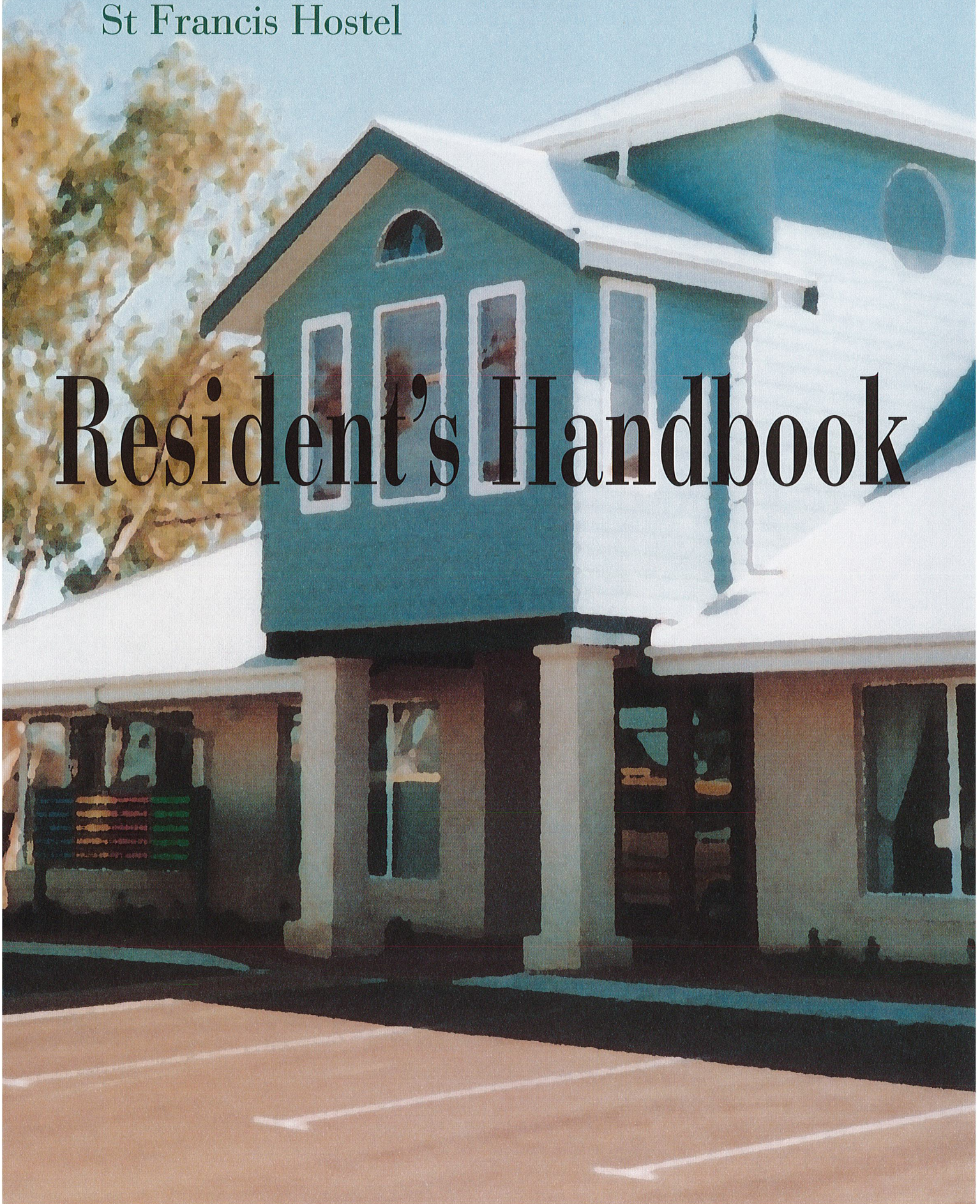


Mount La Verna Retirement Village (Inc.)
St Francis Hostel

Resident's Handbook

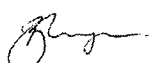


MOUNT LA VERNA RETIREMENT VILLAGE INC.

ST FRANCIS HOSTEL

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MOUNT LA VERNA RETIREMENT VILLAGE INC.

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WELCOME

The Board of Management and caring staff welcome you to St Francis and will endeavour to maintain your independence and provide you with opportunities to maximise your enjoyment of life.

You will be assisted to transition to person centred care and are able to decorate and furnish your room adding your own personal touch.

A copy of the "Charter of Aged Care Rights" will be provided in your language and if, at any time you have concerns, please feel free to approach our staff who will listen to, and assist you to address your concerns.

Our home-like environment provides space to interact with others and quiet places for reflection. We have a hotel style room available for families to use when their loved one is nearing the end of their life.

