to outside activities, clothing, personal preference for toiletries and any other services are not included in the above fees and are payable by residents as 'extras'. They will be identified separately in accounts issued along with any other cash advances made. In all instances, prompt payment of accounts, preferably by direct debit, is expected. **A late payment fee may be charged for accounts outstanding for more than 30 days.**

FOOD SAFETY

St. Hedwig Village has developed & implemented a food safety programme to ensure that all food served to the residents is safe and wholesome.

One of the potential hazards we have identified is with foods being brought into the facility by the residents' families. As you can appreciate with this type of food, we have no control in relation to its preparation and safety.

Although we do not want to discourage residents' families from bringing in food, we ask you to take these points into account -

- * Foods that have the highest potential to cause food poisoning are, cooked meats, soups or sauces made from meat stock, egg dishes, rice dishes, dairy products and seafood dishes. If you are bringing these types of foods into the facility they **MUST** be transported under temperature control. We suggest that you transport the food in an Esky.
- * Only bring foods in that have been cooked on the day, not foods that were made on on previous days.
- * Avoid oysters, prawns and other high-risk seafood. We do not allow these foods to be brought into the facility.
- * For foods such as salads, please ensure that all ingredients have been washed thoroughly before preparing the salad.
- * Do not bring any frozen foods into the facility.
- * The danger zone for bacterial growth is 5° C-60° C.
- * Our facility will only reheat foods. We will ensure that the core temperature of the food is 72° C for a minimum of 2 minutes.
- * Do not feed the food to any other resident, except to your family member.
- * Once you enter the facility, please give the food to the person-in-charge or a member of our catering staff. Food containers need to be labeled and dated.
- * Please note we do not take responsibility for any food prepared outside our facilities.

FINANCIAL ASSETS FORM

In order to ensure that residents pay the correct, accommodation bond or accommodation charge (if applicable) you may be asked to complete a Request for Assets Assessment Form and send this to Centrelink for assessment. Forms are available from Centrelink; Aged Care assessment Office or our Admin Office.

FUNERAL ARRANGEMENTS

To reduce stress in times of bereavement the following information should be made known to the Director of Nursing or Hostel Care Manager at the time of admission -

- * Preference for cremation or burial.
- * Name of a funeral director.
- * Any other information regarding the funeral.



FURNITURE AND PERSONAL EFFECTS

NURSING HOME

The Nursing Home has single or two bed rooms. Most have an en suite; however, a small number have shared bathrooms. The type of room residents are admitted into is dependent on what becomes available at the time of admission. If, however, during the resident's settling in period the room is found to be inappropriate for the care needs of the resident, a room change will take place. All relatives and residents are informed of the change prior to this taking place.

St. Hedwig' will make available sufficient furniture to ensure the comfort of residents. However, subject to available space, residents are allowed to bring minimum quantities of their own furniture and personal effects (television, TV stand, radio, photographs).

Due to Occupational Health and Safety and fire regulations the space above the wardrobe, under the bed or in en suites cannot be used for storage. Please consult with the Director of Nursing or Hostel Care Manager before bringing in any items. Any costs involved in installation or removal of personal effects is payable by the resident. Also, please be aware that maintenance of these items is the responsibility of the relatives. Personal effects will not be used as communal items except with the consent of the owner. Fans and heaters are not allowed. All items should be clearly labeled with the resident's name.

Staff and management will take all possible care but responsibility cannot be taken for lost or damaged items.

HOSTEL

The rooms in the Hostel are of a bed sitter design with full en suite facilities. **Beds are provided.** You may wish to bring a mini / bar fridge and personal furnishings for the room. All electrical items must be in an acceptable working order and certified by an authorised electrician before being brought into the facility. Please keep in mind the size of the room as personal furniture also needs to be approved by the Hostel Care Manager before being delivered. Due to Occupational Health and Safety and fire regulations the space under the bed, in the en suite or on the balcony cannot be used for storage. If it becomes too difficult to keep a room clean you may be asked to remove excess furniture or items. Moisture resistant fabric on arm chairs is highly recommended.

