



CHRISTADELPHIAN WELFARE  
ASSOCIATION (VIC) INC.

# LIVING AT OLIVET

INFORMATION  
BOOKLET

COMPASSION

KINDNESS

RESPECT

## OLIVET INFORMATION FOR RESIDENTS/RELATIVES

### FOREWORD

This booklet aims to provide you, the relative and/or resident, with information while you are associated with Olivet. Please examine it carefully and keep handy for easy reference.

### STATEMENT OF PURPOSE

The Christadelphian Welfare Association (Vic) Inc. is to:

- ) Provide through the Olivet complex, high quality residential and community aged and disabled care, primarily, though not exclusively, for Christadelphians.
- ) Plan and provide appropriate facilities to allow these services to continue to be provided to meet future needs.

### VISION STATEMENT

God willing, Olivet will be at the heart of the Victorian Christadelphian community as the provider for our aged and disabled, and as a beneficiary and employer.

Olivet exists, first and foremost, for the benefit of the aged and disabled brothers and sisters in our care.

Olivet always employs appropriately qualified Christadelphians in key positions and wherever possible in other remunerated and volunteer positions.

### SCRIPTURAL STATEMENTS GUIDING OUR VISION

Our dependence is on God, and our perspective, principles and practices are governed and motivated by God's word, the Scriptures, as our over-riding source of direction and authority.

Olivet provides welfare in various aspects, based on Scriptures such as:

- *Whatever you did for one of the **least of these brothers and sisters of mine**, you did for me."* (MATT.25:40)
- *"...therefore as we have opportunity, let us **do good to all people** especially to those who belong to the family of believers"*(GAL.6:10)
- *"Stand up in the presence of the aged, **show respect for the elderly** and revere your God. I am the LORD"* (LEV. 19:32)
- *"And whatever you do, **whether in word or deed, do it in the name of the Lord Jesus**, giving thanks to God the Father through him."* COL. 3:17)
- *"Whoever oppresses the poor shows contempt for their Maker, but whoever is **kind to the needy** honours God".* (PROV. 14:31)
- *In everything I did, I showed you that by this kind of hard work we must help the weak, remembering the words the Lord Jesus himself said: ' **It is more blessed to give than to receive.**'"* (ACTS 20:35)

## MISSION STATEMENT

Olivet strives to uphold a spirit of loving excellence in care and accommodation for the elderly among our Community through **kindness, compassion and respect**, sustaining dignity and providing privacy and comfort while conducting the administration and provision of services and care to the highest professional level being always mindful of God's guidance through the Scriptures where, as we have opportunity, we will endeavour to do good to all.

## PHILISOPHY OF CARE AND SERVICES ARISING OUT OF THE VISION AND MISSION STATEMENTS

Olivet operates, always mindful of the welfare and wellbeing of the aged and disabled amongst the Victorian Christadelphian community and others in our care, according to the Scriptural principles which are our foundation.

Olivet provides an environment of high quality accommodation, skilled supportive care and services aimed at enabling all those in our care to live purposeful and useful lives to their fullest extent with a sense of wellbeing.

Olivet ensures that spiritual needs and the dignity of those in our care is maintained at all stages of their lives, including the final stage and where the fraternal benefits from living in a Christadelphian community is fostered. Where Ecclesial members are encouraged to participate in services, activities and in the provision of employment opportunities.

Olivet provides care and services which are highly effective, at a cost our Christadelphian community can afford, and ensures that sufficient resources are available in the form of staff, infrastructure and finances to manage and control all of our functions and responsibilities.

Olivet ensures that a community spirit of loving care, co-operation and excellence is fostered amongst our staff and volunteers and that professional and personal development opportunities are made available to encourage the development of our staff and volunteers to their fullest potential.

Olivet maintains and establishes whatever channels of communication are necessary to achieve our mission and to garner the support of our stakeholders.

Olivet provides a work team environment committed to the highest standards in safety and occupational health and where communication is open, transparent and effective.

## OUR HISTORY

Olivet started in a very small way with a number of self-contained flats on the east side of Rupert Street. They were supported by a "meals on wheels" type of service supplied by volunteers.

Land was acquired on the west side of Rupert Street and the Hostel accommodating 15 residents, was opened in 1963. This was extended to house 21 residents in 1974 and 30 in 1991 to bring the total number of residents to 30.. This original building named Collins Street was demolished in July 2014. A new Administration area is currently in planning.

A 30 bed high care wing (The Willows) was opened in November 1981, and was increased to 34 beds in 2003 and 36 in 2013. The Acacia wing was opened in April 2003 and the Memory Support Unit (Toorak and then renamed Juniper wing) opened in May 2003 and moved to the

newly built wing in 2013. A separate Reception Wing was opened in 2016. Overall we care for 96 residents in within residential care, one of the beds being unfunded.

Residential respite care commenced in 1994 and we now have 6 operational beds within The Willows and Myrtle Crt. Olive Grove House (Dementia Respite Care Centre) was opened in October 2005 and delivers day care to between 16 – 20 Clients per weekday.

Residents are also accommodated in independent living units surrounding the complex and a Community Centre, opened in July 1998, serves as a focal point to service spiritual, social and physical needs of Olivet residents. A retirement village (Cedar Village) was opened in 2002.

Olivet provides a Community Nurse program to our 50 Residents living in the Retirement Village which was opened in 2003 and Independent Living Units built or refurbished from 1980's to 2016.

A Community Centre was completed in 1998 which is the focal point for spiritual and social needs, particularly for residents who live independently in Olivet's units and village and as a home for the Ringwood Christadelphian Ecclesia (church).

The entire complex is run and funded by the Christadelphians of Victoria with Commonwealth Government assistance, for the care of the aged and disabled.

Olivet is situated in a convenient quiet locality, close to Eastlink, Mullum Mullum walking track, public transport and the Ringwood shops.

The Olivet complex is made up of six levels of accommodation and care, suited to the varying levels of dependency

- RETIREMENT VILLAGE – Cedar Village;
- INDEPENDENT LIVING UNITS – 333-335 Maroondah Highway, 8-14 Rupert Street;
- RESIDENTIAL CARE including a MEMORY SUPPORT unit;
- RESIDENTIAL RESPITE; and DAY RESPITE CARE.

The name "Olivet" is derived from the Bible and is also a place named the Mount of Olives in Jerusalem. It is here that Jesus Christ found peace and tranquillity.

## OUR ORGANISATION

The governing body of Olivet is the Committee of Management, consisting of 9 members elected by the Christadelphian Welfare Association (Vic) Inc. Although the Committee has the final RESPONSIBILITY for the total function of Olivet, it is mainly concerned with setting goals, determining policies to guide the actions of the staff and to review the results.

The Chief Executive Officer (CEO) ensures the decisions of the Committee of Management are carried out and all departments are co-ordinated. The CEO is also responsible for overseeing accounting, secretarial and maintenance areas.

The Director of Nursing is responsible for promoting and maintaining harmonious and effective working relationships within the complex. Each departmental head is responsible to the Director of Nursing for providing a service that will ensure quality care.

## INFORMATION

The following information is clearly organised under A - Z headings with cross-reference where appropriate.

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## ABSENCE - TEMPORARY

A resident may wish to leave Olivet for short periods and access up to 52 days of social leave which are allocated to them every financial year. It is necessary to inform the Director of Nursing/ Charge Nurse or Clinical Nurse so that necessary arrangements may be made regarding medications or care planning. Responsibility for the resident whilst they are on leave, rests with the resident or their representative. Forms are signed on admission giving information about responsibilities for families when they take their resident away from Olivet for leave or an outing. Residents wishing to access more than their allocated leave, will be requested to pay the care subsidies as well as the daily care fee. See your Resident Occupancy Agreement.