The St. Theresa community welcome you to mass on Wednesday at 10.30am and Sunday at 11.30am. Communion ministers will visit you with communion if you are not able to attend mass.

Our Chief Executive Officer is available to discuss the financial side of resident's affairs. Please make an appointment to see him Monday to Friday during office hours i.e. 8 am to 4 pm.

The Care Manager is available Monday-Friday to you and by appointment for your relatives/representatives to discuss any problems/grievances concerning care, safety or any other matters.

We are always looking for volunteers, so if a member of your family feels they have talents we can utilise, please indicate their willingness to participate to either the Care Manager or a Therapy Assistant.

We value your feedback and will support you to be a participant in improving our care and services.

As you read through this booklet, please familiarise yourself with the guidelines, protocols and processes to understand and appreciate the complexities of communal living.

MOUNT LA VERNA RETIREMENT VILLAGE INC.

ST FRANCIS HOSTEL

Mount La Verna Retirement Village (Inc.)
is a Catholic based organisation
providing care for elderly persons.

OUR VISION IS:

To be regarded as a provider of excellent care to the aged.

OUR MISSION IS:

To provide for the elderly of our community in an environment to maintain and
maximise their independence and enjoyment of life.

OUR PHILOSOPHY OF CARE IS:

To acknowledge each person's individual right in having their physical,
emotional, spiritual, social needs and dignity of human
life respected regardless of race, colour, sexual orientation
or social status.

We welcome and embrace diversity.

OUR OBJECTIVES ARE:

To provide residents with opportunities and encouragement to make the
ageing process a meaningful part of their life.

To make sure residents can exercise choice in their lives.

To encourage and support residents to live
as independently as they can.

To ensure all people in the community have access to our service based on
relative need regardless of race, colour, sexual orientation or social status.

To welcome and embrace diversity.

OUR COMMITMENT TO QUALITY:

We are committed to providing quality services and to continually improve the
services to residents. In pursuing the highest quality services, we continually
seek the involvement of our Board of Management, staff, residents and their
families and other key people in the community whenever appropriate.

Values of St Francis Hostel

I INTEGRITY:

Firmly adhering to truth and honesty in relationships with residents, staff and other stakeholders. Effectively communicating information to safely maximize care and services.

C COMPASSION:

Caring for others with empathy and responding appropriately to residents and families by providing comfort, fostering social inclusion, health and well-being.

A ACCEPTANCE:

Commitment to maintain a Christian attitude to all persons irrespective of religion, race, sexual orientation or disabilities by ensuring care and services are culturally safe, inclusive and sensitive to resident needs and preferences.

R RESPECT FOR THE INDIVIDUAL:

An appreciation of every residents' contribution to society and their right to privacy and dignity at all times balancing dignity of risk whilst respecting residents' rights.

E EXCELLENCE

St Francis Hostel is committed to quality management, open disclosure and transparency in all aspects of its dealings in corporate affairs, provision of care and services, and delivery of person centred care.

MOUNT LA VERNA RETIREMENT VILLAGE INC.

ST FRANCIS HOSTEL

Our Privacy Policy

Mt La Verna Retirement Village acknowledges and respects the privacy of individuals. We support and are committed to complying with the Australian Privacy Principles, relevant law and the Best Practice Guidelines endorsed by the Office of the Australian Information Commissioner

Any personal information we collect about you will only be used for the purposes for which we have collected it or as allowed for under the law.

Your privacy will be respected and you will receive dignified and respectful care that helps you live the way you choose.

WHO IS MOUNT LA VERNA RETIREMENT VILLAGE (Inc.)

Mount La Verna Retirement Village (Inc.) is a not for profit organisation having been incorporated in November 1991. The organisation provides residential aged care services in a 41-bed ageing in place facility operating as St Francis Hostel. 33 Independent Living Villas form part of the village.

AIM: To meet the needs of each individual by providing a service that will help maintain their independence in an environment that is empowering, dignified and person-centred.

Audited Annual Reports are available on request in November each year.

MOUNT LA VERNA RETIREMENT VILLAGE INC.

ST FRANCIS HOSTEL

END OF LIFE CHOICES

Mt La Verna Position Statement on Voluntary Euthanasia and Assisted Suicide

Mount La Verna Retirement Village (Inc.) is a Catholic non-profit organisation established to provide an environment for the elderly of our community in a way that maintains and maximises their independence and enjoyment of life. As a provider of excellent care to the aged, Mount La Verna Retirement Village respects and upholds the dignity and autonomy of every person from conception to their natural death. Therefore, Mount La Verna Retirement Village does not support voluntary euthanasia or assisted suicide.

