



*St Sergius*  
AGED CARE

# Residents Information Handbook

November 2014



Trading as the Russian Relief Association of St Sergius of Radonezh

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# Introduction

In exercising Christian benevolence the Russian Relief Association of St Sergius of Radonezh considers it a privilege to care for the aged and infirm persons. This booklet is designed to assist and orientate you to our facility. If you have any questions please do not hesitate to ask. **Welcome to your new home!**

## Our History

The Russian Relief Association as it is known today was formed in 1945 with the main objective of helping Russian compatriots, disadvantaged as a result of the war.

In 1957, the original organisation Committee changed its name to the Russian Relief Association of St Sergius of Radonezh, with the new objective of providing care for elderly Russians and other people of Slavic backgrounds.

In 1959, the Russian Relief Organisation opened the Home for the Aged building for its first 28 residents. Over the next 50 years, members of the Association together with the board of directors and staff have expanded this small undertaking to a large, modern facility with the latest technology and equipment. St Sergius is a not-for-profit, public benevolent organisation.

We aim to provide the highest standard of care, upholding the dignity, privacy and personal rights of the Resident.



## Our Philosophy

We aspire to principles of Christian benevolence when providing care for the aged; providing a lifestyle for our residents in the tradition of the Russian culture and the rites of the Russian Orthodox Church. We believe that growing old is a further stage of development, which should be approached with dignity and confidence in one's ability to achieve the full potential that is possible for this time in life.

At the same time, we recognize and accept the notion that all residents irrespective of their physical, emotional, mental state or denomination have the same right as all Australian citizens and should be treated with utmost care and consideration. Their sense of personal dignity and self-respect should be maintained at all times.

## Our Vision

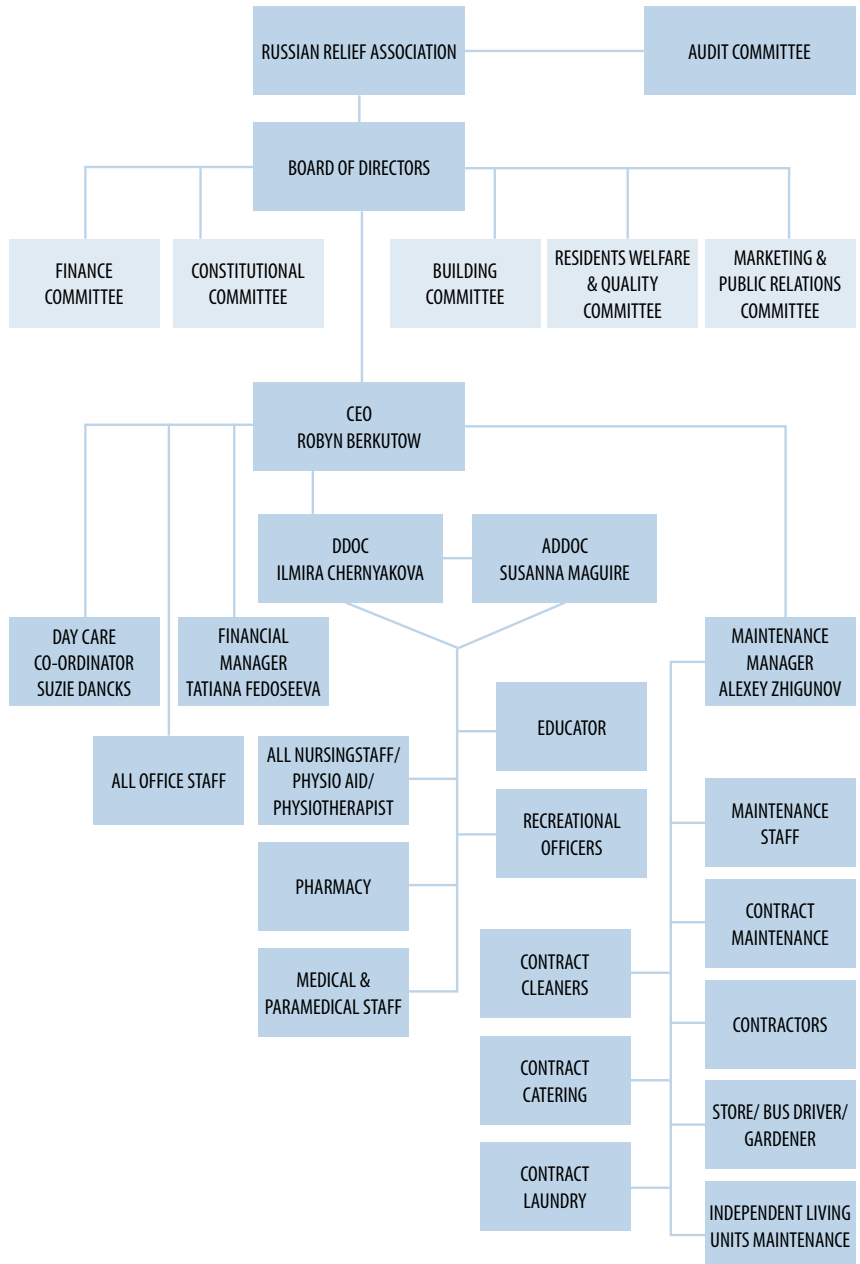
The Board and Management of the Russian Relief Association of St Sergius of Radonezh are committed to achieving the highest possible standards of care for our residents in the tradition of their heritage and culture.