## ACTIVITIES

There are many ongoing activities for residents run on a daily basis by the Leisure and Lifestyle / Wellbeing team and their band of volunteers. These enhance the quality of the residents' life and are both meaningful for wellbeing and enjoyment. Lists of Activities for the current month are posted on Notice Boards, in each resident's room as well as their own personal activity schedule.

## ADMISSION DETAILS

Many details are required when a new resident is admitted to Olivet. We not only need to know the resident's medical history in order to deliver high quality care, but social history: likes and dislikes, hobbies and interests. The Leisure and Lifestyle/Wellbeing Coordinator will be in contact with you shortly after admission to assist you to provide these details to us.

## AGREEMENTS

Under the Aged Care Act 1997, all residents are required to enter into an occupancy agreement. A Pre-Admission agreement will have been completed prior to admission and then a Main Agreement offered and to be returned as soon as possible following admission. The agreement sets out conditions of occupancy as well as listing the services to be provided. Residents' rights and responsibilities, advocacy and complaints mechanisms are also explained. All residents/families are provided with information about the contents of the agreement, and where possible, a quotation for fees, charges and payments when wait listing.

## ALCOHOL

Residents wishing to consume alcohol socially may do so under the guidance and supervision of the person in charge of the care area. Staff will consult with the resident's doctor to determine possible interaction with medications. Alcohol is requested not to be stored in residents' rooms, but named and stored in a locked cupboard under the control of the person in charge of the Hostel or Nursing Home. Doctor will write up alcohol orders onto the Medication Chart.



## ALTERNATE THERAPIES

Residents may wish to access alternate therapies to conventional medicine. If this is desired the following must be taken into consideration. It is a requirement of Olivet, that each resident be admitted by a medical practitioner (of the residents' choosing) and that the practitioner visit at least 12 weekly.

It is also a requirement that all medications be documented onto a medication therapy chart by a medical practitioner. A resident may self administer if deemed competent by their Medical Practitioner and Olivet staff. See "Medication"

If an alternate practitioner is requested or consulted to provide treatment, the treatment is to be made known to the medical practitioner and pharmacist to ensure that it is complementary to any existing treatment or medication regime. The alternate practitioner will document the alternate therapies onto a chart provided by Olivet. Olivet staff are not permitted to administer this medication but must be self administered or administered by family.

The cost of such alternate therapies will be the responsibility of the resident.

## APPOINTMENTS

Dental, optical, hearing, x-ray and other appointments may be arranged by Olivet following discussion with the resident/family. Even though in many cases ambulance transport is necessary, it is beneficial for family or friends to accompany the resident for these appointments. If the resident can travel by car, relatives are requested to provide transport. Families note that the cost of Ambulance Transport to these appointments may NOT be covered by Ambulance Victoria and a transport charge may be charged. The payment of this charge if levied is to be the responsibility of the resident. If Olivet has been requested to arrange transport to appointments, the cost of the transport and accompanying Carers will be passed onto the Resident.

A list of services doctors, specialists; podiatrists etc in the Ringwood area is available in the External Services Booklet available within the "Residents Information Packs" which are situated behind/beside the door in each Resident's room or in the foyer entrance to the Juniper area.

## ASSISTIVE DEVICES

These may include aids such as walking/gait aids, hearing aids, spectacles, specially designed wheelchairs or cushions, communicators etc. These devices or aids are specifically ordered and manufactured for each individual resident's needs, and if required an assessment will be made by a professional therapist or specialist. The cost of the purchase/maintenance of these devices will be the responsibility of the resident or his/her representatives.

Olivet also maintains a small stock of gait aids which may be allocated to specific residents if assessed as appropriate by the physiotherapist.

## BELONGINGS, PERSONAL

You are welcome to bring small mementoes or treasured belongings into your room, eg. photos, clocks, mirrors, books, vases, radios and televisions. However, anything of particular value must be reported to staff and must be named. All care possible will be taken with residents' belongings however Olivet does not accept responsibility for damage to these items or if they are found to be missing. **Radios and televisions must be fitted with earphones** prior to bringing to Olivet, to avoid disturbance to other residents.

## BUS TRIPS

Olivet owns a 12 seater bus and a station wagon which are used periodically for outings. You will be requested, on admission, to sign a form to give consent for staff to arrange outings for you. Permission will always be requested prior to the outing and cost, if any, discussed and agreed to.

## CAFÉ

The café is open to residents and their families on Monday through till Friday in Acacia wing between 10.00am – 11.15am and 1.00 – 4.00pm. We serve a lovely range of biscuits, slices and hot and cold drinks. Seating is available inside or outside overlooking our gardens. Lunches maybe ordered by mid morning and then collected from the café. Chilled water, ice and coffee/tea making facilities are also available at Reception.

## CALL SYSTEM

The nurse call system is digital and wireless. Nurses carry pagers which alert them that of a resident requiring assistance. Each resident has a nurse call button in their rooms/ensuites. Call buttons are also positioned in each shared toilet/bathroom, resident lounge area or activity area. It is expected that a nurse call alarm will be answered within a 10 minute period. During less busy times, calls will be answered more promptly

## CASH

Residents may wish to keep small amounts of money with them eg. for use at the café and weekly trolley shop, but it is inadvisable to keep any amount over \$50.00 in residents' rooms. If a larger sum is necessary, please advise staff and the money may be kept in Olivet's safe. Residents are encouraged to keep their money and valuables in a locked drawer provided in their rooms.

## CELEBRATIONS

Birthdays are celebrated with a cake shared amongst the residents at a monthly birthday party (for all residents celebrating a birthday in that month) and on the day a small cake will be provided for the resident. If relatives /friends wish to provide extra celebrations,

arrangements may be made with the Catering Manager. If a larger celebration is to be organised, arrangements are to be made through the Director of Nursing. The activity rooms are available for small family gatherings. Organisation of these events is to be made through the leisure and lifestyle department.

When a 100<sup>th</sup> birthday is to be celebrated, please begin arrangements 6 months prior to ensure the necessary congratulations from the Queen and Heads of State/Government are received. Please see the Director of Nursing for details

## CHIEF EXECUTIVE OFFICER (see under STAFF)

## CHRISTADELPHIAN ACTIVITIES

The following activities are provided for residents and friends of the Christadelphian faith and also to others who would like to join in.

- (n) Daily bible readings between 2-3pm
- (o) Weekly bible class on Tuesday evenings at 7pm (not over winter months)
- (p) Church meeting on a Sunday afternoon between 2.30 – 3.30pm
- (q) Monthly entertainment on a Saturday afternoon between 2-3pm held in Olive Grove House or The Collins Room near to Reception.

A warm invitation is extended to those wishing to join in with the Sunday church meeting. If you have not joined the service before, please ask the charge nurse in your area to escort you on your first attendance and they will introduce you to the doorman. The doorman will provide you with an order of service. All Christadelphian services apart from the monthly entertainment are held in the Acacia Hall

## CHURCH MEETINGS

(also see Christadelphian Activities)

Any resident/family/friends are welcome to invite a minister of religion to visit them at Olivet. Where there are a number of residents of the same religious denomination, a short service is arranged where possible on a regular basis. Please inquire from staff as to whether a regular service is currently being held at Olivet.

## CLINICAL NURSES

See under STAFF

## CLOTHING

It is very important to have the correct type and amount of clothing. **All clothing must be named.** We do our best to ensure laundry is returned to its correct owner, but if clothes are not labelled correctly, it is difficult. Laundry marking pens do not last and in a short time clothing are unidentifiable. Olivet is able to order and install onto clothing the required labels. All laundry is completed on the premises with commercial washers and driers at no extra cost. **Washable “non iron” colour fast easy to wear clothing is a must.** Laundering of clothing, which are “dry clean or hand wash only”, will be the responsibility of the

resident/relatives. Although all care is taken, no responsibility is accepted for lost or damaged clothing.