Mount La Verna Retirement Village is proud to be part of a 2,000-year tradition of caring for others, which began and continues with the healing ministry of Jesus. Named after St Francis of Assisi's retreat in Tuscany Italy, the development of Mount La Verna was sponsored by the Capuchin Order and established in 1996. Our philosophy of care acknowledges each person's individual right to have their physical, emotional, spiritual, social needs and dignity respected regardless of race, colour or social status. Our values are compassion, hospitality, respect and teamwork. These values guide us in how we care for our residents and for each other. Today, we employ 43 people from diverse cultures, faiths and backgrounds, who are united in caring for our 41 elderly residents.

Mount La Verna Retirement Village is committed to offering our residents companionship, security, quality of life, pastoral care and peace of mind. It is acknowledged that difficult emotions can manifest at the time of dying: fear, grief and regrets. In addition, we take seriously our responsibility to minimise pain and suffering and not to use means of sustaining life which are overly burdensome or futile. Therefore, we are committed to offering excellent end of life care. This commitment extends to effective palliative care to ensure residents and families experience a comfortable and dignified death of their loved one. Our commitment is based on the principles of accompaniment and non-abandonment. These principles compel us to give the warm and caring environment to manage the death and dying experience with our residents, their families and loved ones.

Mount La Verna Retirement Village (Inc.) will not provide or assist with voluntary euthanasia or assisted suicide in any form.

MOUNT LA VERNA RETIREMENT VILLAGE INC.

ST FRANCIS HOSTEL

CHARTER OF RESIDENT RIGHTS

Preamble

Every 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 he or she moves into a hostel, regardless of his or her physical or mental frailty or ability to exercise or fully appreciate his or her rights.

A positive, supportive and caring attitude by family, friends, hostel proprietors and staff, carers and the community will help people who live in hostels to continue as integral, respected and valued members of society.

Australian society has a strong commitment to social justice principles. Those principles recognise 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 Resident matters. They form the basis of a society which is free of prejudice and is caring, just and humane.

This Charter affirms those social justice principles.

The personal, civil, legal and Resident rights of each resident are not diminished in any way when he or she moves into a hostel.

Security of Tenure

Residents may continue to receive quality care until they desire a greater level of nursing care than the hostel is able to provide or unless their behaviour places staff, other Residents or themselves at risk, and this behaviour cannot be contained.

In this case, alternative options will be discussed with the Resident and their next of kin, in consultation with their doctor and mental health professionals from Osborne Park Lodge.

The Resident Agreement outlines the resident's rights including their right to security of tenure and this is explained in detail on admission.

The Resident's rights are not affected if they does not wish to sign the resident agreement.

Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Consumer

Provider

Consumer (or authorised person)'s signature (if choosing to sign)

Signature and full name of provider's staff member

Full name of consumer

Name of provider

/ /

Full name of authorised person (if applicable)

Date on which the consumer was given a copy of the Charter

/ /

Date on which the consumer (or authorised person) was given the opportunity to sign the Charter

MOUNT LA VERNA RETIREMENT VILLAGE INC.

ST FRANCIS HOSTEL

SERVICES AVAILABLE

The administration block is made up of the main offices, a craft room, lounge area, kitchen and main dining area where the midday and evening meals are served. The main laundry is situated at the rear of the administration building.

The Hostel is staffed twenty-four hours a day.

UNIT FEATURES

Each unit consists of a fully carpeted bedroom/sitting area together with an en-suite. Other items provided are

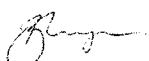
- Reverse cycle air conditioner (heating and cooling) set at the recommended temperature
- Exhaust fan in en-suite
- Motion sensors
- Emergency call buttons
 - Two in bathroom
 - One in bedroom
- Vanity with mirror
- Two double wardrobes, one lockable for personal valuables
- Security sliding door onto patio
- Window treatments
- Keys are provided for – the beside locker, bathroom window, security sliding door leading onto the patio, and the entrance key also locks the wardrobe door.
- Provision for telephone. The Resident is responsible for the set-up and connection fees and will liaise with the telco for any service problems.

CLEANING SERVICES

Resident's rooms are cleaned thoroughly on a weekly basis by a contract cleaning firm and detailed on a 4-weekly cycle. Care staff maintain cleanliness of rooms in the interim period. Bed are changed weekly or as required. Linen and towels are provided.

Any personal items are the responsibility of the family to clean and dust. Seating needs to be cleaned and refreshed on a regular basis. Residents are responsible for the maintenance and care of fridges and their contents. Personal electrical items must be tagged and tested annually and this cost is passed on to the Resident.