## Our Objectives

1. To create an atmosphere that our residents have been accustomed to at home by providing specific home style cooked meals, observance of religious feasts and other customs relating to Russian culture.
2. To maintain the highest standard of nursing care, meeting physical, psychological and emotional needs of residents in a professional and safe manner.
3. To treat residents with kindness, respect and dignity and maintain quality of life at the highest level.
4. To provide an atmosphere where mutual respect exists between staff and residents.
5. To enable residents to maintain optimum independence, privacy and individuality, yet encourage them to take an interest in daily activities.
6. To implement recreational and social programs to meet the needs of the residents.
7. To offer our support to relatives and friends and help them to come to terms with their changed circumstances.

# Organisational Chart



# Admission Procedure

Entry to an aged care facility either for permanent or respite care is only possible with an ACCR form (Aged Care Client Record). The ACCR is obtained from the Aged Care Assessment Team (ACAT) via either a hospital or a community setting.

It is essential that residents and resident's representatives allow at least two hours at time of admission. This is so all relevant information can be collected from the resident/representative to ensure that optimum level of care can be provided with insight into the resident's preferences, safety risk factors, past medical history and care needs. We require this information on admission to formulate an individual resident Care Plan.

To reduce stress in times of bereavement it should be made known at the time of admission the resident's funeral arrangements: whether burial or cremation is preferred, the name of the preferred funeral director and any cultural and or spiritual considerations.

If these arrangements have not been thought about, we would appreciate the information within one month so as to complete all details for the records.

On admission you will need to bring with you:

- Pension Care – if applicable
- Medicare Card
- Safety Net Card
- Diabetic Card – if applicable
- Private Health Membership Care – if applicable
- A letter from the resident's current Medical Practitioner with Medical History
- Current medications
- Name, address and phone number of next-of-kin
- Power of Attorney
- Completed Pre-Admission Form

# Accommodation Pricing

Residents are required to pay:

- A Basic Daily Care Fee;
- A co-contribution; and
- Where determined by Centrelink or DVA, an accommodation payment

The Basic Daily Care Fee is set by the Government and equates to 85% of the single pension for pensioners and 96.5% of the single pension for non-pensioners. These amounts vary from time to time as the level of the pension increases.