If 'dry clean or hand wash/fragile' clothing is brought in, then it is requested that a soiled clothing bin be purchased by family so that that clothing may be taken home and washed or dry cleaned.

It is requested that all new clothing be washed prior to bringing to Olivet and that all garments need to be colour fast.

Dresses, petticoats, trousers, non woollen jumpers and cardigans etc. should be large enough to be comfortable, washable with wide neck and wide or elasticised sleeves, with as few buttons, zips etc. as possible. This is important as clothing which is difficult to put on may cause the resident pain/discomfort or the staff unnecessary back strain. Tracksuit pants are excellent for men. If incontinence is a major concern, tracksuit pants with side opening seams are most suitable. Staff will be able to assist in clothing purchase and selection.

Unnamed or clothing in need of repair, will be placed into a specially labelled mesh clothing bag situated in each resident's room awaiting family to label or repair.

As storage of excess clothes in the residents' rooms is not possible, family are encouraged to take home 'out of season' clothing. This is also a good opportunity to mend, have new nametags attached or dry clean clothing.

Stockings, socks and shoes should be washable. It is inadvisable to buy pantyhose or tights as they present difficulty for residents with continence problems. The stockings with elastic tops are preferred - Olivet can provide these at a small cost per month.

Sensible walking shoes are desirable. For advice please contact the Physiotherapist. Please make sure nightgowns and pyjamas are comfortable and easy to get on and off. Dressing gowns should be warm and preferably have no belt.

Mobile clothing shops visit residents at Olivet seasonally.

You will need approximately 4 summer outfits, 4 winter outfits and 6 nightgowns, underpants, singlets and petticoats. If incontinence is an issue, then more sets of clothing and underwear are required.

## COMMUNICATION

Please feel free to ring with any queries. Staff are always happy to assist in any way possible. If a member of staff wishes to communicate with you re any non urgent matter, they either telephone, email or leave a message on the notice board or bedside tables in each resident's room, so please check for messages and consult the visitors' notice boards in each area each time you visit.

Families or friends may Email ([reception@olivet.com.au](mailto:reception@olivet.com.au)) or fax a letter (9870 5479) and administration staff will forward onto residents. All areas have WiFi capability and residents can be given free access to the Resident WiFi. Olivet provides iPads for "virtual" visits through skype. Please ask Reception or Nursing Staff to assist you with skype appointments. Computers with internet access are available in the Acacia activity area and Olive Grove House

## COMMUNITY LIAISON

See under STAFF

## COMMENTS/COMPLAINTS

Making a comment/complaint is welcomed as an opportunity to better our service to you as residents at Olivet. Complaints are actioned promptly by direct care staff, or may be discussed with the Complaints Officer. Please ask at Reception to direct you to the nominated officer who will discuss the matter confidentially. The comment/complaint mechanism may be viewed on notice boards in all care areas, and an explanation of the process is available in the 'Resident Information' folder in each room or in the foyer in the Juniper wing. Brochures are available in the front foyer for resident representatives.

Any information/enquiries regarding your health records may be referred to the Privacy Officer at Olivet on 9870 5495 or email at [reception@olivet.com.au](mailto:reception@olivet.com.au). Suggestion boxes are also available in all care areas and at the Reception area. Comments forms are in the drawers /area beside or below the Suggestion Boxes.

If you wish, you may take a complaint directly to the Aged Care Complaints Scheme. See the 'Resident Information Folder' or go to [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## CONFIDENTIALITY & SECURITY OF INFORMATION

Your health record is maintained in electronic format and is held in confidence. Privacy statements are provided to all residents on admission. All staff will maintain confidentiality and security of information according to the regulations set down by Olivet, other authorities and the Privacy Act.

Your information shall be accessed or released only for:

- ) Direct care use (by direct care staff).
- ) Individual use (when authorised by you or your legally authorised representatives in accordance with current requirements, including Freedom of Information provisions).
- ) Legal use (when required by law).
- ) Secondary use (when requested by authorised persons, agencies or Government bodies).

If you wish to access this health record, please contact the Privacy officer – Director of Nursing.

## CONTINUOUS QUALITY IMPROVEMENT

Residents and families have the right to expect and receive the highest possible level of care.

A quality approach to resident care is based on doing the right thing, the first time, and with all best intentions, all the time. The outcome of this approach is resident and family satisfaction, and continuous improvement in resident care and related processes. All staff are actively involved in quality evaluations and in improving processes. Residents and relatives are also invited to be involved in this process. A 'Your Thoughts' form is available at

Reception in all care areas and is also available in the 'Resident Information Folders' behind/beside the door in your room or in the foyer in the Juniper area.

A Quality Plan for Olivet is a working document ensuring that our goals towards continuing excellence in care are maintained. This is written annually and reviewed regularly.

Residents and their representatives are encouraged to take part in this process

## **CONSULTATION**

It is important to maintain open communication between relatives and staff, especially in relation to arrangements for appointments outside of Olivet, so that we can work as a team to ensure the best outcome of care and service for the resident.

## **COOLING**

In The Willows, Juniper and Myrtle Crt, all rooms and corridors are cooled using refrigerated air conditioning. Windows should therefore be kept closed to ensure the efficiency of the cooling.

In the Acacia wing, refrigerated air conditioning is present in all corridors, communal rooms, and rooms with a westerly aspect. Ceiling fans are positioned in each Acacia and Myrtle Crt room. Residents with corridor cooling are asked to leave their room doors open in order for the cooler air to enter their rooms. Residents may request an individual air-conditioner for their room.

## **DEMENTIA - MEMORY SUPPORT UNIT**

Juniper wing cares for residents requiring memory support. There are 30 large ensuited rooms which surround an internal courtyard garden and large open lounge and activity areas including a secure deck. The wing was designed especially for those requiring memory support.

## **DENTAL**

(see under APPOINTMENTS)

## **DENTURES**

Dentures are to be permanently marked with the resident's name, preferably before admission. Cost of the permanent marking will be the responsibility of the resident or his/her representative.

## **DIETITIAN**

(see under STAFF)

## DIRECT CARE INVOLVEMENT

If family wish to be involved with the direct care of the resident, then the degree of care and assistance provided is to be discussed with care staff, especially in relation to the safety of resident, relative and staff.

Encouragement is always given to relatives to become involved in the care planning process.

If a family member is present in a resident's room when personal care is required, staff will request family visitors to kindly wait in a sitting area to preserve the dignity of the resident, unless the resident gives their permission.

## DIRECTOR OF NURSING

(see under STAFF)

## DOCTOR

Each resident is encouraged to choose his/her own medical practitioner. If the resident wishes, Olivet staff will gladly assist in the selection from the list of doctors who already attend Olivet, however some Doctors may not wish to add any more residents to their visiting list. The cost of the Doctor's service is the responsibility of the resident / other representative.

Please feel free at any time to contact and discuss your concerns with your doctor. However, the nursing staff prefer to know beforehand if this is to occur, in order to assist you and the doctor in the provision of your care. If you wish to change Doctors, Olivet will provide assistance to you.

It is a requirement of Olivet that every resident be admitted and remain in the care of a Medical Doctor.

## DUTY OF CARE

Each nurse has a responsibility or duty to ensure that care is assessed and documented on a plan of care for each resident and provided in line with the plan.

In a legal sense this means that each nurse takes on the duty to undertake care, supervision or control of a resident and / or their property and assumes responsibility for their (resident's) safety where the resident and or their representative would expect that due care will be taken. The central element of 'control' applies to the relationship between the resident and the nurse

and is characterised by the special dependence on the part of the resident to the nurse.