Residents are not permitted to have **aerosols** of any kind, e.g. flyspray, air fresheners, deodorants etc as they will activate the fire alarm if sprayed near detectors. It is also regulated that you do not have laundry detergents, dishwash liquids or chemicals of any kind in your bedroom. All chemicals must be stored away in locked cupboards and have First Aid and safety instructions available. You have access to all kinds of cleaning products by asking the Carers to provide you with enough for you to use on each occasion.



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MAINTENANCE SERVICES

Please report any problems or difficulties to the Carer on duty. They will then be entered onto a Maintenance Request Form for action. Emergencies will be attended to as they occur.

Personal equipment is not maintained by the home however, we will assist you to have the equipment repaired /replaced as required.

GARDENING

A part time gardener is employed to attend to the gardens at Mount La Verna Retirement Village (Inc.). Gardening as a hobby for residents may be directed through the Activities Co-ordinator.

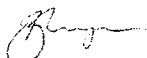
You are able to furnish your patio area and have pot plants, etc to add your personal touch to your outdoor areas.

LAUNDRY

Domestic machines are available in each house for personal washing. Linen, towels and soiled items are laundered in the commercial machine in the main laundry. Residents are able to operate the domestic machines and provision of washing powders will be made available on request. Residents are not permitted to have chemicals of any kind in the rooms.

- Full demonstration and explanation of use of machines will be given by Carers.
- The central laundry has a commercial washer and dryer which are operated by the care staff.
- There is an iron located in the main laundry should you wish to borrow this
- Residents who are able to maintain independence with personal laundry are encouraged to do so.
- Residents unable to maintain independence are able to have personal laundry attended to by the Carer in St Francis Hostel. All clothing **must** be clearly marked with the Residents' name.
- Please note that dry cleaning is not included as a hostel service

If you choose to have your relative attend to personal laundry please provide formal written notification of this and a suitable hamper for items to be placed in. If at a later date the resident or family wishes to change arrangements, please inform the carer who will instigate the change. Please ensure all clothing is marked.



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It is advised that you do not bring in delicate or woollen items as they do not withstand the rigours of the domestic and commercial washing machines and dryers. The service will not accept the responsibility for any damage to these

PHARMACY / MEDICATIONS

Gwelup Plaza pharmacy provide Webster Packs - blister packs- weekly for each Resident. To maintain continuity of service we prefer to have one pharmacy maintain control as this enhances the relationship between the GPs and the pharmacy. The Resident may choose to utilise the services of another supplier at their own cost. All medications are charged to the Resident and you may utilise the benefits of having a safekeeping account to have your bills paid for this service. The home meets the costs of the packaging. Medications are governed by policy and it is not appropriate for your family to purchase medications over the counter for you without first consulting with your GP. These purchases may result in a severe drug reaction and we are left in the dark without knowing what has been given or taken.

Please discuss any concerns you may have by speaking directly with the Senior Supervisor, Registered Nurse or Care Manager. If you have attended an outpatient appointment and been supplied with a prescription, please give it to our staff to organise with the pharmacy, so that it can be added to their profile and dispensed according to our policy. The pharmacy have been instructed by management not to supply you with over the counter medications unless ordered by the GP.

HAIRDRESSING

A hairdresser visits St Francis Hostel with appointments being made through the Carers, receptionist or privately. An appointment book is kept on the hall stand in the foyer. Residents' representatives may consult with the hairdresser if necessary. The hairdressing service is provided by private arrangement, at reasonable cost to the resident. Residents who wish to maintain their former hairdresser will be helped to do so in consultation with their relative / representative. Only the contracted hairdresser is able to provide services onsite. You are not permitted to cut hair in your room as this is an infection control issue.

INTERPRETER SERVICE

For those residents of ethnic origin, access to an interpreter can be organised. Families (if available) will be requested to give assistance in some situations.

If Residents' families wish to make a booking for an interpreter service, they are able to do so by contacting the Translating and Interpreter Service (TIS) on 1300 655 082 or by FAX: 1300 654 151 or by email tis@immi.gov.au
If you wish staff of the Hostel to make the contact, this can be arranged.
The centre for Cultural Diversity in Ageing is also available by email info@adec.org.au

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PODIATRY

This service is available for all Residents. A podiatrist visits fortnightly and there is no charge for this service. Residents can make their own private appointments and carers can provide assistance if requested. Appointments may be made with the Senior Supervisor / Carer. Residents who wish to attend their former podiatrist may continue to do so at their own expense. Sharp instruments such as scissors, nail clippers, razors, etc need to be stored securely and are not to be kept in the Residents' bedrooms or bathrooms.