The co-contribution is an amount which is assessed by Centrelink or the Department of Veterans Affairs (if the person is a veteran). It is the amount which the government agency determines as the amount which the resident can pay towards the cost of their care. These amounts are subject to Yearly and Lifetime caps which are set at the time of the resident's entry to residential care and which are indexed in accordance with the CPI. Further information is available on [www.centrelink.gov.au](http://www.centrelink.gov.au)

The Accommodation Payment is set by the Board of St Sergius and is varied from time to time. They are only applicable to those residents that Centrelink or DVA determines as having the asset base to afford such a payment. The maximum Refundable Accommodation Deposits (RADs) and the corresponding Daily Accommodation Payments (DAPs) are as follows:



Room Type	RAD	DAP
Single with ensuite	\$400,000	\$72.65 per day
Single	\$380,000	\$69.02 per day
Double with ensuite	\$360,000	\$65.39 per day
Double	\$340,000	\$61.75 per day
3 Bed ward with ensuite	\$330,000	\$59.94 per day
3 Bed Ward	\$310,000	\$56.30 per day
4 Bed Ward	\$290,000	\$52.67 per day

Residents have the right to choose which option would best suit their financial arrangements. Within 28 days of entering the facility residents must advise the management of St Sergius which option they wish to choose. If this is not done the management of St Sergius will implement the preferred option of the Board of RRA.

From the date of entry, and pending advice of the resident's preferred option of payment, residents will be charged the Daily Accommodation Payment. Where the resident chooses to pay by lump sum (RAD), the DAP will be charged until the lump sum is paid.



Example of a 2 bed with Ensuite

Please note, the Accommodation Payment can also be paid by a combination of the lump sum (RAD) and daily payment (DAP). This is done by the resident electing to pay a percentage of the RAD as a lump sum and the remainder as a daily payment. The daily payment is calculated by applying the Maximum Permissible Interest Rate (MPIR), currently at 6.63%, to the unpaid lump sum amount. An example is as follows:

Resident A enters into a single room with ensuite and chooses to pay the RAD 50% as a lump sum and 50% as a daily payment. Resident A would therefore pay a lump sum of \$200,000 and a daily payment (DAP) of \$36.11 per day. This daily payment was calculated as follows:

Unpaid lump sum	\$200,000
Maximum Permissible Interest Rate	6.63%
DAP ( $\$200,000 \times 6.59\%$ ) divided by 365 days	\$36.11 per day

Prospective residents who do not have the means to pay an accommodation payment are always welcome at St Sergius.

St Sergius strongly recommends that you seek independent financial advice prior to making a decision regarding payment options. An independent financial adviser who we recommend is Ben Burgess from Byrons Chartered Accountants. He can be contacted on 02-8745 3433.

**Note:** All accommodation payments (RAD and DAP) are negotiable.

## Accounts

Accounts are issued at the beginning of each month and are payable monthly in advance within 14 days. Incidental costs incurred on the resident's behalf, excluding pharmacy, will be processed on the monthly account. These costs may be for hairdressing services, some outings, transport costs to appointments or special personal care items and services requested by the resident and or their representative. A Direct Debit form can be completed on admission or at a later date. The preferred method of payment is direct debit, but payments can also be made via EFT or cheque.

It is our policy to allow approximately forty (40) days for final accounts and refunds, if applicable, to be issued. This ensures sufficient time has elapsed to process all incidental charges incurred by the resident prior to leaving the facility. Your understanding of this policy is appreciated.

## Activities

Our Activity programme is designed to cater for each resident's individual social, cultural and emotional needs, interests and routines. These should be discussed with the Admitting Officer at time of admission. The Activities Officers will also conduct a thorough social history database. Please feel free to provide additional information to the Activities Officers at any time.

Group activities are provided daily. You will find the programme displayed on whiteboards in the foyers.

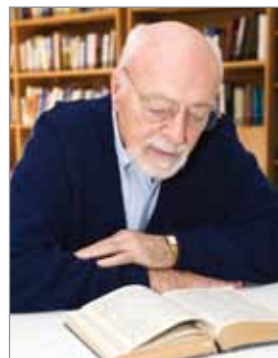
A bus with wheelchair access allows a wide variety of external activities to be organised and offered to residents. These activities may sometimes incur a small cost. This will be added to the resident's account when necessary.

We value input from our residents at our regular monthly meetings where they are encouraged to discuss activities and services. Carers and relatives are welcome to attend and participate.