Towels and basic bed linen (sheets and pillow slips) are provided and laundered by the facility. Quilt covers, doonas and / or blankets are to be supplied by residents. Kettles are permitted in the rooms for tea and coffee making but no microwaves, toasters, fans or heaters are permitted due to Occupational Health and Safety and fire regulations.

Loose floor mats and rugs are not permitted as they pose a "slip / trip" hazard.

Shower curtains are not required as they can cause falls and attract mould which can cause infections.

Staff and management will take all possible care but responsibility cannot be taken for lost or damaged items.

GENERAL OFFICE HOURS

The Accounts office is open Monday to Friday, 8:30am to 4:30pm (except public holidays). Fees can be paid in person, by cheque or direct deposit. If at all possible, please try to avoid contacting Accounts on a Tuesday as this is the Payroll processing day.

GIFTS

Staff are not permitted to accept gifts or money from residents or relatives.

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. 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. All visitors are required to sign the visitors' book upon arrival and again when departing. The visitors' book is located in the foyer of both the Hostel and Nursing Home.

HAIRDRESSING

A hairdresser visits both facilities weekly. The cost is minimal and payable by the resident through the monthly account.



HOSPITAL AND SOCIAL LEAVE

HOSPITAL ADMISSIONS

If a resident is admitted to hospital, their bed will be retained. There is no limit to the number of days a resident requires for hospital leave. The usual daily Residential Care fee is payable during these absences.

SOCIAL LEAVE

As a general rule, residents are encouraged to come and go from our facilities as often as their capabilities allow. However, the Sister in Charge, Director of Nursing or Hostel Care Manager should be notified in advance of proposed outings, the duration and who the resident will be accompanied by. If a resident is unwell then the Sister in Charge or the Hostel Care Manager will discuss the outing with both the resident and relatives to determine if they should be encouraged to stay.

The Commonwealth Benefit continues for social 'overnight' leave for up to 52 days per financial year. Again the Resident's Contribution will also be payable during these absences. If social leave becomes in excess of 52 days then either the bed is made available for occupancy by another person under a short term arrangement or additional payments are made to compensate the loss of the Commonwealth Subsidy.

PRE – ADMISSION LEAVE (PRE-ENTRY LEAVE)

Unfortunately, you may not receive much notice of a bed being available in our facility. As people sometimes need a few days to organise moving from home, up to 7 days pre-admission leave can be taken. This is not available for those moving from one facility to another. This leave is part of the 52 days social leave. **The normal Resident's Contribution is payable whilst on pre-admission leave.**

KIOSK

Basic personal care items and a variety of snack foods and drinks are available from our kiosk on the first floor of the Hostel. The kiosk is open every Thursday from 2:00 pm to 3:00 pm.

LAUNDRY

Laundry for our residents is attended to on the premises and the cost is included in the basic daily fee. Whilst every care is taken, items washed in industrial machines as used by St. Hedwig, cannot receive the same attention as they would get if washed at home. For this reason, relatives and friends are encouraged to assist with delicates, woollens and dry clean only garments. There is a domestic laundry located on the first floor of the Hostel which is available for residents who prefer to attend their own washing and ironing.

All resident clothing needs to be labeled on admission and also any new clothing bought in whilst a resident in the facility. The labeling is attended to by St. Hedwig laundry staff using computer printed labels and a labeling machine, at a small cost to the resident.

LEGAL MATTERS

Enduring 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 (e.g. 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.

Further information or legal advice is available from your solicitor, The NSW Public Trustee Office or Guardian Tribunal.

LIBRARY

Some books and magazines are available from the Recreational Activities Officers and in the Hostel library / sitting room on the first floor. The mobile library from Blacktown Council visits fortnightly to provide and exchange books on loan.



