



## **INFORMATION FOR RESIDENTS AND RELATIVES**

“The more we pull together the stronger we’ll be”.

ADDRESS: 15-23 Sidlow Road  
PO Box 1325  
GRIFFITH NSW 2680

TELEPHONE: (02) 6960 2501 Executive General Manager  
(02) 6960 2503 Clinical Care Manager  
(02) 6060 2508 Administration

EMAIL: [admin@pioneerslodge.com.au](mailto:admin@pioneerslodge.com.au)

WEBSITE: [www.pioneerslodge.com.au](http://www.pioneerslodge.com.au)

# **WELCOME**

**We welcome you to the Pioneers Lodge and advise that we are honoured that you have entrusted us with your care.**

**This booklet was developed to introduce our key staff members and orientate you to the facility.**

**If you have any questions, we encourage you to discuss them with a member of staff.**

**Kuda Sozinyu**

**Executive General Manager**

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## INTRODUCTION

The Pioneers Lodge commenced operations in August 1978 and has since been fully committed to the care of aged persons requiring residential aged care.

We built a new building at the current site, 15 – 23 Sidlow Rd, Griffith and moved in July 2008. We currently have a total of 95 beds with a potential for 100 with the current infrastructure.

The Pioneers Lodge Limited is a non-profit organisation incorporated under the Corporations Act 2001 – It is a Public Company Limited by Guarantee, and it also holds an Authority to Fundraise for Charitable Purposes under the Charitable Fundraising Act 1991. The ABN is 26 142 187 719. All donations of \$2.00 and over to the Pioneers Lodge Inc are tax deductible. This organisation has established a Board of 7 members to administer the Pioneers Lodge. It meets every month.

## MISSION STATEMENT, PHILOSOPHY OF CARE AND CARE OBJECTIVES

**MISSION STATEMENT** – To provide, promote and assist with the provision of a quality lifestyle and exceptional Aged Care Services to our community.

**PHILOSOPHY OF CARE** – The management and staff of the Pioneers Lodge Limited are committed to providing the highest quality care, ensuring the highest quality of life, mindful of actual wishes and needs of the individual.

**CARE OBJECTIVES** – The care objectives of the Pioneers Lodge are:

1. To ensure that the residents' health is maintained at the optimum level possible within the resources available.
2. To achieve a maximum degree of independence for each resident, as a member of society.
3. To allow the resident to exercise freedom of choice that will be respected whenever this does not infringe on the rights of other people.
4. To provide a homelike environment as far as possible within the constraints of design, furnishings, and routine.
5. To respect the privacy and dignity of the individual resident.
6. To encourage the resident to participate in activities and experiences which will be appropriate to their needs and interests, however, the residents' choice not to participate will be respected.
7. To ensure The Pioneers Lodge environment and practices will be safe for all residents, visitors, and staff.
8. To ensure that residents are invited and encouraged to have an input into their care and other services provided.

## CHARTER OF AGED CARE RIGHTS

I have the right to:

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

### Resident

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

.....  
Full name of resident

.....  
Full name of authorised person (if  
applicable)

### Provider

.....  
Signature and full name of provider's staff  
member

.....  
Name of provider

/ /

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

/ /

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

## RULES OF OCCUPANCY

1. Fan heaters, electric jugs, electric blankets, and bar radiators – These are not permitted to be used in the facility as they are a fire hazard.
2. Personal items of equipment and furniture – If permitted, these must be provided and maintained by residents.
3. Damage to Pioneers Lodge Property – Residents are expected to pay for any damages to property of The Pioneers Lodge.
4. Harmonious Living – Residents are expected to live together in harmony and respect the rights of each other. Where a resident demonstrates an inability to do so, the matter will be handled in accordance with the disputes resolution process.
5. Smoking – Is not permitted within the building and it is only permitted in designated outdoor areas.
6. Lockup – The Pioneers Lodge is secured between the hours of 8pm and 5.45am. Residents seeking entry outside of these hours must request staff to let them in via the intercom at the front gate and the main entry door to Pioneers Lodge.
7. Picture hooks are not permitted to be fixed to walls. Residents will be required to pay any repair and painting costs if this rule is not observed.

## MANAGEMENT OF THE PIONEERS LODGE

Responsibility for the overall management of The Pioneers Lodge is vested in the Facility Service Manager who is accountable to a 7-member Board. The Executive General Manager is responsible for the operations of the facility.

The Clinical Care Manager is responsible for all Clinical Care.

The Chauncy / Settlers / McWilliam Home Care Coordinator is responsible for the day-to-day management of the Chauncy / Settlers / McWilliam Homes.

The Mackay Home Care Coordinator responsible for the day-to-day management of the Mackay Home.