A library is provided, offering a range of ordinary and large print books.

Community groups from various organisations visit at different times of the year.

Ministers of Religion visit regularly to provide an opportunity for spiritual fulfilment.



## Admission and Bed Allocation

Residents who are admitted to an aged care facility are assessed and given approval via an Aged Care Client Record (ACCR), issued by the Aged Care Assessment Team (ACAT). Bed allocation is at the discretion of the CEO.

Please also note that there may be times when it will be necessary to relocate your allocated bed/room due to nursing care priorities. Residents and relatives will be consulted prior to bed reallocation. Please note that residents who are “not supported” and pay either a RAD (Refundable Accommodation Deposit) or DAP (Daily Accommodation Payment) may be subject to variances in these charges depending on which particular room the resident is moved to.

## Alcohol

Any alcohol bought into the facility must be stored with the Registered Nurse who will allocate the amount of alcohol that the resident is permitted to consume according to the medical officers assessment. Residents and their representatives must at all times be respectful of other residents and staff members. Alcohol is not permitted to be consumed by family members or visitors whilst on the premises. Any resident’s representative who is found to be inebriated will be asked to leave the facility immediately.

# Allied Health Services

Residents are responsible to pay the following charges:

1. Dental Services
2. Glasses
3. Hairdressing
4. Hearing Aids
5. Specialist consultations
6. Any external allied service contracted by the resident or resident's representative. E.g. Physiotherapist, Podiatrist, Speech Therapist, Dental Services etc.



## Banking and Shopping

Residents who wish to do their own banking can do so accompanied by a relative or carer. The Activities Officer will purchase personal items for residents if a relative/carer is unable to do so.

## Catering Services

The facility has professional caterers on site seven days. All meals are prepared and cooked in the facility's kitchen. Special diets are catered for (e.g. Diabetic, Fat reduced/free or Vegetarian). Meals are served in the dining rooms. However room service is also available. Meals are served at these approximate times:

Breakfast	8.00am
Morning Tea	10.00am
Lunch	12 noon
Afternoon Tea	2.00pm
Dinner	5.00pm.
Supper	8.00pm

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Individual resident food likes and dislikes are documented on admission and updated regularly or on a needs basis. Food allergies or intolerances are noted and catered for accordingly. The facility has access to dieticians who monitor menus and provide feedback. Special diets will also be prepared when necessary.

Relative/representative meals are available, please place your order with the kitchen staff prior to 11.00am each day. The cost of a meal is \$5.00.

## Charter of Resident's Rights and Responsibilities – See Addendum 1

### Choice and Decision Making

We at St Sergius foster an environment in which each resident (or his or her representative) participates in decisions about the services the resident receives, and is enabled to exercise choice and control over his or her lifestyle while not infringing on the rights of other people (3.6 Accreditation Standards). Residents and their representatives

are consulted about their satisfaction with the quality of life within St Sergius including being actively involved in all decisions about individual matters involving the resident's daily care and consulted about general matters within the home. Residents have the right to make informed choices regarding their care.

## Clothing

Residents are fully dressed each day. The exception being those residents that for some reason are confined to bed. Residents are encouraged to choose the clothes they want to wear from their own wardrobe. The clothing requirements of each resident will be different depending on their medical and physical condition.

Generally residents wear comfortable casual clothing during the day e.g. Track suits, pants and tops.

Due to storage space we request that families only leave clothing relevant to the season (i.e. summer clothing stored with the family during the winter months).

It is essential that at all times they have adequate supplies of:

- Underwear
- Outer garments
- Preferred toiletries
- Night Attire
- Shoes/slippers

The following lists are intended as a basic guide:-

<b>Men</b>	
Cardigans 3 – 4 (Acrylic only)	Pyjamas 7 pairs
Singlets 7 – 10	Shirts 7 – 10
Shoes 2 pairs	Underpants 7 – 10
Slippers 2 pairs	Socks 7 pairs
Dressing Gowns 2 – 3	Trousers 2 – 3
Tracksuit pants 7	

## Women

Dresses 7 – 10 (summer & winter)	Track suits 7 (if applicable)
Cardigans 3 – 4 (Acrylic only)	Shoes 2 pairs
Slips 7	Singlets 7
Underpants 7 – 10	Socks 7
Dressing Gowns 2	Stockings 7
Nighties 7 – 10	Slippers 2 – 3

All clothing should be “easy to launder” and should also require minimal ironing. Every item must be clearly marked with the resident’s name with a waterproof cloth marker or a permanent “sew – on” label available from the Laundry staff (\$ 0.05 per label).