PHYSIOTHERAPY, OCCUPATIONAL THERAPY & REGISTERED NURSE

The hostel provides a Physiotherapist, Occupational Therapist and a Registered Nurse on a weekly basis to assess the special needs of residents.

CHURCH & CHAPLAINCY SERVICES

A Catholic Mass is held twice weekly in St Theresa's Church, which is located on the site, each Wednesday at 10.30 am and Sunday at 11.30 am. Communion is given to those who cannot attend Church on Sunday morning. Communion ministers visit on Sunday to give communion to those who cannot attend mass.

Other Ministers of Religion are welcome to visit and residents are encouraged where possible to maintain any previous associations they might have had. If residents choose not to participate this is respected.

TELEVISION / COMPUTER

A smart television connected to the internet, and a DVD / video player is provided in the main Lounge Room for general viewing. Residents may install their own sets within their private room area if they wish - access to the main aerial is available in each unit. New televisions brought into the Hostel require inspection by a qualified electrician to ensure safety standards. You will need to provide a wall bracket and a 32cm television is the largest size permitted. Computer access is available through your phone connection and any arrangements for internet service is at your expense. The service is not responsible for the provision and cost of connecting to any of these services nor for organising service of these appliances.

MAIL / NEWSPAPER DELIVERY

Currently, mail is delivered to the administration office by Australia Post. Carers distribute mail at either lunch or evening meal time in the dining room. The West Australian provides newspaper services to the home. You may utilise your safe-keeping account for the payment of this service or make your own arrangements. Supply of magazines can be arranged with the local newsagent. Details are provided with the information pack at the time of admission.

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CONTENTS INSURANCE

Personal possessions are the responsibility of the resident including items such as hearing aids. We will take as much care as possible of these however there may be times when this is out of our control. Valuables should be kept to a minimum. The home's insurance policy does not cover the loss or damage to personal possessions. Residents may wish to take out their own personal contents insurance if they think this is necessary

SAFEKEEPING ACCOUNT

A separate bank account is in operation to hold small amounts of resident's funds for safe keeping. This can be used to pay minor accounts nominated by the resident / representative e.g. Pharmacy, Hairdressing and Podiatrist. Please note interest is not paid on any credit balance nor is any administration fee charged on these accounts.

MEALS

On entering the Hostel, you and/or your representatives are given a form to list your likes and dislikes, allergies to certain foods, preferences of drinks and special food or dietary needs.

A copy of this form is given to the kitchen staff who ensure the Resident's needs are met.

Residents are asked in the morning of each day as to (a) what their preference is from the lunch menu and (b) what they would like for the evening meal from the 3 choices available. The choice always includes a hot meal plus soup every night.

BREAKFAST: A very flexible arrangement exists where you choose your own time to eat, be it 7.00 am to 10.00 am. You are able to make your own meal if you wish as all the necessary items are supplied in the house kitchens, i.e. cereal of choice, milk, bread, butter, jam, marmalade and vegemite plus tea, coffee and also milo. Porridge is delivered to the house kitchens at 8am. For those who can't cope, a carer is available from 8 am to assist with preparing breakfast. A cooked breakfast is prepared on a Wednesday morning.

LUNCH: Lunch is held in the main dining room this meal is scheduled for 12 noon. This is the main meal of the day and although there is a set monthly menu, made up with care recipient's input and reviewed by a dietician, an alternative meal is available for those who wish it.

EVENING: Meal service begins at 5pm.

MEALS FOR VISITORS: Your family and friends are very welcome to come and dine with you in the dining area of your house. The home will cater for a maximum

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of two visitors and payment (\$10 per person) can be paid at the reception during the week or to the Senior Supervisor on duty at the weekend. Staff service cannot be made available. We ask that you rinse the plates and leave the dining area clean and tidy.

Staff are to be notified at least the day before if a meal is required, so as to allow for catering.

It would be appreciated if you could please return your relative to the home at least 10 minutes prior to meal times to enable them to be seated and not to disrupt meal service for others.

SAFETY & EMERGENCY ISSUES

FOOD SAFETY

The home is monitored strictly for compliance with the Food Safety Standards. The menu is developed by a dietician and meets all the nutritional requirements of an elderly person.

The regulations assist to minimise the likelihood of a gastroenteritis outbreak by monitoring the temperature of high-risk foods. This means that you will not be able to **share** food that has been bought in for you by relatives/visitors. Any food stuffs you choose to have in your room will need to be in an airtight container to prevent contamination and infestation. If you are uncertain about anything, please consult with the Supervisor on shift.

VISITORS

The home has an open-door policy and there is no restriction on visiting times. VISITORS are asked to sign the book at reception when entering/exiting the Hostel. Hand sanitiser is provided for use by all visitors, including children. This practice helps us reduce the spread of viruses and helps to keep our residents in good health.