MAIL

Mail can be addressed to residents in both the Nursing Home and Hostel. Upon arrival it is distributed to them, and our staff can assist residents to open and read their mail if required. Our Recreational Activity Officers can also assist residents to write and reply if they wish. Our postal address is:

(Name of Resident)
c/- St. Hedwig Village
P O Box 6340
Blacktown NSW 2148



MEALS

All residents are encouraged to eat in the dining room, exceptions are allowed for those who are unwell or require bed rest. In the Hostel all meals and afternoon tea are served in the dining room. In the Nursing Home breakfast is served in the rooms as well as morning and afternoon tea.

Meal times

| | | | |
|--------------|----------|----------------|-------------------------------|
| Breakfast: | 8:00 am | Afternoon Tea: | 3:00 pm (2:45pm Nursing Home) |
| Morning Tea: | 10:00 am | Dinner: | 5:30pm (5:00pm Nursing Home) |
| Lunch: | 12 noon | Supper: | 8:00 pm (Nursing Home only) |

Relatives are welcome to have meals with the residents. Orders and payment can be made through the Sister in Charge or Hostel Staff before 10:00 am on a daily basis. A meal ticket is issued. Any food brought in, such as biscuits or sweets must be stored in a labeled air-tight container. Food items which need to be refrigerated should also be in air-tight containers, again labeled with the resident's name and date brought in.

MEDICAL CARE

Residents of St. Hedwig Village are entitled to quality care by practitioners of their choice and residents are encouraged to continue, wherever possible, any arrangements that existed before their admission. If this is not possible, then a list of Medical Officers is made available to you so that you may choose whom you would like to take over your medical care. Specialist medical consultations will be arranged upon referral by the treating Medical Officer. Second medical opinions can be obtained, however the current treating GP needs to be consulted prior to seeking medical opinion as he / she is responsible, overall, for the continuing medical care of the resident. In the case of an emergency, the resident will be sent to the local hospital for management and treatment.



ADVANCED CARE PLANNING

An **Advance Care Directive** is a written statement regarding your wishes for your own future health care. An **Advanced Care Directive** can be made now by anyone who has the capacity to do so and is only used if, at some point in the future, you become incapable of making health care decisions for yourself (through illness or accident).

When a person does not have the capacity to make their own medical decisions, it is possible for the person responsible to make these decisions on their behalf. The person responsible can state their wishes for the patient's health care, based on what they believe is in the patient's best interest and reflecting what the patient would have wanted. An **Advanced Care Plan** is a written document made by the person responsible that outlines these wishes.

For further information please discuss with the Director of Nursing or the Hostel Care Manager.

MEDICATION

Where applicable, medication is prescribed by the treating Medical Officer and administered by registered nursing staff in the Nursing Home and care service employees in the Hostel. Any difficulties with administering any medications or if a resident wishes to discontinue a medication, the Sister in Charge or care service staff will discuss the matter with the Medical Officer and resident to try and resolve the situation.

MENDING

Mending of clothes is the responsibility of relatives and / or friends of residents except in emergencies when special arrangements will be made.

MONEY AND VALUABLES

Residents are encouraged not to keep any money except a small amount for essentials. Valuables may be deposited in the company safe for safekeeping for a short period of time until relatives can take items home.

The management and staff will take all possible care, but no responsibility for any loss or damage.

MOTORISED WHEEL CHAIRS (Electric Scooters)

Use of electric wheel chairs (and scooters) within the grounds of our facilities will require the approval of the Director of Nursing and / or Hostel Care Manager and 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. Residents will be assessed, in consultation with their doctor and our physiotherapist.

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. Details of insurance cover must be provided.

It may be necessary for staff to decide where the equipment needs to be stored to ensure the safety of others and freedom of movement.