**Note:** Close attention is to be paid to a resident’s level of continence. Frequent changes of clothing may require more clothing to be available at the facility.

**While all care is taken, the facility does not accept responsibility for any clothing that shrinks or is damaged during laundering.**

## Complaints, Comments and Suggestions

Our aim is to achieve the highest standards of professional care and service for residents and all their families. Any complaints, comments and suggestions are welcome and will be dealt with promptly and confidentially.

The facility fosters and promotes an environment in which residents and their representatives feel confident to make complaints without fear of retribution. It is also essential that problems and issues are identified early so that they can be rectified.

Alternatively you may have suggestions for improving the services offered.

You may choose one of the following methods of communications:

- By telephone or letter to the CEO.
- In person to the CEO at a mutually convenient private meeting.



- By completing an Improvement Log found throughout the facility and place improvement Log in the suggestion box located in the main foyer or hand to reception.

We aim to deal with all problems and suggestions quickly and with a mutually satisfactory outcome.

Where a problem remains unresolved a formal complaint can be lodged with the:

**1. Aged Care Complaints Scheme:**

Address: C/- The Department,  
GPO Box 9848, Sydney NSW 2000  
Telephone: (02) 9263 3707 or Toll-free 1 800 550 552

**2. Advocacy Services:**

Address: C/- The Aged-Care Rights Service,  
Suite 5, 5th Floor, 64 Kippax Street, Surry Hills NSW 2010  
Telephone: (02) 9281 3600 or Toll-free 1 800 700 600

## Communications

Residents or their representatives who wish to have a private telephone installed in their room must notify the Administration Staff in order to have the service connected. Those residents will be charged for phone calls on a monthly basis.

## Confidentiality and Privacy

The facility will ensure information provided by you is kept confidential. Your Care Plan, Progress notes and Medical Records are accessed by the Health Care Professionals involved in your care only. We are required to take photos of you for purposes of identification for correct medication administration.

Residents who are known “wanderers” will have an extra photograph in their file for use by Police should they become lost. We will ask permission to use photos for any other purposes – e.g. newspaper articles following special events.

Kindly note all resident records are the property of the aged care facility.

You or your representative can access your file within the facility and in the presence of Management following written request. No files will be removed from the facility at any time (except by court order), nor can copies of files be taken without consultation.

## Continence Aids

The facility supplies a range of quality disposable aids for residents. Each resident will be assessed by our staff and a program to promote continence and preserve dignity will be developed.

## Cultural and Spiritual Needs

We welcome residents from all cultural and religious backgrounds and will attempt to meet cultural and spiritual needs or preferences when they are made known to us. Clergy from various religions visit regularly.

## Damage

We accept that normal wear and tear occurs in aged care facilities and we take the responsibility of maintaining the facility for the benefit of all residents.

Damage to rooms and communal areas by residents and their visitors or their belongings or equipment is the responsibility of the resident.

## Employee Gifts

It is the Policy of this facility that individual staff members are not permitted to accept gifts of cash or items of value.

## Funeral Arrangements

To reduce stress in times of bereavement it should be made known at the time of admission:

1. The name of the preferred Funeral Director.
2. Any intention to participate in any scheme for organ donation.
3. Any requests or practices surrounding the passing of a resident.

## Furniture and Personal Effects

The facility provides sufficient furniture to ensure the comfort of residents. However residents may bring some personal belongings into the facility so that a sense of familiarity is established. There are stringent fire safety guidelines the facility must follow regarding fabrics and furniture. Please check with Management.