## ACCOMMODATION

The Pioneers Lodge provides residential care in the following homes:

- Don Mackay Home – 32 single and 6 double rooms all with ensuite.
- Curtis Chauncy Home – 19 single rooms with ensuite.
- Stuart & Margaret McWilliam Home – 16 single rooms with ensuite.
- Settlers Home – 16 single rooms with ensuite.

All rooms are fully furnished and if a resident wishes to bring in a particular piece of furniture, then permission must first be obtained from the Clinical Care Manager / Care Coordinator.

## APPLICATION FOR ADMISSION

All applicants are required to complete an “Application for Respite Care” or “Application for Permanent Care” (depending on the type of care required). If you do not have an Aged Care Client Record, please phone 1800 200 422 to make the necessary arrangement for an assessment to be completed.

It is strongly recommended that all applications for care complete a “Permanent Residential Aged Care Request for A Combined Asset and Income Assessment” form available from Centrelink or the Pioneers Lodge. When you complete this form, you need to mail it to Centrelink. When you receive the Asset and Income back from Centrelink you need to attach a copy of the letter to the Pioneers Lodge Application form.

Selection for admission to the Pioneers Lodge will only include those who have made a formal application.

Prior to admission, residents and their relatives are asked to visit and look through the facility. Relatives are expected to be present when the resident is admitted.

## SERVICES AVAILABLE

### CHURCH SERVICES & THE CLERGY

The Clergy of various denominations may visit residents at any time.

The following services are conducted in the Pioneers Lodge:

Catholic	1 <sup>st</sup> Friday of each month.
Anglican	2 <sup>nd</sup> Friday of each month.

Residents may attend any of the above services as they wish.

Transport should be arranged by families if residents wish to attend outside services.

### HAIRDRESSING / BEAUTY CARE

A fully equipped hair and beauty salon operates 3 days per week for the convenience of residents. Residents are responsible for all hair and beauty costs. Current hairdressing charges are available at Reception.

### HEARING AIDS

Arrangements for hearing aids to be repaired or serviced can be made by the resident or their family.

### MAIL DELIVERY

Mail is delivered every weekday (i.e., Monday to Friday). Outgoing mail can be left at the Administration Office Monday – Friday.



## MEALS AND DIETS

Three regular meals are provided each day as follows:

BREAKFAST:	Breakfast is prepared in house. The menu consists of cereal, fruit, toast, tea/coffee and/or fruit juice. A hot breakfast is prepared twice a week.
LUNCH:	Lunch is the main meal of the day. The menu consists of choice of two hot meal options, dessert, fruit juice &/or hot drink.
DINNER:	The menu consists of soup, two meal options, dessert, fruit juice and/or hot drink.

The menus are reviewed on a regular basis with input by a qualified dietician to monitor quality, and any comments or complaints are considered.

Barbecue lunches are held on a regular basis.

Residents' are given the choice of two options at the time of meal service or can request an alternative such as a salad or sandwiches.

Residents with special dietary, cultural or religious needs are catered for. This may involve discussion with residents or their families if their need is specialised. Specialised diets such as lactose intolerant, gluten free etc. need to be confirmed by your doctor in writing. All special dietary requirements will be communicated to the chef.

Residents may store their non-perishable private food stocks in a sealed container in their bedside furniture.

Meals times are as follows:

Breakfast	8 - 8.30 am
Lunch	12 noon
Dinner	5.30 pm
Morning Tea	10 am
Afternoon Tea	3 am
Supper	7 am

Residents have in-put into the catering arrangements through several avenue including comments and complaints to staff or at resident's meetings, suggestions in the suggestion box or official comments and complaints (Refer to "Comments and Complaints" paragraph in this booklet).

Residents and their families can be assured that the strictest hygiene procedures are observed by our trained staff in handling and preparing food.

### **Bringing food into The Pioneers Lodge for residents**

Unfortunately, some foods are inappropriate for the elderly and that is why they may not be on our menu.

In an effort to overcome this problem Pioneers Lodge has developed a Food Safety Plan which is audited each year by the NSW Food Authority. The food safety plan sets out how we handle the provision of food to our residents from the point of delivery to preparation, service and consumption and is designed to minimise the risk of any food borne illness such as gastroenteritis. We also have a policy on 'Perishable Food from Families and Other Outside Sources' which is available on request.

For this reason, food and meals brought in by families must not be handled by staff as there is no guarantee that it has been processed hygienically and then stored and transported at a safe temperature. Meals may be brought in from home and heated in the unit's microwave oven and then served to the residents by family members or the residents themselves without staff involvement.