MUTUAL OBLIGATIONS - Code of Ethics

Here at St. Hedwig Village we have processes in place to address any concerns that residents or their families may have and to work with you to resolve problems and issues as they arise in order to achieve a positive outcome. We place a great deal of importance on being able to work together with residents and their relatives. Just as residents have their Charter of Rights and Code of Ethics that our staff are obliged to observe, there also exists a Code of Ethics that covers staff. Our staff should not be made to feel intimidated, threatened or harassed. Staff should feel comfortable about coming to work, performing their duties and interacting with residents and relatives.

Any problems or difficulties can always be dealt with by the appropriate personnel, in private, and in a professional manner and we ask that you to abide by our standards and the right to be treated with respect, dignity and courtesy. Abusive or aggressive behaviour is not tolerated in this facility.

NEXT OF KIN

It is essential that the name, address and contact numbers of the next of kin be made known when the resident is admitted. It is then your responsibility to keep these details updated at all times. If the usual contact is not available for a period of time then alternative details should be made available to the Director of Nursing or Hostel Care Manager.

OCCUPATIONAL HEALTH AND SAFETY

The Nursing Home and Hostel provide residents with a supportive home environment aimed at enabling residents to lead a full and even risk-taking lifestyle. However, the rights of residents to a home-like environment and the choice to take some personal risk shall not place staff or other residents at risk of injury or ill health.

In order that a healthy and safe environment is available for all, residents and their families should -

- * Contribute their ideas and viewpoint on health and safety issues at residents' meetings.
- * Appreciate that all policies and tasks will be designed with the well-being of both staff and residents in mind.
- * Acquaint themselves and comply with the requirements of the Nursing Home / Hostel emergency evacuation plan and any safety rules.
- * Acknowledge that, from time to time, some activities and routines may be re-organised to take account of health and safety or rehabilitation needs of staff.
- * Acknowledge that all staff have the right to a healthy and safe working life and, therefore, should not be expected to place themselves at risk of injury in their day-to-day work.
- * Appreciate that health and safety considerations may mean that not all requests for services can be accommodated immediately or as expected or preferred.
- * Seek advice from the staff on the health and safety implications of the design of personal clothing, furniture, appliances or other personal possessions prior to bringing these items into the facilities.

OUTSIDE APPOINTMENTS

Where possible relatives or friends are asked to be responsible to transport and escort residents to appointments. Where this is not possible and community transport is not available, residents may need to go by taxi. The cost of the taxi is payable by the resident and the amount will be debited to the monthly account.



PASTORAL CARE

Ministers of all religious denominations are welcome at St. Hedwig. We have a Catholic Priest, a Pastoral Care Worker and Lutheran Pastor who visit on a regular basis. (*See notice boards / newsletter for times.*)



PENSIONS

Arrangements can be made with Centrelink to have a resident's pension paid directly into the facility's bank account. With the authority of the resident, or their representative, the fees can be deducted and the remainder held in trust for the resident to be drawn on, if and when required. Any balance is then refunded when a resident is discharged.

PERSONAL EFFECTS

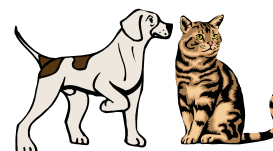
Unless the law, any special conditions or the rules of the care facility provide otherwise, the organisation will not be responsible for any loss, damage, maintenance or repair of any property belonging to residents. Residents will not damage or do anything which will cause damage to any property belonging to the organisation or another resident.

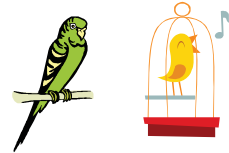
PERSONAL REQUISITES

Toilet requisites, shaving items and chemist supplies (other than medications) are supplied by the Nursing Home for its residents. However, residents are invited to supply their own special requisites, if they have a personal preference. Hostel residents have to supply their own toiletries.

PETS

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. Pets may only be allowed inside the building (prohibited from food preparation and dining areas) following a thorough health screening process (vaccination status, veterinary checks, etc.) as per Recreational Activity Manual.





PETS - Hostel only

Pets can provide a simple interactive pleasure, allowing residents to respond in their own way and promoting reminiscence and alertness.