The administration door is locked from 4pm until 8.30 pm. It is locked during the lunch hour from 11.45 am -1.00 pm. There may also be other occasions when it is necessary to lock the door to enable our wandering residents to attend concerts, activities, etc. Please use the call bell to obtain access/egress at these times. We also ask that you be patient as the care staff may be attending to the needs of your relative.

The front gates on North Beach Road are locked between 7pm and 6am. During these hours, access/ egress is available using the lower Ufton Street gates. Please drive cautiously through the village and keep noise to a minimum.

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SMOKING

Smoking is not permitted within the enclosed workplace of St Francis Hostel in accordance with current Occupation Safety and Health Regulations.

Smoking is permitted in the designated area behind the main laundry, provided tobacco smoke does not enter any Hostel buildings. You will be required to wear a smoke retardant apron and be supervised at all times.

ELECTRICAL SAFETY

Residents are not permitted to have the following items in their room: Microwave, Toaster, Electric Blanket, Kettle, Iron, Hairdryer, curling tongs and any untested and untagged appliance.

You will pay a yearly fee to have your electrical items checked by the electrician.

FIRE ALARM PROCEDURES

The home is electronically connected to the fire service. Once an alarm rings, the electronic doors are released and you may egress your house by **PUSHING** the door. **YOU DO NOT NEED TO PULL THE HANDLE DOWN.**

If a fire starts in your unit do not attempt to put out the fire. Ring your emergency call bell and then leave your unit immediately, closing but not locking the door.

Proceed to the Administration building so staff can account for everyone currently occupying a unit.

Do not return to your unit.

WAIT until given the all clear by a Fire Officer or member of staff before returning to your unit.

COMMENTS AND COMPLAINTS

Residents and/or representatives should feel free to comment or complain about conditions in St Francis Hostel, and there will be no reprisals, psychological, physical, social or emotional actions taken. When a complaint is made, action will be taken to identify the cause and wherever possible, steps will be taken to remedy the situation. Comments/complaints will be dealt with appropriately and followed through to a conclusion.

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Process

The CEO and Care Manager have an open-door policy and welcome you approaching them directly, if you chose.

Residents and/or representatives should speak to the Carer in charge or any other staff member with whom they can discuss the matter or you may fill out a "Tell Us What You Think" form and put it in the suggestion box.

Locked suggestion boxes are available and located in five areas within the Hostel. Residents are shown these boxes after admission. These boxes are for the use of each resident and/or representative to make written comments. Suggestion boxes are opened weekly and followed up by the Care Manager and hostel staff to rectify any problems identified. Forms can be also placed in a confidential envelope, available on the hall stand in the foyer. Any urgent matters may be taken up with the Care Manager immediately.

All complaints are handled discretely and confidentially.

Residents and/or representatives can request a private discussion with:

Internal:

Carer on duty

Senior Supervisor

Care Manager

Chief Executive Officer

Or a letter to the Board of Management

External:

The Older Persons Advocacy Network (OPAN) is the provider of the National Aged Care Advocacy Program. OPAN provides free, independent and confidential advocacy support to residents to resolve concerns, particularly before they turn to complaints. OPAN can be contacted on 1800 700 600 or via its website at www.opan.com.au

Aged Care Quality and Safety Commission 1800 951 822 or search the website. Advocare (08) 94797566 email: rights@advocare.org.au
OR www.advocare.org.au

CHOICE AND INDEPENDENCE

The location of St Francis Hostel provides ready access to public transport and the local Gwelup shopping centre. This enables you access to the local and wider community. You have a key that not only opens your unit but also the outer door to your particular house, thereby giving you the freedom to come and go at whatever time you please. It is requested of you and/or your relative to notify staff on duty

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that you will be absent from the Hostel and the approximate time of return for security reasons. A book to record comings and goings is located in the reception area.

You are encouraged to entertain guests either in the privacy of your unit or in the communal area of the house that you reside in. Light refreshments e.g. tea, coffee, milo is provided in each house. There is a refrigerator where milk is provided and this can be used by residents to store drinks, perishables etc. bread, butter and biscuits are also available and more is available on request.

Your families are encouraged to join you for a meal. There is a small charge for this and can be paid at reception or to the carer on duty. You are asked how you would like to celebrate your birthday. Staff respect your individual choice. A monthly birthday party is held to celebrate all the birthdays for that month.