(From a 'Duty of Care in Residential Aged Care Facilities' Workforce Publishing and Management - Part 8 Negligence - Page 8)

In simple terms this means that residents at Olivet are to expect that nurses will make assessment of the residents' ability to maintain independence within a supportive environment and plan care accordingly while assuring the nurses duty of care is upheld. An example of this simple tenet is that due care will be taken by the nurse in respect to ensuring hygiene attendance will be provided, supervised or observed in a supportive way to be managed by the resident on a daily basis.

## ELECTRIC BLANKETS

As care areas are adequately heated, it is not considered necessary for residents to use electric blankets. Electric blankets are also considered a safety risk.

If bed heating is required, we suggest the use of heated rice packs. Please see staff if you wish to discuss this further.

## ELECTRICAL EQUIPMENT

Any electrical equipment brought to Olivet is to be in sound working condition and must undergo an electrical check (with appropriate tagging) prior to being brought in. Olivet will undertake an annual electrical safety check with the cost of the check passed onto the resident.

A small refrigerator may be purchased after consultation with the Clinical Nurse.. Family members/friends will be responsible for food safety of the contents and the periodic cleaning required.

Any electrical equipment brought to Olivet without a current safety tag will need to be tested on arrival, the cost of which is to be borne by the responsibility of the resident.

## EMERGENCIES

All care rooms are connected to the nurse call system.  
Staff are available 24 hours a day to tend to residents' needs.

During an emergency, residents and visitors are requested to remain where they are and to follow instructions given by staff and to assist where able.

## FAMILY/ FRIENDS TO STAY

There is a one bed self-contained units available for short-term rental situated underneath the Willows wing. Meals are available if required at a small cost. The kitchen must be given reasonable notice of extra meal provision. Payment of rental is made at Reception. (Please note from 2017 – end 2019, these rooms will remain unavailable due to building works)

## FEES

Resident accounts are issued monthly – 2 weeks in advance and 2 weeks in arrears. The accounts may include agreed to extra services such as hairdressing, manicures, music



therapy. A receipt will be issued if requested. Please note that Olivet does not collect your pension. You can use your pension in the same manner as you did prior to admission if you wish. Olivet prefers to direct debit fees from a nominated bank account on a monthly basis. Consent forms to direct debit are included in the pre-admission documentation pack. Accounts are issued to the nominated person as noted on the admission form. If you wish to change this nominated person, please contact Reception staff.

Pharmacy accounts are to be paid directly to the pharmacy.

The schedule of Resident Fees are as stated on the Occupancy Agreement.

Independent living unit rental fees are available on application.

Olivet Reception has credit card facilities. Fees, if not paid by direct debit, may be paid at Reception at the following time:

**Monday to Friday 9.00 am – 3.30 pm.**

## FIRE PRECAUTIONS

Staff are instructed in fire and other emergency procedures. Safety areas are allocated within and outside buildings.

## FUNERAL ARRANGEMENTS

It is requested on admission, that family take the time to discuss among themselves and with their resident, preferences for funeral arrangements. The Clinical Nurses may assist with these arrangements.

## FURNITURE

If you wish to bring in personal items of furniture, it is essential to discuss this with the Director of Nursing, as too much furniture in a room creates unnecessary clutter and maybe a safety risk for the residents and staff.

## GOVERNMENT FUNDING

Olivet receives Commonwealth Government funding through the Department of Health for the care delivered to you. The amount of the subsidy is dependent on the degree of care required and is assessed using a care tool called the Aged Care Funding Instrument.

## HAIRDRESSING

A professional hairdresser attends 3 times per week for haircuts, perms etc. Enquiries may be made through Reception. Christadelphian volunteers deliver a limited hairdressing service weekly. Payment is by a voluntary donation with funds raised used to purchased hairdressing products. The volunteers endeavour to service as many residents as possible over a month period.

## HAZARDS

If a hazard is identified, residents and visitors are encouraged to immediately notify the Clinical Nurse or Reception. Your Thoughts forms (found in the drawer underneath the Suggestion Boxes) also include a tick box for Hazards.

## HEAT PACKS – RICE FILLED ONLY

Olivet provides rice heat packs (with washable covers) for resident use. Washable covers are provided. Wheat filled heat packs are no longer used as the risk of the wheat drying out and becoming flammable is too great.

## HEATING

Adequate heating is provided throughout all care areas. Acacia Rooms and The Willows ramp rooms are equipped with hydronic panel heaters. It is hazardous to place any article on the panels. It is requested residents do not dry clothes on the panels.

## HEALTH PROFESSIONALS

If wished, a Clinical Masseuse and Aromatherapist is available at Olivet. Please see your Resident Information Packs in your room or ask at Reception. Cost of the service is the responsibility of the resident.

## HOSPITALISATION – Ambulance Transfer

From time to time Olivet residents may need to be hospitalised. We also advise a small bag be available in the resident's room containing necessary toiletry items for a hospital stay so that in an emergency, staff can expedite a speedy transfer to hospital. Ambulance transfers from Olivet to hospital are covered through Ambulance Victoria membership, Private Health insurance or fully covered for pensioners.

## HOT WATER BOTTLES

Because of the potential for scalding injuries, hot water bottles are not permitted at Olivet. Heated rice packs are used as an alternative.

## INFECTION CONTROL

Alcohol wash pump packs are provided at visitor sign in areas in all care areas. All visitors are requested to clean their hands prior to visiting. Any visitor with a cold or respiratory illness causing coughing/sneezing or has had vomiting/diarrhoea, are requested not to visit or enter Olivet until they have been free of symptoms for 48 hours.

## INSURANCE

**CONTENTS** insurance is the personal responsibility of the resident

## INTERPRETERS

If you require any information in another language of your choice, please contact Reception.

## LAUNDRY

All laundering is performed on the premises using commercial washers and dryers. Any residents wishing to wash their own clothes may do so after consultation with the Clinical Nurses. Correct washing procedure and equipment is required. No clothing is permitted to be washed in the vanity units of the ensuite, for infection control of rooms. (Also see 'Clothing')

## LEAVE - SOCIAL and TEMPORARY

Residents in independent living units are advised to leave a forwarding address (and/or telephone number if possible) at Reception prior to the holiday.

All residents are encouraged to enjoy leave with their families and friends. Residents may take up to 52 days per calendar year as social leave away from Olivet. Leave taken over 52 days is not funded by the Commonwealth Government. Please see your Resident Agreement for details – "Leave from Care Facility – Section 6". Whilst the resident is on leave, the usual daily fee will still be charged. Please see the Director of Nursing if you wish to take more than the allowable 52 days of leave.

## LIBRARY

Volunteers organise borrowing and returning of books for residents from the Ringwood Library on a monthly basis. The books are displayed on a large trolley and taken around to each wing and to some individual resident's rooms.

If a resident loses a book on loan from the library, the cost of replacement is the responsibility of the resident. Olivet has a small library situated in the Acacia wing.

## MAINTENANCE

Olivet is responsible for general maintenance of the Independent Living Units and all care areas. Units will be repainted and upgraded prior to each new tenancy. Major and minor repairs will be attended to as soon as possible where funds permit.

Lawns and garden beds (except the gardens of the units) will also be maintained.

Requests for repairs and maintenance should be made to Reception where the request will be logged.

Some requested alterations by residents or their representatives may be outside what is considered a normal upgrade, and whilst these may be approved, residents will need to meet costs of the upgrade.

Apart from fair wear and tear, a fee of up to \$500 may be charged to a resident upon cessation of occupancy for refurbishment of their room.