Unfortunately, not all pets can be accommodated in residents' rooms. The only pets permitted are small birds (e.g. budgies and canaries).

Residents who wish to keep a budgie or canary, need to ensure the bird is kept in a cage in the resident's room. If the budgie or canary is permitted to fly in the room, the resident is responsible for the cleaning of any feathers and droppings. The cage must be kept clean at all times and bird food is to be contained in an airtight container.

If it is established that the budgie or canary is not managed effectively by the resident, the Hostel Care Manager reserves the right to request that the bird be removed from the premises.

POLICE CHECKS

As an approved provider, it is St. Hedwig Village's responsibility to ensure that every staff member, volunteer, contracted allied health provider and other relevant persons (where applicable) have a current police certificate that identifies them to be suitable to work in an aged care facility.

PRESCRIBED LIST OF SERVICES

These are the services our facility provides, they include -

- * Arrangement of medical, dental, optical, speech pathology and hearing assessments.
- * Arrangement of transport, and escort if necessary, to appointments (cost of transport and escort payable by resident).
- * Podiatrist service.
- * Pharmacy
- * Physiotherapist service.
- * Daily recreational activities.
- * Weekly social outings.
- * Weekly transport to local shopping centre (for Hostel residents).
- * Television in common areas.
- * A library and a Chapel in the Hostel.
- * A prayer room in the Nursing Home.
- * Shaded outdoor areas.
- * Designated smoking areas.
- * Visits from the clergy and weekly service, Pastoral Care Worker on site 4 days per week.
- * A visiting hairdresser weekly (cost payable by the resident).
- * Mobile x-ray, pathology service.
- * Reflexology on resident's request.
- * Mobile nail care service.
- * A kiosk in Hostel (check notice board for opening times)
- * Resident computer club
- * Exercise program



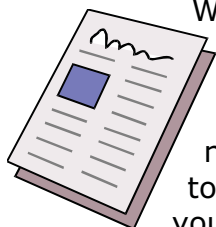
PRIVACY

The privacy of residents is respected by all staff and steps are taken to ensure all residents are able to undertake personal activities in private and that their 'private space' is also respected.

PRUDENTIAL ARRANGEMENTS

St. Hedwig Village is obliged to comply with Prudential Arrangements with regard to Accommodation Bonds as set out in the Aged Care Act 1997 and will provide a statement to this effect to all residents who have paid a bond each year and in accordance with the regulations.

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 Church community's publication *Kirche 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.

RADIO AND TELEVISION

Private radios and televisions are permitted but must be fitted with earphones so as to respect the space of room mates. We also require the provision of a secure stand to accommodate the television if you choose to supply your own.



RESIDENTS' ACTIVITIES

Our Recreational Activity Officers work to conduct specially tailored programmes of supervised activities for our residents. The aim of these activities is to help residents remain as physically and mentally active as possible and to provide a good quality of life. All residents are encouraged to participate in the programmes which include regular bus outings and picnics as well as exercise, card games, bingo, quizzes, craft, discussion groups and newspaper readings to name a few.



St. Hedwig Village has its own mini bus in which residents are taken on regular outings. Any resident who would like to pursue a specific interest or activity should speak with the Recreational Activity Officers who will try to make mutually satisfactory arrangements.



RELATIVES AND RESIDENTS MEETINGS

Meetings are held with the intention of providing an opportunity for residents and relatives to take an active interest in aspects of care and management at St. Hedwig.

RESTRAINTS

The Nursing Home staff avoid the use of restraints on our residents, however if the safety of a resident or others is threatened, then a restraint may be required. If the situation is assessed with the recommendation for restraints then authorisation is required from the Medical Officer and relatives. The authorisation is specific in its type and duration of use and is reviewed regularly. When it is no longer required the order is suspended.