Headphones will be provided for TV and radios when necessary to ensure each resident's rights to a quiet environment.

Australian Standard (AS 3760) requires all electrical equipment used in the workplace to be inspected, tested and tagged. This also applies to all resident's electrical appliances.

When bringing new electrical items into the facility please provide copies of the receipts and warranty details. Please have older electrical equipment tested and tagged before bringing it into the facility. Any untagged electrical equipment found in the facility or a resident's room will be disconnected and removed from the area until it has been tested and tagged.

If you have any questions regarding this matter please speak to Management.

It is the responsibility of residents and/or carers to maintain personal items in safe, good-working order and arrange repairs when necessary.

While all care will be taken the facility does not take responsibility for any loss or damage relating to residents' personal property. We appreciate your co-operation and understanding in this matter.

## Hearing Aids/Spectacles

Faulty or broken hearing aids or reading glasses are the responsibility of the relatives to have repaired. If you do wear an aid please ensure you have an ample supply of batteries. All items to be clearly labelled.

## Home Visits, Overnight Leave and Holidays.

Subject to the approval of the resident's Medical Officer a resident may leave the facility for social visits, etc. Please notify the Registered Nurse on duty of the outing and place details in the "Outings Book". Please provide the following details:

- Day of outing
- Expected length of absence
- Destination
- Contact phone number

Residents are allowed fifty-two (52) days social leave in any one year. During this time the residents continue to pay their normal fees to keep the bed. Hospital leave is unlimited and residents continue to make their usual payments during their absence. For absences over 30 days please seek advice from the CEO.

## Infection Control

We remind visitors with heavy colds, flu, Gastroenteritis or any infectious disease to avoid visiting the facility unless in the case of an emergency as infection can be easily spread to the frail, elderly residents of this facility.

## Laundry

The Facility provides a personal laundry service. It is preferred as far as possible to have all machine washable garments. Please ensure that all clothing is clearly marked with the resident's name to avoid misplacement.

Should you wish to have some garments washed at home or to be dry-cleaned please make arrangements with the Sister-in-charge.

## Legal Matters

We ask that all residents have an Enduring Power of Attorney appointed prior to Admission (a copy must be given to Management on admission).

If a resident is unable to make an informed decision regarding medical treatment and the Power of Attorney is not available the Management may apply for guardianship in order to make such decisions for that person.

Staff members are not permitted to witness any legal or financial documents relating to residents affairs.

## Mail

Please address all mail to the resident, care of (c/o) the facility and it will be delivered to them on arrival. Staff are happy and willing to assist residents with reading and writing of letters and other items of communication. Privacy will be maintained at all times.

## Medical Care

Residents are entitled to be treated by their own Medical Officer while in the facility. If that is not possible the facility will make available a list of Medical Officers from which to choose.

Specialist medical consultants are arranged by referral through the residents' Medical Officers. We encourage relatives or friends whenever possible to take residents to these appointments, otherwise the cost of transport and escort will be charged to the resident.

Medical Officers also oversee the prescribing of medications. If a resident or carer has any concerns regarding their medications then the matter will be referred to the resident's Medical Officer.

If there are any concerns regarding medical treatment, etc. a case conference will be arranged with all relevant parties.

## Newsletter

The St Sergius Newsletter is published every month. We encourage participation from residents, families and friends. This newsletter contains all news, up and coming events, birthdays, recipes and anything else that seems appropriate.

## Next of Kin

It is essential that the next of kin or a close relative or friend be able to be contacted at all times in case of emergency. The name, address and phone number of the next of kin are required when the resident is admitted. Any changes must be notified promptly to the Registered Nurse in charge so records remain current.

If the nominated next of kin is not available, e.g. because of holidays, etc. please contact the facility and inform us of the name, address and telephone numbers of the person who is the temporary contact.

## Parking

Relatives must use the allocated parking only. Parking is not permitted in the driveway or at the entrance. The driveway must be kept clear at all times for emergency vehicles (Ambulance, Fire brigade etc.). Should the car parking area be full, relatives are requested to park in the street.