You are encouraged to handle your own financial affairs, where possible. A safe keeping account can be set-up for you to pay bills on your behalf and so that you do not have large amounts of money on your person. It is suggested that an initial amount of \$300 be deposited. This can be used to pay minor accounts nominated by the resident/representative e.g. Pharmacy, Hairdressing and Podiatrist. Please note interest is not paid on any credit balance nor is any administration fee charged on these accounts.

The administration staff will advise you when funds are getting low and you may request a statement at any time. For those who are unable to manage their own financial affairs, mechanisms are in place to assist you and will be discussed at admission. Residents and/or their advocate can request this assistance at any time

ACTIVITIES

An activity programme runs 5 days per week with a therapy assistant running the sessions. An Occupational Therapist is employed to evaluate care plans, oversee the development of the therapy program and identify areas where improvements to fostering social and creative needs can be met. Traditionally, weekends were kept free for family and friends to visit. There is a range of self-directed activities available on weekends. Please approach the Supervisor on duty to enable you to access these resources.

Activities focus on physical, therapeutic, creative, and cognitive and socialisation needs and preferences to optimise health and well-being. Regular sessions include cooking, bingo, a movement group, craft, gardening, DVDs, quizzes and word games. A walking group is conducted daily from 9.15am. Some of these activities will involve a cost to the resident. Excursions to popular attractions are organised subject to availability of a suitable bus.

Bus trips are available twice per month at a reasonable rate to Residents. There are limited numbers and bookings are arranged with the Therapy Assistant. These are

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subsidised rates and subject to review. Rotation of residents on the bookings is made so that every resident has the opportunity of a trip should they wish it.

The Therapy Assistant will help residents with special needs to adjust to new ways of performing their preferred activities or introduce new activities which will match capabilities and interests. The Therapy Assistants also cater for the needs of residents from different cultures and backgrounds.

Residents receive an individual notice advising of forthcoming activities and special events weekly.

Residents are encouraged to take part in activities, however their right not to participate is respected.

DECISION MAKING

Residents are encouraged to be involved as much as possible in making decisions. Supporting choice and independence fosters social inclusion, health and well-being.

A residents meeting is held bi-monthly. The date is advertised in the activity program, which is then posted/ emailed each month to Residents and their representatives. Residents'/ representatives are encouraged to attend these meetings and are welcomed by all staff. The meeting is for Residents and their representatives and a volunteer will be sourced to facilitate these meetings. Feedback is welcomed and the home will use this feedback to improve our service.

Suggestion boxes and "Tell Us What You Think" forms are available in each house and in the Administration area of the Hostel for Residents, representatives, friends who wish to make comments suggestions or complaints. We really appreciate compliments.

Questionnaires are regularly distributed to gather information on residents' preferences. Information gathered is evaluated to find a solution that helps the Resident live the way they choose.

If Residents choose not to attend residents meetings or complete questionnaires, Residents must understand they have chosen not to be part of this decision making process.

Staff at all times respect the Residents' choice.

RESIDENTS TAKING RISKS

It is part of everyday life to take risks. Exercising individual rights, or participating in chosen activities will sometimes involve risks. Information will be given so that the probable consequences of carrying out the activity are fully understood. The

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health and safety of the staff will be taken into consideration when the seriousness or degree of risk involved places them or others at risk of harm or injury.

RESIDENTS MAINTENANCE FEES

Residents fees are currently raised by Administration on a fortnightly basis (every second Wednesday). Upon entering the Hostel, the Chief Executive Officer will advise the amount required to fall into line with the common billing date for St Francis Hostel.

The preferred option for payment of fees is by direct debiting residents' accounts, however in certain circumstances cash or cheque payments will be accepted.

Currently fees are based on 85% of the maximum available aged pension and may be supplemented by a Means Tested Care Fee should Centrelink and the Department of Social Services so determine.

MANAGEMENT STRUCTURE –2019 / 2020

Mrs Judith Wallace	-	Chairman
Mr Keith Gerrans	-	Deputy Chairman
Mr David Boyle	-	Secretary
Mr Melville Bellgard	-	Treasurer
Fr Emil Ciecierrega	-	Parish Priest
Mr Gerald Barton	-	Board Member

VILLAGE ADMINISTRATION

Mr Lee Hare	-	Chief Executive Officer
Ms Brenda Hughes	-	Care Manager
Mrs Robynne Smith	-	Receptionist (part-time)
Mrs Angela Munt	-	Accounts Clerk (part-time)

The Board holds their Annual General Meeting in October of each year.

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SCHEDULE OF COSTS MET BY RESIDENTS

As at December 2018

HAIRDRESSING

Current hairdresser is Mrs Narelle Evans.

All prices are listed in salon.

PODIATRIST

Current Podiatrist is Ms Hooi Fang Yong

Cost per consultation \$30.00

Please note that the above Service Providers are private operators and set their own prices.