SEXUALITY

Intimacy, sexuality, sexual expression and the opportunity to form meaningful relationships with others are important needs for all the residents who live at St. Hedwig Village. The challenge for the staff team at St. Hedwig Village is to maintain the highest quality of life and wellbeing for all our residents, while recognising that many residents have cognitive impairments that may make it difficult for them to select appropriate expression of their needs in all circumstances. We will strive to support their dignity by providing the residents in our care with opportunity for nurturing, affection and tenderness.

SMOKING

Smoking is not permitted in any health care facility as regulated by the Department of Health and Family Services. In the Nursing Home there is a designated area for resident smokers. They are supervised during this activity and, for safety reasons, matches and lighters are kept at the nurses' station. In the Hostel, residents are free to smoke in the designated outside areas. **Smoking in residents' rooms is not permitted.**



TELEPHONE

A coin operated blue phone is available in the Nursing Home for all residents, staff and visitors to use. Private telephones may be installed in residents' rooms in both the Hostel and Nursing Home. Connection fees, rental and call costs are the residents' responsibility.

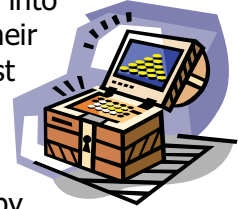


THERAPY SERVICES

A physiotherapist visits the Nursing Home two days a week to assist residents to maintain their mobility and dexterity. A documented plan of exercises is kept at the nurses' desk. These plans are implemented as instructed by nursing staff to ensure the recommended treatment is carried out. A choice of podiatrist is provided. They visit approximately every six weeks.

VALUABLES

St. Hedwig accepts no responsibility for any losses of money or valuables belonging to residents or visitors. Residents should only keep sufficient money to cover necessary day-to-day expenses and residents should not bring anything valuable into St. Hedwig unless insurance cover has been arranged by them or their relatives under a comprehensive or all risk policy. If requested, modest sums of money can be held in the office safe on behalf of the residents for short periods.



Upon admission, a list of valuables will be prepared and it will be signed by the resident or relative and the admitting Sister in Charge. This list should be updated as valuables are brought in or taken home. It is recommended that residents keep a comfort allowance with the accounts office. This can be used to pay basic expenses such as hairdresser, podiatrist, outings, etc. This eliminates the need for residents having to have money in their rooms. Hostel residents may also wish to have a lockable cash tin for money / jewellery, or can request to have a lock installed in one of their wardrobe doors. The resident would be responsible for the key.

VISITING HOURS

Visiting at both facilities is flexible and, as a general rule, relatives / friends and community visitors are welcome at any time between 10.00 a.m. and 8.30 p.m. However, we do ask that the privacy and rights of other residents be respected. A special invitation is extended to relatives and friends to join with others in celebrating birthdays, anniversaries, Christmas and any other special occasion. In times of stress, or if the health status of a resident deteriorates, relatives are invited to spend as much time as possible at our facility. If required, the Director of Nursing or Hostel Care Manager can arrange for overnight accommodation or short stays on site. A modest fee applies.



Visitors are required to sign the Visitors' Book.

Visitors may be restricted in case of an outbreak in the facility eg. gastroenteritis, influenza outbreak. Notices will be posted on main entrance doors of Nursing Home and Hostel when such cases occur.

VOLUNTEERS

St. Hedwig Village is pleased to welcome enthusiastic volunteers from the community who may wish to give their time to assist residents with their daily and recreational activities. Volunteers also make a very valuable contribution by spending time with residents who do not have many visitors.

VOTING AT ELECTIONS

Arrangements will be made to assist residents who wish to exercise their democratic rights in Commonwealth, State and Local Government elections. If residents are no longer able to vote, please advise the RN in charge and we can organize an application to be made to remove them from the election role.

WITNESSING DOCUMENTS

Staff are not able to witness any documents or accept Power of Attorney for residents.



FIRE SAFETY / EVACUATION

St. Hedwig has a fire emergency programme in place and all staff are trained in the use of fire safety equipment and evacuation procedures.

Our fire alarm system is also connected to the Fire Brigade and if the fire alarm does sound, the Fire Brigade will be here within a matter of minutes to deal with the fire and any evacuation.