## Pension Health Benefits card/ Medicare Card

For ease of provision of Medical care, these cards need to be on the premises at all times. For security reasons staff will hold these cards for you in a safe area.

## Pets

No personal pets are allowed to stay on the premises. All pets entering the facility must be house trained and kept on a short lead at all times. It is the responsibility of the pet owner to ensure that all waste products are disposed of in the appropriate manner. Not all residents appreciate animals so we only encourage pets that are quiet and easily managed in the facility. Pets are not permitted into the Dining Room, Staff areas or on furnishings. Pet owners visiting a resident cannot take the animal to other residents within the facility.

## Privacy

St Sergius Aged Care takes its obligations under the Privacy Act seriously and will take all reasonable steps to comply with the Act and protect the privacy of personal information that we hold. The facility will ensure information provided by you is kept confidential. Your Care Plan, Progress notes and Medical Records are accessed by the Health Care Professionals involved in your care only. We are required to take photos of you for purposes of identification and for correct medication administration. Kindly note all resident records are the property of the aged care facility.

No residents information is to be taken from the facility by any family member or representative without permission being granted by the CEO or her representative during her absence.

## Resident's Agreement

The facility is required to provide prospective residents with a copy of "The Resident's Agreement". It is recommended residents/carers read this document carefully and sign it as this protects the rights of both the resident and the facility.

## Residents Meetings

The facility conducts regular Resident Meetings. The purpose of this forum is for residents, friends and relatives to openly discuss issues about the facility, to evaluate services provided, to participate in the decisions made about the service. We value your attendance and participation.

Minutes from each forum are distributed to residents via the notice boards located in the facility.

## Risk Taking

Whilst the facility supports the resident's right to maintain independence which involves risk taking this will only be done following full consultation with the resident, the resident's representative and attending Medical Officer. The nursing staff employed in a direct care role have a duty of care and responsibility to ensure risk taking only occurs after full assessment of the resident by members of the health care team. The final decision will rest with Management in consultation with the resident, resident's representative and the Medical Officer.

The above process will be documented in full in the resident's Clinical Records with the degree of dependence/independence noted on the Nursing Care Plan and the nursing process followed.

## Security of Tenure

On entering the facility every effort will be made to place the residents in a room in which they feel comfortable. If there is a need to change rooms, Management will discuss this with the resident and their representative.

Under the legislative provisions for security of tenure the Provider (RRA) may ask you (resident) to leave the facility if:

- The facility is closing.
- The facility can no longer provide accommodation and care suitable for the resident, having regard to the residents' long



term needs and the facility has not agreed to provide care of the kind the resident presently needs.

- The resident no longer needs the care provided by the facility.
- The resident or the person/people responsible has/have not paid any agreed fee to the facility within 42 days after the day when it is payable for a reason within the resident's or said person's control.
- The resident has intentionally caused serious physical damage to the facility, an employee or another resident.
- The resident exhibits inappropriate behaviour of either a verbal, physical or sexual nature.
- You are away from the aged care service for a continuous period of at least seven (7) days for a reason other than permitted by the Act or an emergency.

The Provider (RRA) must give a written notice to you or/your representative if you are required to leave the facility at least fourteen (14) days before you have to leave. The written notice must include: the decision, reason for the decision, when you have to leave, your rights about leaving including access to complaints resolution mechanism.

## Smoking

Smoking is not permitted inside the facility. This applies to all residents, visitors and staff. Specific areas for smokers have been designated. For safety reasons the staff retain control over matches, cigarettes and cigarette lighters.

## Therapies

Management acknowledges that from time to time residents may request complementary therapies not available in the facility. We will assist the resident to make an informed choice in consultation with the resident's Medical Officer.

## Valuables

Residents are requested not to keep any money except a small amount for essentials. Valuables may be deposited for safe keeping but preferably be taken home by relatives as it is not possible to insure private valuables in a nursing home. All valuables kept by the resident are done so at their own risk.

**The facility does not take responsibility or compensate for loss or damage of residents' belongings.**

## Work, Health and Safety

The facility is a working and living environment where the balance between the needs of the residents and the work, health and safety of staff is maintained.

