

Indochinese Aged Care Services

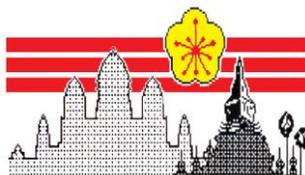
印支高齡服務中心

ABN 55 698 759 883 (Endorsement as DGR)

680A Cabramatta Road West, BONNYRIGG NSW 2177

Tel: (02) 87861888 Fax: (02) 8786 0399 Email: info@indochinesehostel.org.au

www.indochinesehostel.org.au



Indochinese Aged Care Services Information Handbook



As from 2016, the new name of “Indochinese Aged Care Services” will substitute “Indo Chinese Elderly Hostel” throughout this Handbook.

We encourage residents to make their rooms as homelike as possible with memorabilia and small items to decorate your room.

WELCOME TO RESIDENTS AND THEIR FAMILIES

Information contained in this handbook will answer many of the questions you have about entering our hostel.

We hope that the information provided will assist you in adapting to the new life in our home.

The guidelines provided in this handbook are designed to explain to you the services that we provide to ensure your care and accommodations needs are met.

We encourage your continued involvement in the Indo-Chinese community and fulfillment of cultural and spiritual needs.

680 A Cabramatta Road
BONNYRIGG, NSW
Phone: (02) 87 86 1888
Fax: (02) 87 860399
info@indochinesehostel.org.au
www.indochinesehostel.org.au

Mission, Philosophies, Values & Vision of Indochinese Aged Care Services

Indochinese Aged Care Services

Mission, Values & Vision

Mission: To provide quality and culturally appropriate care and services for our clients in a homelike environment.

Values: We embrace the following values as central to our work:

- Respect for the dignity and human rights of all our clients
- Service and care standards that meet or exceed industry good practice
- Involvement of our clients, staff and volunteers in the planning of all services and activities
- Strong ties with the community and stakeholders
- Sustainable and equitable working conditions for our staff and volunteers
- Ongoing staff training and professional development
- A regime of continuous quality improvement and innovation

Vision: By 2018 all frail older citizens from the cultural and linguistically diverse communities we service will have access to high quality, affordable and flexible residential and community based aged care services and activities

Admission

If you are coming from home you must make an appointment with the Care Manager Monday to Friday on the nominated day of admission. You can request to enter the hostel during weekend under the special circumstances.

Charter of Residents' Rights and Responsibilities
(As set out in the User Rights Principles 1997)

A. 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 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 to have his or her individual preferences taken into account and treated with respect
- to continue his or her cultural and religious practices and to keep the language of his or her choice, without discrimination

Charter of Residents' Rights and Responsibilities continued

(As set out in the User Rights Principles 1997)

- to select and maintain social and personal relationships with anyone else without fear, criticism or restriction
 - to freedom of speech to maintain his or her personal independence, including recognition of personal responsibility for his or her own actions and choices, even though some actions may
 - involve an element of risk that the resident has the right to accept, and that should then not be used to prevent or restrict the resident's actions
 - to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, 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 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 that 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
- B.** 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 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.

Conditions for Living in the Indochinese Aged Care Facility Policy

A resident of Indochinese Aged Care Facility is required to follow these conditions as a guide to help achieve:

- Quality of life
- Flexibility to provide home-like environment
- A way to achieve dignity and emphasis the right of each individual.

Each resident has the responsibility:

- To respect the rights and needs of other people within the Facility, and to respect the needs of all who live within this Facility.
- To respect the right of Management, Staff and the Proprietor to work in an environment which is free from harassment.
- To respond to any reasonable request for assistance.

Elder Abuse Policy

It is the policy of the Hostel to protect all residents and to take reasonable care to prevent another person being harmed.

There is a **'zero tolerance'** policy in regards to the abuse of residents in the Facility and the Facility will use its best endeavours to, as far as possible, to prevent it.