Pioneers Lodge will facilitate safe food handling by providing relatives and friends with a copy of the fact sheet "Do you cook and bring food to an elderly relative or friend in an aged care facility?" produced by the Food Safety Information Council.

### MEDICAL OFFICERS

Each resident retains their choice of doctor as in the community. Some Doctors call regularly to review the residents' medical care, including treatment and medication. Some doctors do not attend the facility and therefore if a resident requires a doctor, the resident or resident's family should make the necessary appointment and accompany the resident to the appointment. If you are unable to do this, please speak to the Registered Nurse/Home Care Coordinator to make alternative arrangements. There will be a charge for this service.

The resident and their representative, where appropriate, will be included in discussions concerning care objectives.

Should a relative feel a resident requires a doctor, apart from routine visits, it should be mentioned to the Care Manager/Registered Nurse/Home Care Coordinator on duty and the necessary arrangements will be made.

Payment of doctors' accounts are the responsibility of the residents.

### MEDICATIONS

Medications are prescribed by the resident's doctor and dispensed by the residents' choice of pharmacy. Except for residents that self-medicate all other medication is administered to the residents by the medicator staff on duty. Medication costs are the responsibility of each resident.

Self-medicating – Should a resident choose to self-medicate, an assessment must be completed by their medical officer and our Registered Nurse. Following approval to self-medicate all medications must be kept in a locked cupboard in their room.

All Residents are requested not to self-medicate non-prescription medication such as pain relievers, vitamins, bowel medication etc. as staff must be aware of all medication taken in order to monitor residents' health.

### NEWSPAPERS & MAGAZINES

Residents wishing to order their own newspapers & magazines may make the necessary arrangements with the local newsagent. Please request that the newsagent clearly writes the resident's name on each newspaper or magazine delivered. The Pioneers Lodge has the Area News delivered to each unit.

### RECREATIONAL ACTIVITIES

Various activities and outings are organised for residents by the Lifestyle and Wellbeing Officers. Residents are welcome to participate in any activity so arranged. These may include book readings, daily exercises and escorted walks, in-house movies, visiting music groups and sing-along's, bingo, cards, special morning and afternoon teas, trivia, and outings such as visits to the Regional Theatre and the local clubs for lunch, etc.

Residents will be encouraged to pursue existing interests or acquire new ones if they wish and to choose

to participate in various activities. The residents choice not to participate will be respected. Programmes of individual and group therapeutic exercises as well as diversional therapy activities are organised.

Information about forthcoming events will be posted on the notice boards. Relatives and friends are encouraged to attend and to help with social outings and activities as such activities are important for the physical and mental wellbeing of the residents.

## TELEPHONE

Residents may accept incoming calls at any time and a portable phone is available for residents to take calls in their room.

Residents also have the option of their own connection direct to their room. This should be arranged directly with your preferred telephone provider and normal installation; line rental and call charges apply.

It is not recommended for residents in the McWilliam Unit to have a phone connected. Staff can transfer incoming calls to the residents. It is easier for both residents and staff for this to be done in office hours. Respite Residents may accept incoming calls at any time preferably during office hours.

## PAY TV

If residents wish to subscribe to the Foxtel Pay TV service they may do so directly with Foxtel, however it is required that they follow the following process:

1. Notify The Pioneers Lodge Care Coordinator that they will be applying for a Pay TV service.
2. Contact Foxtel to arrange the Pay TV service and advise them that it is a Multi Dwelling (commercial) installation.
3. Notify the Pioneers Lodge (see 1 above) when the service will be installed.
4. Notify the Pioneers Lodge (see 1 above) when the technician arrives to connect the service.  
This final point is most important as our staff may need to remind the technician that the installation will use an EXISTING SATELLITE DISH AND EXISTING CABLES.

## INTERNET SERVICES

Residents can access broadband internet services. It is your responsibility to contact you provider at your expense as part of your phone service.

Residents may also gain access to The Pioneers Lodge wireless network, however, there are time and download limits on this service. Streaming services are not available on the wireless network.

Contact Reception for further details.

## ALLIED HEALTH SERVICES

**MASSAGE \*** - Residents may make their own arrangements for this service.

**DIETITIAN** - This service is provided by The Pioneers Lodge.

**PALLIATIVE CARE** - This service is provided by the Pioneers Lodge and if necessary, access to the Murrumbidgee Local Health District - Palliative Care Unit can be arranged as required.

**SPEECH PATHOLOGY** - This service is provided by The Pioneers Lodge.

**OPTICAL SERVICES \*** - Residents may make their own arrangements for this service.

**PHYSIOTHERAPY \*** - Pioneers Lodge employ two full time Physiotherapists.

Residents may also attend the Physiotherapist at the Hospital for specialised treatment as an outpatient. Some major assistive devices must be purchased by the resident.