In case of a fire (and an evacuation, if necessary), the following will take place –

FIRE (or any other EMERGENCY)

- The building is compartmentised into different sections.
- Each section has fire rated doors, smoke doors, fire fighting equipment and fire exit stairways which can be used to evacuate the building, if required.
- If there is a fire, residents will be moved by the staff from the unsafe area (where the fire is) to a safe area.
- Hopefully, the fire will be contained in one area.
- If the whole building is considered unsafe, then the residents will be escorted by the staff and evacuated down the fire stairs to a safe assembly area away from the building – e.g. Retirement Village Hall or Community Hall.
- When it is safe to return, the staff will escort the residents back into the building.

Should it be necessary to evacuate the building residents must, **for personal safety**, follow the instructions of the staff or the fire officers when they come. It may not be possible to take anything with you.

Staff will take all medications and records with them.



CHARTER OF RESIDENTS' RIGHTS & RESPONSIBILITIES

Each Resident of a residential care facility has the RIGHT...

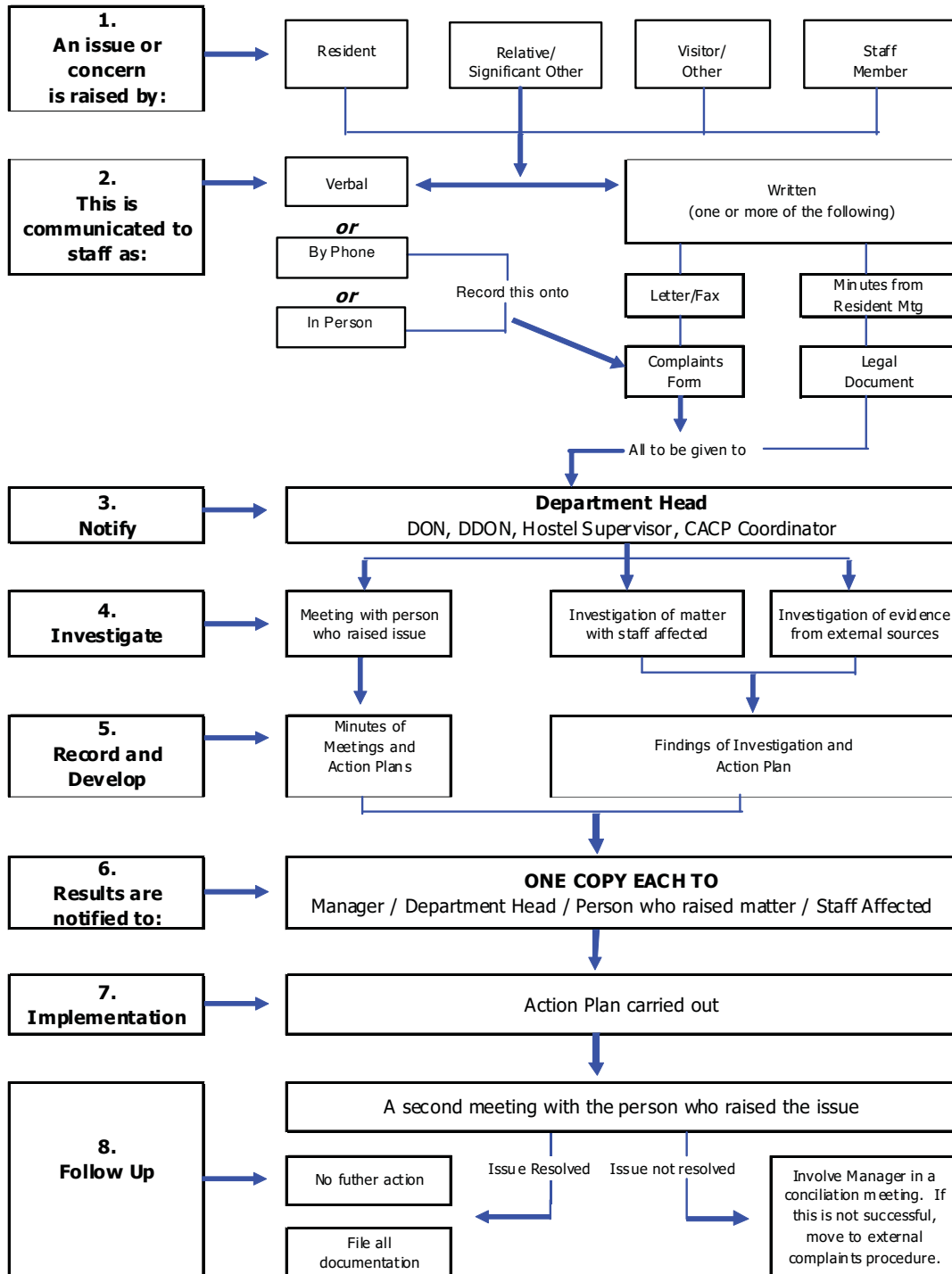
- ❑ To quality care which is appropriate to their needs.
- ❑ To full information about their own state of health and about available treatments.
- ❑ To be treated with dignity and respect and to live without exploitation, abuse or neglect.
- ❑ To live without discrimination or victimization. The resident 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.