Hostel has the right to ask the resident who has abuse another resident to terminate or ending the agreement and ask this resident to leave the care facility in order to protect the rights of elderly residents to a dignified life in a peaceful community.

It is a legislative requirement to report any allegations or suspicions of physical or sexual assault of residents within aged care facility to the police and to the Department of Health and Ageing.

Complaints Policy

Residents, family members and staff are encouraged to express difficulties and dissatisfactions, encouraged in receiving and providing service in this Facility.

It is the preferred option that problems and difficulties are resolved at the point in which they arise. If this is not possible then they are referred to the next person in authority and finally to the Care Manager.

The Care Manager will then register the complaint in the Internal Complaints Register at her/his discretion and proceed as planned therein.

Matters for the Management Committee will be brought to attention by the Care Manager

External contacts can be used when the matter needs to go outside facility.

Aged Care Complaints Scheme
Department of Health and Aged Care
GPO Box 9848
SYDNEY NSW 2000
Toll Free: 1800 550 552

Choice/s & Residents Rights Policy

Each resident and or their representative have a right to participate in decision making about the care and service provided by the Facility.

This will be achieved by:

- Residents and or their representative have a right to choose and control their lifestyle within the mission of Indochinese Aged Care Services and the other residents who reside there.
- Residents are aware of their rights to advocacy
- A suggestions and complaints mechanism is in place, documented and acted on promptly by Management.
- Residents are consulted about their right to choose care or refuse care or treatment.
- A resident representative is elected to the Hostel Quality Committee and full consultation with residents is made regarding continuous quality improvements.
- Language needs are provided for by a variety of ethnic specific literature available within the home.

Cleaning and Clutter

Residents are, if able, to attend to daily dusting and tidying of their rooms between weekly cleaning by staff.

Clothing and dress code

A resident when within the Hostel shall be adequately clothed.

- Dressed in way they feel comfortable and look best.
- Clothes choose for not irritate to skin, stylish, easy to wear.
- Affix a personalized label.
- All garments must be easy to launder & handle by Care staff

Laundry

Personal laundry facilities are not available. Individual Resident's name labels must be sewed on all clothing before the admission. Clothing will be returned after each wash by the laundry staff.

Clothing for dry cleaning should be taken home by family member and return to hostel. Relatives also may launder clothing at home.

Electrical Goods

All electrical goods must be tested as Safe according to the Australian Standard prior to their use in the Hostel and test annually by qualify electrician. The cost of this testing will be borne by the resident and or their representative.

Residents are permitted to have their own television sets in their room; however, any installation or maintenance costs are to be borne by the resident. Residents are requested to consider the rights of other residents with regard to excess noise.

Emergency button

An emergency nurse call button is installed in your sitting room & bathroom for your use in an emergency.

Fire

A fire evacuation plan is located throughout the hostel. Please make yourself familiar with exit points and the plan of evacuation. A fire evacuation reminder session will be held regularly at resident meetings.

False Alarm

Activating the fire alarm due to your negligence, showering, smoking or using any spray products, you will be charge a fine, such fine amount is according to the NSW Fire Brigades False Alarm Schedule.

Furniture

Residents may, with Management consent, provide their own personal furniture and will be responsible for arranging insurance to cover all items of contents supplied by them.

Funeral Arrangements

Residents are required to make funeral arrangements prior to entering the Facility and to ensure Management are notified of the arrangements.

Infections

Management must be notified immediately in the event of infectious disease occurs.

Installation of wall hangings

The resident shall not mark, paint, drive nails or otherwise damage or deface any structure that forms part of the building without approval of the Management.

Leaving the Hostel

Residents are requested to notify a staff member and signing the leave book prior to leaving the premises for any reason or length of time.

Leave Arrangements for residents& Fees can not be deducted.

Residents may take 52 days temporary leave for any reason and whenever required, however, there is no provision for reduction in the fees during such period of leave. Leave includes a holiday or visits to relatives, planned or unplanned hospital stays.