Olivet management accepts no responsibility for routine maintenance of residents' own property.

## MASSEUSE - CLINICAL

If wished a Clinical Masseuse is available. Please see your Resident Information Packs in your room or ask at Reception. Cost of the service is the responsibility of the resident.

## MANICURIST

If wished a manicurist is available. Please see your Resident Information Packs in your room or ask at Reception. Cost of the service is the responsibility of the resident.

## MEAL and MEAL TIMES

To help you plan your visits, meal times are as follows:

Breakfast	8.15 - 9.00 am The Willows, Myrtle Crt, Juniper 8.30 am Acacia weekdays 8.45 – 9.45 am Acacia.
Morning tea	10.30 am The Willows 10.15 am Acacia & Juniper Wings 10.30 Myrtle Crt
Lunch	12 noon - 1.00 pm The Willows & Juniper Wing 12.15 – 1.15 pm Acacia & Myrtle Crt
Afternoon tea	2.30 pm The Willows & Juniper Wing 3.00 pm Acacia & Myrtle Crt
Tea	5.00 pm Juniper Wing 5.15 - 6.15 pm The Willows 5.15- 6.15 pm Myrtle Crt 5.45 – 6.45 pm Acacia
Supper	7.30pm all areas

Visitors are welcome to come and share a meal any time provided adequate notice is given. A meal charge is to be paid to the receptionist and at weekends to the Charge Nurse.

Meals are home cooked and a menu is posted every week on the notice boards in all care areas for the main meal – lunch time and the evening meal. Breakfasts are prepared taking into account each resident's individual wishes. Fresh fruit is available at all times in all care areas.

Morning, afternoon teas and supper are provided with savoury and sweet snacks. Each resident's wishes regarding drinks are taken into account and provided at each meal and snack time. Residents with special (dietary, religious or cultural) needs are individually catered for.

Residents who wish to take meals at times other than those set, are able to negotiate with the Catering Manager and care staff. If a resident is away from Olivet over a mealtime, the meal may be kept for them on their return if the time is within the boundaries set by food safety guidelines.

Food bought into Olivet is not to be shared with other residents for Food Safety reasons. Please see the booklet **"Food Safety – Information for family and friends"** in the pre-admission pack and also available from Reception.

## MEDICARE CARD

Families are requested to provide a copy of Medicare and Pension Cards and inform Olivet when the expiry dates change.

## MEDICATION

Nursing staff administer medications to residents as prescribed by the Resident's Doctor. If a Resident wishes to manage their own medication, this is permitted following consultation and assessment by a Registered Nurse and the Dr. The resident's capacity to self medicate and their knowledge of the action and side effects of the medication is paramount where self administration is permitted. Self administration is regularly monitored by Olivet staff. Olivet uses a tamper evident dose administration medication aid called a WebsterPack. A qualified pharmacist oversees medication supplies to Olivet. Medications are administered by staff trained in competent medication management delivery.

All new respite residents are asked to bring to Olivet current medications in the original packaging as prescribed by the Medical Officer. Permanent residents are advised not to purchase any new medication prior to admission. All medications brought into Olivet (including powders, creams, eye drops, aperients, vitamins and natural or alternate therapy self selected medications), are to be authorised by the Medical Officer and given to the pharmacist to examine before being issued to the resident. This includes medications being creams/powders/mixtures/inhalers you may use for rashes, pain, heartburn, tonics, asthma, angina, arthritis and coughs.

Medications maybe kept in residents' rooms only following assessment and agreement by the Medical Officer and on signing a Medication Contract which states the responsibilities the resident has to Olivet. All medications must be stored safely in a locked drawer in the resident's room.

## **MODIFICATION OF ROOMS**

No modification (including painting) shall be completed by the resident or their representatives without the consent of the Administrator. Any fixtures installed become the property of Olivet.

## **MUSIC THERAPIST**

(see under STAFF)

## **NURSING STAFF**

(see under STAFF)

## **OBJECTIVES**

(see under PHILOSOPHY and OBJECTIVES)

## **OCCUPATIONAL HEALTH AND SAFETY**

### **RESPONSIBILITIES OF RESIDENTS AND THEIR FAMILIES**

The Olivet Aged Care provides residents with a supportive home environment aimed at enabling residents to lead a full, and even risk-taking, lifestyle. However, the rights of residents to a home-like environment and the choice to take some personal risk shall not place employees or other residents at risk of injury or ill health.

To help ensure a healthy and safe environment for all, families and capable residents should:

- ) contribute their ideas and viewpoints on OHS issues at Residents' Meetings.
- ) appreciate that all Olivet procedures and tasks will be designed with the well being of both employees and residents in mind.
- ) acquaint themselves, and comply, with the requirements of Olivet's emergency evacuation plan and any safety rules.
- ) acknowledge that from time to time some activities and routines may be reorganised to take into account the OHS or rehabilitation needs of employees.
- ) acknowledge that all employees have the right to a healthy and safe working life and therefore should not be expected to place themselves at risk of injury in their day-to-day work.
- ) appreciate that OHS considerations may mean that not all requests for services can be accommodated immediately or as expected or preferred.
- ) seek advice from the employees on the OHS implications of the design of clothing, appliances or other personal possessions prior to bringing such items into Olivet.

## **OCCUPATIONAL HEALTH AND SAFETY POLICY**

### **RISK MANAGEMENT**

Olivet is both a working and living environment and while we aim to achieve the standards of care established by the government, the needs of the residents can only be met when the occupational health and safety of employees is not compromised.

We believe that all employees have the right to a workplace that is, as far as practicable, safe and without risk. While managing OHS is a management responsibility, employees, contractors, residents and visitors all have a role to play in achieving a safe and healthy work environment.

As part of their role in achieving a healthy and safe working environment, employees will be provided with a genuine opportunity to participate in decisions on matters with the potential to affect their OHS.

Our residents are at 'home' at Olivet and have a right to participate in activities, which involve a degree of risk. However, Olivet is a community, and as in all communities, no individual has the right to put other members of the community, including employees, at risk.

Management of Olivet implements strategies in line with State OHS legislation and aims to continuously improve the health and safety of the working environment. Information, instruction and training is provided to enable personnel to carry out their responsibilities and effectively participate in the OHS program.

Everybody at Olivet has a personal responsibility to work safely. Management, employees and contractors recognise that no task is so important that time cannot be taken to find a safe and healthy way to work.

## **OCCUPATIONAL THERAPIST**

(see under STAFF)

## **OLIVE GROVE HOUSE DAY CENTRE**

Olive Grove House is situated between Myrtle Crt and The Willows and share a secure courtyard garden area.

The Day Centre caters for 16-20 high care clients per day and is fully funded through the National Respite for Carers program through the Commonwealth Government.

Leisure and Lifestyle staff hold dual nursing and leisure qualifications and provide respite for Carers of those with dementia, frail elderly and younger people with disabilities.

## **OPTICAL**

(see under APPOINTMENTS)

## **OUTINGS**

There is no restriction to the amount of day leave taken from any of the care areas, other than an overnight stay. The government recognises however, that for both social and

recreational reasons, overnight stays away from Olivet are desirable. An allowance for 52 overnight stays a year has been made. Friends and relatives taking residents out must sign the Outings Book kept at each Signing-In station and advise the Nurse in charge. Where possible, notice of the outing is required to ensure preparations may be made relating to medication delivery and cancellation of meals.

A wheelchair taxi may be used for outings where it is difficult to safely transfer a resident into a private car. It is advisable to allow a number of days notice when booking the taxi.

Please note that **staff are not permitted to transfer a resident into a car where the resident is not fully weight bearing** due to the potential for staff to injure their backs.