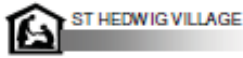
Each Resident of a residential care facility has the RESPONSIBILITY...

- ❑ 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.

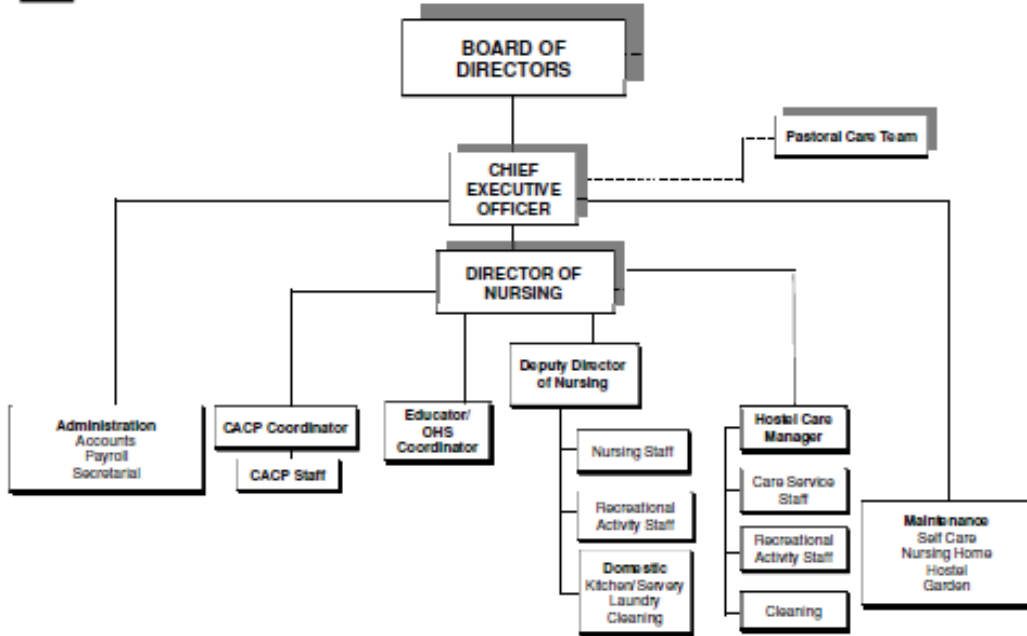


INTERNAL COMPLAINTS PROCEDURE





ORGANISATION CHART



V:\St Hedwig Village\Forms\Forms Master\Role\Section 01 Recruitment\F1-05 - Organisation Chart.doc
 Created: 02/02/02 Revised: 12/29/04 09/2011

F01-05
1