Where you take leave in excess of fifty-two (52) days per year the Government will stop payment to the Hostels and/or Personal Care Subsidy until you return. Payment and personal care plus daily fee will be reimbursed by the resident.

Mail

Resident's mail is distributed daily to the letter boxes, please check the mail and ask staff for assistant if require.

Maintenance of your room

The Resident will at all times during the term of their Resident Agreement keep their room in a clean and tidy condition and shall do nothing which will detract from the amenity of the room or the common areas.

In particular the Resident shall not renovate, drive nails, screws or otherwise damage or deface the room without the approval of the Management.

The Care Manager will, in conjunction with Maintenance Officer conduct an inspection of each resident's room on a monthly basis to identify and record those rooms which require immediate repairs .

In case of emergency, the maintenance Officer will attend the repair job immediately.

Meals

The Care Manager or Doctor must assess a resident who requires meals in their room when sick or other special reasons. Otherwise all meals will be served in the main dining room.

Breakfast is served in the main dining room at 0800 hrs.

Lunch is served in the main dining room at 1200 hrs.

Tea is served in the main dining room at 1700 hrs.

It should be noted that the person in charge could change meal times for an individual resident as according to his/her health status.

Morning & afternoon tea

Morning and afternoon will be served between main meals. Supper will be served before residents retire at night if required.

Next of Kin

Residents shall advise Care Manager of the name and address of their next of kin and power of attorney, and keep this information up to date.

Participation in Management

It is a requirement that residents be provided with the facility to participate in the management of many aspects of the Hostels operation. With this in mind the residents meet on a regular basis. Representatives are invited to participate in and represent the views of all residents in the meetings of the Management Committee upon request.

Personal pets

Are not encouraged, however, negotiation with Care Manager is possible under special circumstances.

Pharmacist.

All medication will be packed by Chemist, resident should contact Chemist for the options of payment before the admission.

When a resident requests to self-manage his/her medications, an assessment will be carried out by resident's medical officer to determine the competency of the resident to manage medication self-administration.

Relocate accommodation

Residents may need to have their accommodation relocated to enabling them to stay in the Hostel even if their support needs advance from low to high care.

Rubbish

Rubbish bins will be emptied when your room is cleaned and resident is encourage to use the public bin when you are up and about.

Security of Tenure

Facility supports the concept of security of tenure.

To protect resident rights and status in Hostel, and their needs can continue to be appropriately met. Therefore:

- Residents and or their representative/s understand their right and responsibilities due to a definition of fair and equitable living conditions regarding security of tenure.
- Residents and staff have a right to live and work in an environment free from harassment, retaliation and victimization.
- The Management offers a resident's agreement specifying resident rights and responsibilities.
- Residents are able to express their opinions and are consulted about the services provided by the home.
- Confidentiality of resident documentation is maintained
- Residents are aware of avenues of complaint and complaints are recorded and acted on promptly by Management.

Alcohol

Excessive alcoholic intake is not permitted in this Hostel.

Security Policy

The Facility is staffed 24 hours per day. The internal & external outdoor areas are monitor by security cameras.

A driveway gate, external covered way gates, perimeter fencing pool gates and fences are installed to secure the Hostel.

External lighting of the car park and corridors assists security.

All resident room doors have key locks and residents are issued with keys upon request and can choose to keep their rooms locked.

Staff secures all external doors and gates at appropriate times.

Fences & gates is continually monitored and implemented where necessary.

Visitors will be asked to sign in & out during their visits.

Smoking

Indochinese Aged Care Services has a non-smoking policy.

Residents who ignore this do so at their own risk and are totally liable for any damage caused by resulting accidental fire, in which case neither management nor staff will accept liability. Outdoor smoking areas and facilities have been provided for this purpose.

Telephones

Residents may install telephones in their rooms or require the staff to connect the call from the office. Family & friends are welcome to call the residents.

The connection of telephone and calls are to be paid by the resident and their family.