The facility recognises each resident's right to undertake risky activities. However, this right cannot put other individuals such as our staff at risk.

Participation in such activities requires discussion with staff, families and your doctor. If after discussion you choose to undertake such an activity, then you will be asked to complete a "Risk Taking" form.

Please comply with the requirements and join in or become familiar with what to do in the event of a fire or emergency. Be aware where Emergency exits are located and do not leave them open or obstruct them.

## Visiting Hours

Visiting is flexible and relatives, friends and members of the community are welcome at any time but preferably between the hours of 8am and 8pm. We ask that the privacy and rights of others be respected at all times.

Due to security measures the main front doors of the facility are locked after 5pm. To gain access to the facility the visitors must have a swipe card or access the Registered Nurse via intercom. Swipe cards can be obtained from reception with a \$50 deposit.

We also require all visitors to sign in and out of the facility. The visitors sign in/out book is located at Reception. This is for safety and security reasons only.

In times of stress or if the condition of the resident deteriorates relatives are invited to spend as much time as possible. When considered appropriate special facilities are available for close relatives to stay overnight.



## Voting

Arrangements will be made to assist residents who wish to exercise their democratic rights in Commonwealth, State and Local Government elections.

It is the responsibility of the resident or the carer to notify his/her change of address to the Australian Electoral Commission.

## Wills and Legal Documents

Assistance with wills and other legal documents can be arranged by the facility upon resident/relative request. Costs attributable to these services will be charged directly to the resident. A Justice of the Peace is available on staff to witness and sign documentation should this be required. All other staff are not permitted to witness or sign any documents. The Public Trustee Office can also be contacted to assist you.

# Addendum 1

## The Charter of Residents' Rights and Responsibilities

### **Each resident of a residential care service has the right:**

- To full and effective use of his or her personal, civil, legal and consumer rights
- To quality care which is appropriate to his or her needs
- To full information about his or her 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 victimisation and without being obliged to feel grateful to those providing his or her care and accommodation
- To personal privacy
- To live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction
- To be treated and accepted as an individual, and ensure that his or her individual preferences are to be taken into account and treated with respect
- To continue his or her cultural and religious practices and to retain the language of his or her choice, without discrimination
- To select and maintain social and personal relationships with any other person without fear, criticism or restriction
- To freedom of speech
- To maintain his or her personal independence, which also includes a recognition of personal responsibility for his or her own actions and choices, even though some actions may involve an element of risk which the resident has the right to accept, and that 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 his or her daily life, his or her financial affairs and possessions
- To be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service
- 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 residential care service
- To have access to information about his or her rights, care, accommodation, and any other information, which relates to him or her personally
- To complain and to take action to resolve disputes
- To have access to advocates and other avenues of redress
- To be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights

**Each resident of a residential care service has the responsibility:**

- To respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole
- To respect the rights of staff and the proprietor to work in an environment which is free from harassment
- To care for his or her own health and well being, as far as he or she is capable
- To inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and his or her current state of health

## Addendum 2

### Some useful contact phone numbers

#### **Aged Care Complaints Scheme**

c/- Department

GPO Box 9848

Sydney NSW 2000

Phone: **(02) 9263 37087**

#### **Commonwealth Department of Veteran's Affairs**

**1800 113 304**

#### **Centrelink**

General enquiries **13 10 21**

Pension enquiries **13 23 00**

[www.centrelink.gov.au](http://www.centrelink.gov.au)

#### **Aged Care Rights Service (TARS) NSW.**

General enquires **02 9281 3600**

or **1800 424 079**

[www.tars.com.au](http://www.tars.com.au)





*St Sergius*  
AGED CARE

## Residents Information Handbook

November 2014

1 Gilbert Street, Cabramatta NSW 2166

Tel: **(02) 9727 9844**

[www.stsergius.org.au](http://www.stsergius.org.au)

email: [reception@stsergius.org.au](mailto:reception@stsergius.org.au)

Trading as the Russian Relief Association of St Sergius of Radonezh