\*Residents may make their own arrangements for Private Physiotherapy services.

**PODIATRY** - We have a podiatrist who visits regularly. This cost will be met by The Pioneers Lodge for residents.

**DENTAL** \* - Residents may make their own arrangements for this service.

**HEARING SERVICES** \* Appointments for hearing services can be arranged by the resident or their family. Any costs involved are payable by the resident.

**NOTE** \* All arrangements and costs associated with these services must be met by residents. Families must accompany the resident to any external appointments. If this is not possible see section "Escorting Residents".

## GENERAL INFORMATION

### BED ALLOCATION

The initial allocation of beds is at the discretion of the Care Manager and Care Coordinator.

After residents have been allocated to a particular room and bed it is important that residents feel secure there. A resident will only be moved to another bed or room if:

- The move is at the resident's request or,
- The resident agrees to move after being fully consulted and agrees to move without any pressure or
- The move is necessary on genuine medical grounds as assessed by Aged Care Assessment Team or at least two medical or other health practitioners.

### DONATIONS

The Pioneers Lodge is a charitable non-profit organisation, and it is grateful for the support that it receives from the wider community. All donations of \$2.00 and over to the Pioneers Lodge Limited are tax deductible.

The Griffith Pioneers Trust Fund has also been established as a special fund where the donation is invested, and the interest earned each year is available to purchase capital items. (This fund is similar to the very successful Griffith Base Hospital Trust Fund in the way it operates). This arrangement ensures that each donation stays "intact" so that it can earn tax free interest year after year. This interest is then available to the Pioneers Lodge to purchase equipment and other capital items. All donations of \$2 or more are tax deductible.

For more information contact the Executive General Manager Ph 02 6960 2501.

### LEAVE

A resident may be absent from a residential aged care facility during periods of authorised leave. To be counted as a day of leave the resident must be absent overnight. All fees continue to be payable when a resident is on leave.

There are 3 types of leave:

1. **HOSPITAL LEAVE:** A resident can take unlimited days of leave for the purpose of receiving hospital treatment.
2. **SOCIAL LEAVE:** A resident can take up to 52 days of social leave in a financial year.
3. **PRE-ENTRY LEAVE:** Up to 7 days of social leave may be taken as pre-entry leave immediately before a resident enters a service.

Accommodation fees and means tested care fees are raised for all periods of leave.

A resident may take more leave than prescribed above provided that there is:

- Approval by the Pioneers Lodge.
- Agreement by the resident to pay the accommodation fees plus compensation to The Pioneers Lodge for the subsidy not paid by the Commonwealth Government.

### RESPITE RESIDENTS

Residents in respite care cannot take leave overnight during their respite period. If it is necessary to take overnight leave the balance of the respite period will be cancelled.

### AEROSOLS

Aerosols are banned in the Pioneers Lodge as they set off the fire alarm. Examples of these are air fresheners, deodorant, hairspray etc.

### ALCOHOL AND DRUGS

Alcohol consumption is permitted; however, moderate consumption is encouraged. Deleterious drugs are not encouraged, and all other drugs will be administered as ordered by a Medical Officer.

### BANKING AND SHOPPING

Residents are encouraged to manage their own financial affairs and shopping needs with assistance from family members if necessary.

If there are no local family members, then arrangements can be made for small amounts of money to be held in trust to cover small incidental costs (such as personal purchases and outings).

If this service is requested, then a Letter of Authority is required to authorise staff to draw on these funds.

It is recommended that all residents with a cognitive impairment have a trust account.

### CLOTHING

#### **LABELLING OF RESIDENT'S CLOTHING**

**All** clothing must be labelled prior to admission.

A labelling service is available through Active Workwear, 111 Banna Avenue, GRIFFITH NSW 2680.

The Pioneers Lodge takes no responsibility for clothing not labelled.

#### **LIST OF REQUIRED CLOTHING - SUGGESTION**

Residents are fully dressed each day and are encouraged to choose the clothes they want to wear from their own wardrobe. It is essential that they have adequate supplies of:

Underwear

Outer garments

Night attire

Shoes/slippers

Preferred toiletries

Continence aids are the responsibility of residents on respite and are supplied when permanent.

We recommend that you avoid woollen items of clothing as they need special treatment when washing them.