Prior to Christmas, a special meal is provided for relatives to share if their resident is unable to be taken home for the holiday. If taking a Resident home for a period of time, please allow adequate notice of your arrangements to organise staffing, medications, wheelchairs etc.

## PARKING

A car park is situated at the rear of the The Willows and Acacia wing. Visitors are requested to use car parking spaces provided and not to park in the driveway as this creates a safety hazard. An area at the front of The Willows is set aside for pick up and return of residents.

Drivers of cars displaying a **disabled persons label** are permitted to park on the concrete apron at the front of The Willows in designated parking spaces. The undercover area must be kept clear for emergency vehicle access. A space is also dedicated for Doctor's in this area.

Parking is also available at the Community Centre

A Disabled Parking Permit Label is available for families to use if taking residents out. This label is to be returned promptly following return to Olivet. See the Receptionist if you wish to use the permit.

## PENSION CARDS

Please provide copies of these cards and inform Reception of new Expiry dates.

## PERSONAL DETAILS

Personal details (address/phone numbers and email addresses of family, power of attorney and funeral arrangements etc.) are kept by Nursing and Administration staff. We request that these be kept up to date. Any changes to these details should be made to the Director of Nursing so that records kept are accurate.

## PETS



Due to current Olivet policy relating to health and safety recommendations, pets of residents are not permitted to live with them. Pets which are under effective control by visitors are welcomed. A caged bird may be permitted to stay. However, the positioning of the cage must be such that safety of residents is not compromised. The cleaning and maintenance of the cage and health of the bird will be the responsibility of the resident and family.

A visiting pets program is available to residents on a weekly basis and some staff will often bring in their own animals for petting under supervision.

## PHARMACY

Olivet uses a contract pharmacy. The pharmacy dispenses from a script written by each resident's doctor. Charges for medication and any other pharmacy items will be the responsibility of the resident. Pharmacy does not charge for dispensing medications into Webster Packs. Please inform Olivet of any pharmaceutical entitlements cards or numbers and any safety net conditions, so these can be passed on to the Pharmacist.

All pharmacy charges will be billed directly to the resident or their representatives by the pharmacy. Olivet is not in a position to handle monies owed to the Pharmacist unless special agreement is given.

## PHONE SYSTEM

Residents in all care areas may have a telephone connection to their rooms. The organisation and costs incurred expense is the responsibility of the resident. Families are alerted that the risk of falls is high when a resident may not be near the phone when it rings and rush to answer. For those residents at high risk of falls, it is recommended families telephone Olivet. Staff will transfer the call to an available resident use cordless phone. This phone may be used for incoming or outgoing calls. The phone numbers for Olivet are the following: 9870 5495; 9879 2711; 9879 2911. Fax 9870 5479.

## PHYSIOTHERAPIST

(see under STAFF)

## PODIATRY

A Podiatrist contracted by Olivet attends six weekly. We encourage attendance by all residents, as foot health and comfort is very important in the elderly. There is a charge for this service for only those with low care needs and independent living unit residents. All other residents are provided with this service as part of required services (see your Resident Occupancy Agreement) of the Commonwealth Government.

## POWER OF ATTORNEY

It is a requirement for those holding the office of attorney for any residents, to provide proof by way of a copy of the legal document. It is advisable that all residents have an appointed Enduring Power of Attorney and Enduring Power of Attorney – Medical Treatment. Booklets explaining the differences and requirements may be requested from Reception.

## RECEPTIONISTS

(see under STAFF)

## RESIDENTS' (Occupancy) AGREEMENTS

(see under AGREEMENTS)

## RESIDENTS' PARTICIPATION/COMMITTEES

Residents are encouraged to remain as active and involved in the general community as possible. Within the complex there is also opportunity for involvement, either in planned programmes, or in creating a new activity. Encouragement is given for participation and involvement in these programmes.

Residents' committee meetings provide a forum for residents to communicate with management. Each area has an elected representative to attend these meetings and to approach Management with suggestions, requests etc.

It is hoped that all residents will participate in forming good positive relationships with the other residents and staff.

## RESIDENT SERVICES AND SUPPORT

(see Residents' Occupancy Agreement for detailed service provision information.)

## INDEPENDENT LIVING UNITS AND CEDAR VILLAGE

Residents are visited by the Community Nurse on a regular basis and more frequently as needs arise. Meals may be taken in the Acacia dining/Activity room areas on an ad hoc basis, or if assessed, delivered to the unit. Other home care or personal care supports are available following assessment. Lawns around units are attended to by a contractor. Garden beds remain the responsibility of residents, although in case of ill health other arrangements may be made.

## RESPIRE CARE

Short-term care is provided in both the Hostel and Nursing Home.

**Myrtle Crt** - 1 room is set aside for this purpose, with similar services being provided as for other Hostel residents.

**The Willows** – A cluster of 5 respite care beds is provided within The Willows wing. Respite beds in a planned co-ordinated program administered through the Commonwealth Carer Respite Centre – 1800 059 059.

A Care Recipient may access up to 63 days respite at Olivet per financial year. A current aged care client record (ACCR or Support Plan) is required prior to admission.

A unit is also available for holiday respite where the carer and family members may come in for a break.

## **RIGHT TO REFUSE MEDICAL TREATMENT**

Any resident has the right to refuse any treatment offered to them. However, it is important to discuss this with the doctor and to gain advice regarding the consequences. Residents may wish to change doctors at any time and staff will assist them in choosing another doctor.

A specific form is to be completed, signed and witnessed.

Staff will also discuss with Residents and their families Advanced Care Planning.

## **RISK TAKING**

The residents' right to participate in activities which may involve a degree of risk is respected. Assessment is made of the risk and staff have a responsibility to advise the resident and their family of their concerns. If a resident decides to act against advice, this will be documented and family informed. A nurse's duty of care to the resident is paramount.

## **ROOM PLACEMENT**

It is generally preferred that the resident retain the room in which he/she has been admitted for the duration of his/her stay at Olivet. The Director of Nursing has the responsibility for the care and general welfare of all residents, and may on occasions, in the best interests of the resident suggest a move to another room or wing. No resident is moved without prior consultation with them or their family.

## **CHARTER OF CARE RECIPIENTS' (RESIDENTS) RIGHTS AND RESPONSIBILITIES –RESIDENTIAL AGED CARE**

### **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 nursing home or 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, nursing home and hostel proprietors and staff, carers and the community will help people who live in nursing homes and 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 consumer 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 consumer rights of each resident are not diminished in any way when he or she moves into a nursing home or hostel.

The Charter also recognises that residents of aged care facilities have the responsibility to ensure that the exercising of their individual rights does not affect others' individual rights, including those providing care. The Charter recognises that residents have specific rights and responsibilities which balance the needs of the individual against the needs of the nursing home or hostel community as a whole.

**EACH CARE RECIPIENT HAS THE FOLLOWING RIGHTS:**

- ) 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. The resident is not 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;
- ) 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;
- ) to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, 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 aged care service;
- ) to have access to information about his or her rights, care, accommodation, and any other information which relates to the care recipient 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 Care Recipient has the following RESPONSIBILITIES:**

- ) 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 right of staff 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 current state of health.