NEWSPAPER DELIVERY

Supply of newspaper and magazines can be arranged with the local newsagent. Details provided with the information pack prior to admission.

Charges are set by WA Newspapers Limited and would include a delivery charge.

MEALS FOR VISITORS

Currently \$10.00 per person reviewable each July at time of budget adoption.

GENERAL PRACTITIONERS

The following list of General Practitioners visit the Hostel. Timing of visits are dependent on their patients' needs. Assistance to make appointments will be provided by care staff.

(See next page for detail)

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LIST OF GENERAL PRACTITIONERS ATTENDING THE HOSTEL

Dr David Storer
1 North Beach Road
North Beach
Phone: 9447 1575; 9246 4183
Locum: Ph 9321 9133

Dr H Dickson
Dr C Cicchini
698 North Beach Road
Gwelup
Phone: 9244 8588
Locum: 9321 9133

Dr Penelope Hellmuth
Karrinyup Road
KARRINYUP
Phone 9446 6979

COMPLEMENTARY THERAPISTS /OTHER HEALTH PROFESSIONALS

PODIATRIST	Ms Hooi Fang Yong
CONTINENCE ADVISOR	Ontex-Lille Healthcare
HAIRDRESSER	Mrs Narelle Evans
PHYSIOTHERAPIST	Life Ready Mobile
MENTAL HEALTH LIAISON OFFICER	Osborne Park Older Mental Health
SPEECH PATHOLOGIST	Nikki Chesson
OCCUPATIONAL THERAPIST	Kathryn Pillion
NUTRITIONIST	Clemency Nicholson

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MANAGER TO COMPLETE

Date Received:

Action taken and by whom:.....

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Outcome:.....

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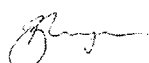
Improvement Project Log Completed:

☐ Yes (ref no: IP_____ / _____) ☐ No

Feedback to Originator: **Date:** **Name:**.....

Information Logged/Collated: ☐

CLOSED OUT/COMPLETE		
Signature:	Designation:	Date:



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Guidelines for use of Motorised Mobility Aids in St Francis Hostel

Principles

Residents are encouraged to move as independently as possible within and around the facility. This independence may be assisted by the use of motorised aids e.g. Scooter or Gopher style equipment.

The safety of all Residents and staff will be taken into account in supporting the use of such equipment. The staff and management of the home will take whatever steps are necessary to ensure this safety to all parties concerned.

Guidelines for Residents in the Use of Motorised Aids

Assessment

The Resident will be assessed by a Registered Nurse as being capable of operating such equipment. The assessment will include a "driving test", physical and cognitive ability to ensure that the Resident can operate the equipment safely.

Residents should not purchase such equipment until such an assessment has occurred.

The Resident's ability, physically and cognitively, to continue the use of motorised equipment will be assessed by the Registered Nurse periodically and/or an incident occurs that impinges on the safety of other Residents.

Incidents and Accidents

Staff will act to appropriately disable the motorised equipment if observing any unsafe or erratic usage of the equipment by the Resident. This action will occur for the safety of the Resident using the equipment and the other Residents and/or staff in the facility. This action will be noted in the Resident's Progress Notes and the next-of-kin and Registered Nurse will be notified.

The Resident shall repair any damage to St. Francis Hostel or anything contained in it caused by want of care, misuse or abuse or otherwise on the part of the Resident arising from the use and operation of the motorised mobility aid.

An Incident/Accident Report will be completed by a staff member in the event of an incident, including staff disabling the equipment, or an accident.

Ongoing Use and Maintenance

Vehicles must be driven at the lowest speed inside the grounds.

The Gopher is not to be used inside the buildings.

The resident must have knowledge of the operation and maintenance of the equipment.

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The equipment must be in good mechanical condition and be regularly maintained as per the Manufacturer's recommendations at the resident's expense.

When off-site travel occurs, the Resident is requested to advise staff and to indicate an approximate time of return. Residents are advised to carry some form of identification when travelling off site.

Staff who care for the Residents will be given instruction on the operation of the equipment. Staff also have the right to inspect the equipment/vehicle to ensure it is in good operational order.

Vehicles are to be insured by the Resident, including insurance for any damage caused to or by the vehicle.

St. Francis facility should identify safe and secure areas for the parking, storage and charging of such equipment. Vehicle manufacturers do not recommend "charging" of vehicles in bedrooms. Battery charging and storage will occur in a designated area in the complex.

Information for Residents

A written approval for the use of such vehicle will be provided by the organisation. The approval will include conditions of use and any restrictions on the use of the vehicle.

A copy of any organisation policy will be provided to the Resident.