A basic guide is listed below:

#### **Men**

Cardigans / jackets (no wool) x 3

Dressing gowns x 2

T-Shirts / polo Shirts with stretch	x 6
Trousers – pull up with elastic waist	x 4
Underpants	x 10
Pyjamas / night shirt interlock / poly cotton	x 6 (Can be long sleeved all year round)
Singlets	x 8
Tracksuits	x 2 - 3
Socks (preferably circulation / non-restrictive)	x 6 pairs
Slippers	x 2 pairs Velcro (Need to fit with non-slip socks)
Shoes	1 – 2 pairs (Need to fit with non-slip socks)

#### *Women*

T-Shirts with or without collars	x 4
Bras	x 4 – 6
Cardigans (No wool)	x 4
Dressing gowns	x 2
Dresses	x 4 – 6 (Dresses / skirts for special occasions usually)
Stockings (Optional) / Socks	x 6 pairs
Slips (Optional)	x 4
Underpants	x 10
Tracksuits	x 2 – 3 (Polyester and cotton)
Nightgowns	x 10 (cotton with stretch preferable)
Slippers	x 2 – 3 pair Velcro (Well fitting)
Shoes	x 1 – 2 pair (Well fitting)

All clothing should be easy to launder/wash and wear. All items must be clearly marked. **No responsibility can be accepted for items that are not properly labelled.**

Problems are sometimes encountered in the area of Work Health and Safety with frail, disabled or heavy residents when dressing and undressing. Injuries have occurred to staff members when dressing and undressing these residents due to the awkward nature of the task and the difficulty of the residents to assist with the process. In these situations, the staff may request that a particular type of clothing or even a modified item of clothing be provided. The Pioneers Lodge have climatic / thermostatic control temperature, and most residents could wear long t-shirt with or without cardigan / jacket all year round.

#### ESCORTING RESIDENTS TO APPOINTMENTS

This is outside the scope of our contracted services and therefore family members or friends are required to escort residents to appointments. If staff are required to do this and, provided there are staff available, then charges apply. Please contact the Care Coordinator for more information. There will be a charge for this service.

#### LAUNDRY

Bed linen is provided however, if residents choose to supply their own bed linen, they must also launder it. Residents also have the choice of providing their own bed spread which must not be made of a shiny silk like material as frail residents are at risk of sliding off their beds onto the floor. The Pioneers Lodge will launder bedspreads provided they are not bulky and/or not made of delicate material.

The Pioneers Lodge provides a laundering service for personal clothing however residents are encouraged to do their own washing if they are able to use the equipment provided. Delicate laundry such as knitted clothing should be cared for by family members. Dry-cleaning can be arranged; please see RN / Care Coordinators.

## NAIL CARE

Each resident is to supply their own nail clippers and emery board. Pioneers Lodge can order these supplies from the chemist charged to the resident's account.

## TALCUM POWDER

Talcum powder is banned in the Pioneers Lodge as it is a falls risks hazard.

## LIBRARY

The Pioneers Lodge has a range of large print books to choose from and the Community Mobile Library visits every second Monday at 10.30 am.

## CULTURAL CUSTOMS

All attempts are made to ensure each resident's cultural needs are being met. If there are any issues in this area they should be directed to the Registered Nurse or Care Coordinator who will deal with the matter or refer to higher management. An Interpreter Service can be arranged as required. Government literature can be arranged in any language required.

## MONEY AND OTHER VALUABLES

Unfortunately, The Pioneers Lodge cannot accept any responsibility whatsoever for any money or valuables held on the premises. Residents are therefore advised to retain only small amounts of cash in their possession and to arrange appropriate insurance for valuables.

## PETS

Personal pets are not permitted on a permanent basis. However, relatives may bring a pet in for a visit to see their owner. Pets are not permitted in shared rooms. They can visit in the living areas or outdoor garden areas but not in the dining areas and must be secured on a lead.

## SUGGESTIONS

A suggestion box is in the front foyer and a link on our website. Any suggestions or comments would be welcomed.

## COMPLAINTS

A complaints resolution policy is contained in each Residential Care Service Agreement. It is reproduced below:

Comments and complaints are welcomed as they are regarded as an important source of feedback. Without this feedback, it would be difficult for us to continue to develop the quality of our care and services.

Complaints will be dealt with quickly, confidentially, and fairly.

The complaints resolution process should be followed so that the complaint is dealt with as close to the source as possible and if it is not resolved then it is raised at the next level of authority until it is resolved:

1. Raise the complaint verbally with the direct care/service provider.
2. Raise the complaint verbally with either the Care Manager or Registered Nurse on duty.
3. Put the complaint in writing and submit it to the Facility Manger who will bring it to the attention of the Management Committee. Outcome will be discussed with the person making the complaint.

OR

Aged Care Quality Commission – 1800 951 822

## MY AGED CARE

The My Aged Care website ([www.myagedcare.gov.au](http://www.myagedcare.gov.au)) has a wealth of information about aged care services. Residents and family members are encouraged to access this website if they have any questions about the Aged Care System.