## **RULES AND REGULATIONS**

The rules and regulations of Olivet are as follows

1. A current Aged Care Client Record (Form 2624) or Support Plan indicating Residential or Respite Care provision is a prerequisite for admission.
2. The Applicant or Advocate signing the application for admission form, undertakes to accept responsibility for the welfare and transfer of the Applicant.
3. 24 hour nursing care is provided for all residents as required.
4. Gambling is not permitted within Olivet. Alcohol consumption is restricted and may only be consumed under the direct supervision of the Charge Nurse. Smoking is permitted only in the designated area under the awning at the front of The Willows. Residents will be assessed as to their capacity to smoke unsupervised. All residents are required to use a fire blanket to cover their lap to prevent injury from falling ash.
5. Olivet does not accept responsibility for residents' personal belongings, and such belongings are not covered by Olivet's insurance.
6. A cordless telephone is available for the use of residents. The current telephone call charges are required.
7. Residents are encouraged to participate in Residents' Committee meetings, including making suggestions for improvements within Olivet.
8. Any complaints or problems may be reported to the Complaints Officer, who will attempt to resolve the matter quickly and amicably. Details of how to contact the Complaints Officer are set out in the 'Living at Olivet' Booklet. Suggestion boxes are available, also a "Your Thoughts" form may be completed.

9. To protect each resident's personal clothing, the clothing **must be clearly marked** - preferably with professionally heat sealed nametags, which may be ordered through Reception.
10. For safety reasons, all medications of any kind are to be kept in the care of the Charge Nurse, unless otherwise stated. Any medication kept by a resident must be stored safely in a locked drawer.
11. Residents are encouraged to bring in small mementoes, photographs etc. This helps create a homely atmosphere. Larger items of furniture cannot be accommodated.
12. Meals are served as follows unless specified elsewhere
 

Breakfast	8.15 - 9.00 am The Willows, Myrtle Crt, Juniper 8.30 am Acacia weekdays 8.45 – 9.45 am Acacia.
Morning tea	10.30 am The Willows 10.15 am Acacia & Juniper Wings 10.30 Myrtle Crt
Lunch	12 noon - 1.00 pm The Willows & Juniper Wing 12.15 – 1.15 pm Acacia & Myrtle Crt
Afternoon tea	2.30 pm The Willows & Juniper Wing 3.00 pm Acacia & Myrtle Crt
Tea	5.00 pm Juniper Wing 5.15 - 6.15 pm The Willows 5.15- 6.15 pm Myrtle Crt 5.45 – 6.45 pm Acacia
Supper	7.30pm all areas
13. Residents may leave Olivet at any time after consultation with the Nurse in Charge. Any absence must be recorded in the Outings register in each area.
14. Services available at no extra charge for those with high level ACFI funding are noted in the Care and Services Schedule of your Resident Agreement – Schedule 1.
15. Services available at an extra charge determined by the provider of the service are -
  - Hairdressing
  - Massages by qualified masseuse.
  - Aromatherapy by qualified aromatherapist.
  - Music Therapy
16. Every effort will be made to help a new resident adapt to life at Olivet. Changes to routine are generally introduced with plenty of warning and after appropriate consultation with residents.
17. Visiting hours are unrestricted within reason
18. Room changes sometimes are necessary in order to achieve compatibility and meet residents' rights and needs. Room changes will be kept to a minimum and any planned room change will be discussed with the resident/relatives.

19. Residents and staff are to conduct themselves in a way that will not impinge upon others' privacy.
20. Parking for residents' cars is available in the car park behind The Willows.
21. Unfortunately, personal pets are not permitted at Olivet as we could not accommodate everyone's pets. Caged birds are permitted following assessment of safety.
22. Residents are expected to exercise reasonable care within Olivet relating to damage to walls, doors and architraves. Pictures, photos etc maybe hung using only 3M products which do not damage painted surfaces. Maintenance staff can be requested to assist.

### **INDEPENDENT LIVING UNITS**

**THE RESIDENT AGREES:** As units at Olivet represent independent living, all residents should be able to care for themselves in all aspects of normal daily living activities. Arrangements maybe made for provision of meals in times of ill-health – contact to be made with the Director of Nursing.

- (a) To be sympathetic to the aims of the owner.
- (b) To pay to the Committee fees as stated in the First Schedule and including periods of absence.
- (c) To duly and punctually pay the rental as set out in the First Schedule at the times and in the manner provided.
- (d) To pay during the term of this Agreement all telephone, gas and electricity charges and like outgoings in respect of the Unit.
- (e) To vacate the unit when the Resident is assessed by the relevant government authority, as being unable to live in an independent unit.
- (f) To keep the unit clean and tidy and free from rubbish and vermin and not to damage the unit, damage by fair wear and tear excepted.
- (g) To permit the Owner at all reasonable times to enter the unit to view and examine the state and condition.
- (h) Not to bring in to the said unit any animals without the consent of the Owner.
- (i) Not to allow smoking inside the premises.
- (j) To be responsible for all personal effects belonging to the Resident.
- (k) Not to assign or sub-let or otherwise dispose of or in any way part with the possession of or grant any licence to use the unit by others.
- (l) Not to permit any visitor to remain as a residential guest for a period of longer than four weeks without the approval of the Owner.
- (m) No maintenance or alteration shall be undertaken by the Resident to the unit or the surrounding grounds. Any work required must be reported to the Owner for consideration. The Resident shall be liable for the cost of any repairs necessary which

are deemed by the Owner to be beyond reasonable wear and tear. All damage must be reported to the owner as soon as practicable.

- (n) Not to do or permit anything to be done on the unit or the grounds, which is or may become a nuisance or annoyance to any other resident or neighbour or to use the unit for any improper purpose or in any way which might be offensive to any other resident or neighbour.
- (o) Residents are encouraged to participate in Resident's committee meetings making suggestions for improvements to the units.
- (p) Any complaints, comments or problems are to be reported to either the Director of Nursing, Chief Executive Officer or to the Complaints Officer.
- (q) Heating is supplied to each unit, however if it is thought to be inadequate, the resident should seek advice from the Chief Executive Officer as to the suitability of additional heating devices.

## SAFETY

Residents living at Olivet, who in time require more care, may be asked to consider a move to an area where more care can be delivered to them. The resident and their family or Representatives will be involved in the discussion and the care planning process with the aim to provide the highest quality of care and service in an environment of safety.

All residents/ representatives on admission are informed of their rights and responsibilities toward safety and are requested to indicate their agreement by signing the form provided.

## SECURITY

Olivet is made secure with coded locked doors in all areas. After dusk, the code changes providing extra security for Olivet residents and staff. After dark, visitors to The Willows, Myrtle Court and Acacia are asked to use the doorbell and enter via the Main entrance in the Willows. Juniper visitors may use the door bell and enter in the main Juniper entrance. Security cameras are positioned at these entrances so staff can view the visitors before unlocking the doors.

All visitors to Olivet are asked to wear a visitors badge and to sign the Visitors' Book in each area. In the event of an emergency, if an evacuation is required, the visitor's books and Outings Books are used to account for the whereabouts of all visitors and residents within the Olivet complex.

## SERIOUS ILLNESS / ADVANCED CARE PLANNING

In the event of a major medical event or a significant deterioration in health, in Charge staff will refer to the Advanced Care Directive which defines resident and family wishes regarding the outcome of the event or the continuation of care and services at time of the event or end stage. Documentation is available from the Nursing staff which will ensure that the wishes of the resident or his/her legal representative (Enduring Power of Attorney – Medical Treatment) are observed.



If this documentation is not present, it is expected that staff will pursue what they deem to be appropriate action in consultation with the Doctor.

## SHOPPING

A mobile clothing shop provides a bi-annual service to Olivet residents. This gives residents who cannot normally get to the shops, a chance to choose their own clothes at change of seasons. Relatives/friends are welcome to attend and assist in selection.

A mobile trolley shop is also available and attended by a volunteer on Thursday afternoons. Items may be purchased from this trolley or orders taken for goods not available. Items from the trolley can also be accessed at other times through the Café in the Acacia wing.

## SMOKING POLICY

Where residents at Olivet choose to smoke, the following policy and procedures are in place, taking into account that resident's individual rights must not affect another's rights, including those of the carer:

### **Policy**

That smoking not be permitted within the buildings of Olivet.