Valuables

Residents are advised not to keep large sums of money, jewelry or other items of value in their room. Hostel takes no responsibility for any property loss in resident's room.

Visitors

Residents are encouraged to entertain visitors.

Visiting hours: 10am-6pm, prefer not in meal time and after dark. Visitor will be asked to sign in and out of visitors' book. This is important in case of emergency, staff will need the record to carry out evacuation.

If any visit after the dark, visitors are encouraged to inform Hostel staff before enter the premises.



FOOD HYIGENE FACTS

TheIndochinese Aged Care Serviceshas implemented a food safety program 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 resident's families. As you can appreciate, this type of food, we have no control over in relation to the preparation and the safety.

Although we do not encourage resident's families to bring food in for their family members, we accept this is an activity that we cannot stop. Taking this into account, we have developed this information sheet for all resident family members.

We ask you to take these points into account if you are considering bringing food into the facility.

1. 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.
2. Only bring foods in that have been cooked on the day, not foods that were made on previous days.
3. Avoid oysters, prawns and other high-risk seafood. We do not allow these foods to be brought into the facility.
4. Foods such as salads please wash all ingredients before preparing the salad.
5. Do not bring any frozen foods into the facility.
6. The danger zone for bacterial growth is 5°C-60°C.
7. Our facility will only reheat foods. We will ensure that the core temperature of the food is 75°C.
8. Do not feed the food to any other resident, except for your family member.
9. Once you enter the facility, give the food to a member of our catering staff.

Please note we do not take any responsibility for any food prepared outside the facilities kitchen.

If you have any questions regarding this matter, please contact the Facility Manager.



Principles/ Rules in Hostel

1. No smoking or burning incense inside the building
2. Residents when within the complex shall be fully dressed in room or in the building.
3. In the interests of hygiene,
 - Residents are, if able, to attend daily dusting and tidying of their rooms between weekly cleaning by staff.
 - To prevent blockage of drainage, do not use bathroom basin or toilet bowl for other purpose.
4. To prevent FIRE, **Cooking** is also restricted and the following Electrical Appliances are restricted in room:
 - Portable heater
 - Refrigerator
 - Any Cooking appliance
 - Fan, Kettle and Television must be tested as Safe according to the Australian Standard prior to their use in the Hostel.
 - Kettle can be dangerous for some residents, therefore, it must be approved by the Manager before the resident can keep kettle in the room.
 - The resident shall not mark, paint, drive nails or otherwise damage or deface any structure that forms part of the building without approval of the Management.
 - Expiry food cannot** be allowed to store in room.
5. Any Damage or deface any structure that forms part of the building will be at the cost of the resident.
6. Residents are permitted to have their own television sets in their room; however, any installation or maintenance costs are to be borne by the resident. Residents are requested to consider the rights of other residents with regard to excess noise.
7. Resident's valuables belonging are not including in the building Insurance, therefore, resident advised not to keep large sums of money, jewelry or other items of value in their room.
8. Visitors or relatives are encouraged to visit at an appropriate time. Visitors or relatives cannot stay overnight.

9. Residents have the responsibilities to entertain their visitors and residents are requested to consider the rights of other residents with regard to excess noise.
10. Residents are requested to notify a staff member and signing the leave book prior to leaving the premises for any reason or length of time.
11. Personal pets are not encouraged.
12. All residents have the right to use dining room for entertainment and meal time. TV & sound system are controlled by staff only!
13. Residents have to respect the rights and needs of other people, any misconduct, or fighting etc. with purpose to other resident or staff, this action will cause to terminate your right of occupancy under the Agreement.
14. Residents are not encouraged to give any gift or money to staff. For Chinese New Year only up to \$5.00 red pocket money.
15. Residents have to attend the resident monthly meeting.
16. Residents have to attend the Fire drill training.

**Residents are responsibilities to respect the above mentioned rules,
And to comply the principles of the Resident Agreement
& Resident Information Hand Book.**