## MEDICARE AND PENSION CARDS

It is preferable for Medicare and pension cards to be kept in the staff station as they are required for doctors' visits, pathology test, x-rays, and the purchase of pharmaceutical supplies.

## RESIDENTS' MEETINGS

The Residents meet on a regular basis to discuss life in The Pioneers Lodge. The meeting provides an opportunity for residents to:

- Discuss changes to services or facilities.
- Discuss changes to Facility Rules.
- Provide comments or complaints on any topic concerned with life in the facility.

Residents are urged to participate as it provides the organisation with important feedback so that we can continuously improve the quality of our care and services. The meetings are open to all residents and/or their nominated spokesperson. Dates and times of residents' meetings are listed on the monthly Activities Calendar.

## RESIDENT AGREEMENTS

A formal agreement is offered to all residents before they are admitted, and sufficient time is provided for residents to seek legal advice.

The standard agreement employed by the Pioneers Lodge is a combined resident and accommodation agreement.

1. The Resident Agreement component includes services to be provided, fees payable, rights and responsibility of the resident.
2. The Accommodation Agreement Component includes: the agreed accommodation price, the payment options chosen (i.e., lump sum or income equivalent, the specific accommodation to be provided, the conditions relating to changing room etc).

There is no legal requirement to sign an agreement if the resident is not required to pay for or contribute to the cost of accommodation. It is, however, in the best interests of both parties to have a signed agreement as soon as possible. If an agreement is not signed, then the terms and conditions of the standard agreement will be deemed to apply.

If a resident is required to pay for or contribute to the cost of accommodation an election must be made within 28 days from the date of admission as to how this will be paid.

## PRIMARY CONTACT INFORMATION

If a resident's condition changes significantly, the person nominated as "next of kin" on the admission form will be notified.

Any change to details of the nominated person must be given to the Care Manager/RN/Care Coordinator as soon as possible as this is the person we contact when an emergency occurs.

If the nominated person is going away, they will need to notify the Care Manager/RN/Care Coordinator of who the contact person will be in an emergency.

If it is requested that a second person be nominated also, each person must be identified clearly (name, address, telephone number). It is the responsibility of the person notified to inform other relatives.



## SECURITY

For the security of residents and staff the external doors to The Pioneers Lodge are locked each night at 5pm and reopen at 8am and the front gate is locked at 8pm and reopens at 5.45am.

During the “Lock-up” period the only access into The Pioneers Lodge complex is via the front gate and main front entry. Access may be arranged by pressing the intercom button at the gate and the front door and requesting to be admitted by staff. Staff can view the person requesting entry on the closed-circuit TV and talk to them via the intercom. Visitors will only be admitted after “lock-up” time if they can confirm their identity.

The home is a secure environment which mean that the entry and exit doors are key coded and are locked after hours. The car parking is also locked after-hours. The purpose of this system is to provide safety and security for the residents at the home. Residents and family are able to access the home through the use of a key code and each family and or resident is provided with the key code.

The key coded exit security doors can be seen as a form of environmental/perimeter restraint, and you are informed that the home has this style of security prior to the resident’s admission. Staff are able to assist resident’s and families to exit the building.

## DAMAGE TO PIONEERS LODGE PROPERTY

Residents will be required to pay for careless or wilful damage to property of the Pioneers Lodge.

## SITE PLAN:

A site plan of The Pioneers Lodge is available on request.

## STOCK AND EQUIPMENT

The Pioneers Lodge is committed to providing the highest quality stock and equipment that is required to provide the highest quality of care subject to availability and economic considerations.

To achieve the above, we have implemented the following policy and procedures:

1. All items purchased must meet Australian Standards.
2. Stock and Equipment is checked on delivery to ensure that it is not damaged.
3. A system of stock rotation is in place.
4. All new lines of stock and equipment must meet our safety standards.
5. Staff are trained in the correct use of all items.
6. A regular preventative maintenance program is in place for major items of equipment.
7. Managers and staff constantly review new stock and equipment which is introduced onto the market.
8. All personal items brought into the home by residents must meet our safety standards. All electrical equipment must be first examined by the Maintenance Supervisor before it is brought into the Pioneers Lodge and, if required, the resident may be requested to provide evidence of an “electrical safety check” carried out by a licensed electrician.

## SMOKING

It is acknowledged that residents have a number of rights including the right to smoke. Similarly, as an approved provider of residential aged care, The Pioneers Lodge has a duty of care to ensure that smoking by residents is managed safely and does not place the smoker or other residents in any danger.

The duty of care includes the need to formally assess the ability of every smoker to smoke safely. Reassessment will be carried out as required.