### **Procedure**

- ) Smoking is permitted only outside of the buildings.
- ) Designated smoking areas are outside The Willows front entrance and the front of the Acacia wing. Resident's smoking are to stay away from the doorways.
- ) Fire blankets are situated within these areas.
- ) Smoke alarms are fitted to all rooms.
- ) Suitable receptacles are provided and emptied on a regular basis.
- ) An assessment will be made by the Charge Nurse of each resident's capabilities to safely smoke independently, and the associated risk of fire and burns. Assessment is also made regarding the controlled access to cigarettes and lighters/matches. Those assessed as not safe to smoke independently will not be permitted to smoke unsupervised.  
**Supervision will be provided only by those staff who agree to participate and the timing of these supervised smoking occasions will be determined on staff availability.**

As extra protection, seated residents are required to purchase a fire proof blanket to be placed on legs while smoking, and mobile residents are required to wear low risk flammable clothing.

## SPECIAL DAYS CELEBRATIONS

### **Saints Days and Melbourne Cup Day:**

Residents may wish to privately celebrate these days, but should not seek involvement from the management or staff at Olivet.

### **Christmas Day and Easter:**

Residents may privately celebrate Christmas and Easter as they wish. Support will be provided by Olivet to assist in their enjoyment of the celebration with friends and relatives on these days.

## SPECIALIST REFERRALS

Medical practitioners may refer residents to specialists for treatment/therapy outside Olivet. See 'Appointments'.

## SPEECH PATHOLOGIST

(see under STAFF)

## SPRAY CANS

Pressurised spray cans are not permitted as the fine spray can activate Olivet's sensitive smoke detectors. Pump spray bottles are permitted as the spray is not as fine.

## STAFF

The roles performed by different staff members you will see at Olivet are many and varied. We feel that we all combine well to deliver a higher quality of care. The following is a brief resume of some roles performed by different staff.

**Chief Executive Officer CEO** – Is the senior executive member of staff at Olivet, secretary to the Board of Management, and is responsible for the management of the total complex, excluding professional, medical and nursing matters, and it is to the CEO that you direct your queries on financial matters.

**Director of Nursing DON** – Is the senior member of staff responsible to the CEO and manages all staffing, resident admissions and services throughout the complex. It is to the Director of Nursing you direct your queries on the care of your relative.

**Nursing Staff** – Registered Nurses in The Willows and the **Clinical Nurses** in each area, assess and plan residents' care, which encompasses emotional, physical and spiritual needs.

**Physiotherapist** – Assesses residents initially and arranges treatment programs as required. Apart from the initial assessment, all other physiotherapy treatment will be charged to residents who have a low ACFI. Physiotherapy for those with a high ACFI is provided as assessed at no charge. Physiotherapy aids provide ongoing therapy under the supervision of the Physiotherapist. Private physiotherapy may be arranged if more regular therapy is a requirement or wish of the resident.

**Occupational Therapist** – The Occupational Therapist assesses resident needs for daily living activities and therapy. (This is a consultant position)

**Leisure and Lifestyle & Wellbeing Coordinators** – assess and organises (together with the **Leisure and Lifestyle Assistants**) a meaningful activity program.

**Speech Pathologist** – Assesses residents' abilities in communication, eating and swallowing, and endeavours to correct or ease any deficiency in those areas. (This is a consultant position)

**Dietitian** – The Dietitian is available for consultation about special diets, nutritional content of meals and matters such as meal supplementation or weight reduction.

**Receptionists** – The receptionists will handle any queries for you initially regarding such matters as care and financial information, and will arrange for you to see the appropriate person to deal with your query. It is through the receptionists you make an appointment to see the Chief Executive Officer, Director of Nursing and other senior members of staff.

**Music Therapist** – provides a program of therapy based on Music to enhance Wellbeing, Reminiscence and where applicable, as an adjunct to Behaviour Management.

**Community Liaison** – Assists with all enquiries related to wait list and admission of new residents into permanent care. Also has a role in Marketing and an educative and liaison role with the general and Christadelphian Community.

**Respite Manager** – Coordinates all Respite enquiries and admissions to both the Day Centre and Residential respite.

## TAXIS

Taxis for use by disabled persons (Maxi Taxis) are preferred for transporting residents that require 2 persons to transfer them. The maxi taxi allows for wheelchair access. Nursing Staff or Reception staff will assist with booking.

## TELEPHONE

Olivet Residents may have their own telephone in their rooms. Telephone points are provided and telephone connection and all charges are the responsibility of the resident and/or their family.

Mobile telephones are permitted throughout the complex.

Cordless telephones are available for residents in all areas, which they may use in the privacy of their own room. The use of the Cordless Phone over a private phone connection is advised within where the risk is high of falls from residents who try to rush to answer a phone.

## TELEVISIONS AND DVD PLAYERS

Residents are encouraged to purchase a small personal flat screen television (no larger than 32") Earphones must be fitted and used to ensure that other residents are not disturbed.

For the safety of residents and staff, the television must be placed on a T.V. table (or wall mounted in a position which will not be damaged by the use of care equipment or a hazard to staff or residents) where the cords are placed out of the way. Specially made tables are available at a small cost, which attach to the resident's bed. Orders for tables may be made through the Receptionist.

## VALUABLES

It is not recommended that valuables or large sums of money are brought to Olivet. However, if it is the resident's wish to bring valuables to Olivet, the Charge Nurse must be made aware and a valuables list completed and co-signed by the resident/representative. If other valuables are brought in or taken home after admission, the valuables list must be altered. A safe is available in administration if so required. A locked drawer is available in every room for small personal effects.

Olivet does not accept responsibility for valuables held on the premises by residents.

## VOLUNTEERS

A volunteer is a person who works in an unpaid capacity, either individually or in a group setting, and may be any age or gender. Voluntary work enables people to share their skills, and to develop new skills, which can enhance any program or activity. Volunteer involvement may foster friendships and further social interaction.

Olivet enjoys the goodwill and generosity of volunteers. Their gifts of time and enthusiasm enable frail elderly people to remain important members of the community, and are vital to the continuation of the Activities Programs.

The Volunteer Co-ordinator will assist you should you wish to become involved in our Volunteer program, please contact Reception.

The objectives of the Volunteer program at Olivet is

- ) To provide caring service and support for the residents of Olivet in a Christ like way.
- ) To encourage and assist residents to develop their full potential to live in calm, contented life.
- ) To work as part of the Olivet team, maintaining confidentiality at all times.
- ) To use the appropriate lines of communication.
- ) To provide friendship to enrich the lives of the residents, respecting each one as an individual with differing characteristics and abilities.
- ) To provide volunteers with an avenue for service to others for the mutual benefit of the volunteers and residents.
- ) To provide opportunities for volunteers to attend and participate in ongoing education.

## VOTING

**If you wish to consider removing your name from the Electoral Roll when entering Olivet, please consider the following:**

Family need to write to the Electoral Commission.

- ) Advise the name of the relative no longer living at the previous address
- ) Note that he/she is no longer capable of understanding the voting process.
- ) Include the family members name and address who is acting on the relatives behalf.

There will be two reply letters sent to you:

The first informing receipt of the request and the plan to remove the person from the electoral role (approximately 28 days after they have received the request.)

Then once the name is removed, a confirmation letter will be received.

**If you consider having your name removed from the Electoral Roll when enrolled address is Olivet:**

Once a resident has already been enrolled to vote at the Olivet address, an objection letter is required to be sent.

Families should contact the Electoral Commission and speak with the Resident's GP.

## **XRAYS**

(see under APPOINTMENTS)