The following requirements are requested to be observed by every smoker:

- Smokers must only smoke outside in signposted and designated areas.
- Smokers must NEVER smoke in their rooms or any other part of the building.
- Smokers must dispose of any matches and cigarettes in a safe manner.
- All smoking material must be held with staff and not kept in residents' rooms.
- If assessed as necessary, smokers must use smoking protectors aprons and/or be visible to staff while smoking.
- Smokers must acknowledge that smoking is a health risk to themselves and others.
- Smokers should report to staff if they are having difficulties smoking.
- Assistance can be provided should a resident choose to stop smoking.

## VISITING

The Pioneers Lodge is the resident's home and, as such, visiting is not restricted. However, to reduce the disruption to other residents, visitors are encouraged to restrict their visits between the hours of 8am and 8pm.

To comply with WHS provisions we require all visitors to sign in and out of Pioneers Lodge. The electronic sign-in system is in the main foyer. All visitors must sign in and sign out for every visit.

## PARKING

Parking for 55 cars is provided within the Pioneers Lodge grounds.

Family members may set down and pick up residents under the main entry covered area. However, parking is not permitted in this area. Adequate "disabled" car spaces are provided near the main entry. Visitors are required to park only in designated parking spaces, and they must observe the posted speed limits and traffic flow arrows on the roadways.

## VOTING

A mobile polling booth visits Pioneers Lodge at election time. Alternatively, residents may utilise postal votes which can be organised by staff or family. If a resident has a cognitive impairment, it is the family responsibility to request that they be removed from the Electoral Roll.

## WORK, HEALTH & SAFETY

The Pioneers Lodge has implemented an extensive Work, Health & Safety Program for the benefit of Residents, Visitors and Staff. Refer to "WH&S Responsibilities of Residents and Their Families" below.

## WHS RESPONSIBILITIES OF RESIDENTS AND THEIR FAMILIES

The Pioneers Lodge provides residents with a supportive home like 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 WHS issues at Residents' Meetings or in the suggestion box.
- appreciate that all Pioneers Lodge procedures and tasks will be designed with the wellbeing of both employees and residents in mind.
- acquaint themselves, and comply, with the requirements of The Pioneers Lodge emergency evacuation plan and any safety rules.

- acknowledge that from time to time some activities and routines may be reorganised to consider the WHS 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 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 implications of the design of clothing, appliances, or other personal possessions prior to bringing such items into The Pioneers Lodge.

All of the previous groups have a role to play in providing a safe living and working environment. All falls, accidents, near misses, dangerous situations and safety suggestions must be reported to the staff. These matters will be investigated and followed up through the Work Health & Safety Committee.

## ACCREDITATION

An accreditation system was introduced in 1998 for the Aged Care Sector. It is an evaluation process which aged care facilities must go through to be recognised as approved providers under the Aged Care Act 1997.

The objective is to ensure that the highest quality care and facilities are delivered in the Aged Care Industry.

The Pioneers Lodge Limited is strongly committed to the Accreditation Process and our Accreditation Certificate is displayed in the main foyer.

## QUALITY MANAGEMENT AND CONTINUOUS QUALITY IMPROVEMENT

The accreditation system is focused on the provider being able to prove that they are providing a Quality Service. To achieve this The Pioneers Lodge Limited has adopted a quality management approach with an emphasis on continuous quality improvement of all aspects of operations.

The quality management approach involves input from residents, relatives, visitors, members of the public, tradesmen, and staff.

From time to time, members of the above groups may be requested to comment or make suggestions on a particular aspect of our operations in our pursuit of quality improvement.

Comments, suggestions, or complaints are welcomed at any time on any aspect of our operations. A Quality Committee has been established which monitors the quality management process.

## SPENDING MONEY FOR RESIDENTS

Residents will require small amounts of spending money to cover such things as outings and small incidental costs.

They are discouraged from holding large amounts of cash in their rooms so The Pioneers Lodge Limited can hold funds in Trust for resident and they may draw on these funds as required.

If we provide this service for any resident, we ask that residents or their representative, sign a letter of authority authorizing staff to draw on these funds.

## PRIVACY

After the 12 March 2014 when the Privacy Amendment (Enhancing Privacy Protection) Act 2012 come into effect the Pioneers Lodge was required to meet new privacy principles. These principles and how they are met are detailed below:

**WHY PERSONAL INFORMATION IS COLLECTED** – As a provider of residential care we are required to assist residents with their physical, social, and emotional needs. To do this we may need to have access to a great deal of personal information.

## PERSONAL INFORMATION WHICH MAY BE COLLECTED FROM RESIDENTS

- Name
- DOB
- Religion
- Current address
- Whether you are a person of Aboriginal or Torres Strait Islander descent
- Other personal information includes entitlement details, health care fund, country of birth.
- Medical history
- Medications
- Family medical history
- Social history
- Other as required by the organisation to provide appropriate care and services.
- Financial Information

## HOW PERSONAL INFORMATION IS COLLECTED

Much of the information is collected during the admission process via forms and then information is collected on an ongoing basis. Some examples of the information collected include resident details, end of life care needs, power of attorney, medical officer, and nursing clinical notes, Aged Care Client Record, diagnostic test results, medication charts, professional assessments.

## STORAGE AND SECURITY OF INFORMATION

Information may be stored as hard copy or electronically. Hard copy information is stored in areas which only allow those staff who are authorised to access the information (e.g., Personnel Files).

Electronic Information is password protected so that only authorised staff have access to the information.

## USAGE OF PERSONAL INFORMATION

We only collect information that is:

- Required to be collected for the purpose of providing quality care.
- Required by law to be collected.
- Required to be collected to maximize efficiency.

## DISCLOSURE OF PERSONAL INFORMATION

The Pioneers Lodge will only disclose personal information to other parties that are authorised to receive it. Each resident is given the option of signing a consent form to “Collect Use and Disclosure Personal Information of Residents / Clients for the purpose of providing residential Aged Care”. Without authorisation no information will be disclosed to third parties unless there is a legal obligation to do so.

## DISCLOSURE OF PERSONS OUTSIDE OF AUSTRALIA

No information will be passed on to third parties outside of Australia unless specific authority is provided or there is a legal obligation to do so.

## ACCESS AND CORRECTION OF PRIVATE INFORMATION

All persons have access to private information kept by the Pioneers Lodge. Any corrections or updates of information will be carried out.

All access to private information must be requested in writing and approved by the General Manager or Care Manager.

## PROCESSES IN PLACE FOR COMPLAINTS ABOUT PRIVACY MATTERS INCLUDING BREACH OF PRIVACY

Residents and all other may lodge a complaint as per the Pioneers Lodge Feedback and Complaints Handling Policy.

## SECURITY OF ELECTRONIC INFORMATION

All electronic information except eRAD (Bond Register) and NeRA (Residential Agreement) is stored on a Local Area Network which is password protected and access is limited to that information for which staff are authorised to access.

Electronic information for eRAD and NeRA is stored by a service provider. Access to this information is limited to authorised persons and is password protected.

## ELDER ABUSE

Elderly persons and particularly those in a residential aged care facility (because of their frailty and cognitive deficits) are at risk of abuse by those people with whom there is a relationship based on trust. The Serious Incident Response Scheme classifies the following as reportable incidents; unreasonable use of force, unlawful sexual contact or inappropriate sexual conduct, neglect, psychological or emotional abuse, unexpected death, stealing or financial coercion, inappropriate use of restrictive practice, unexplained absence of care.

Staff, family, and visitors who suspect that there is evidence of abuse have an obligation to report this. Reports for all forms of suspected abuse can be made to:

Executive General Manager	PH 02 6960 2501
Clinical Care Manager	PH 02 6960 2502
Chauncy / Settlers / McWilliam Care Coordinator	PH 02 6960 2542
Mackay Care Coordinator	PH 02 6960 2506
RN on Duty – Mackay	PH 0418 762 632
RN on Duty – Chauncy / Settlers / McWilliam	PH 0419 483 235
Aged Care Quality Commission	PH 1800 951 822
Griffith Police	PH 02 6969 4299

## FIXTURES AND FITTINGS

The following are provided in each room:

- Bed linen and towels
- Bedside chair
- Bedside set of drawers
- Wardrobe
- 2 x Emergency call bells
- Curtains

NOTE: Each room has an ensuite facility.

The following items are NOT provided but are permitted if they are provided and maintained by the Resident:

- Television set (NOTE THE WIDTH OF THE TV MUST BE NO MORE THAN 700mm)
- Telephone

All second-hand electrical items must be inspected by the Maintenance Supervisor when they are brought into the unit. Safety testing and tagging must be carried out if this is deemed necessary.

## CALL BELL SYSTEM

The Call Bell system in Pioneers Lodge has two functions:

1. Routine calls for assistance and
2. Emergency calls for assistance or staff assistance.

Room numbers are indicated on annunciators located and visible in all corridor and common areas within the facility, these calls also have different colours and ring tones to alert staff to the type of call.

Residents have call bells located near their bed and located in the ensuites; call points are also located in common areas.

Routine Calls for assistance:

When a call bell is activated, it is expected that staff respond to routine calls in a timely manner, remembering the safety of the resident/s they may already be attending. This alert on the enunciator is green, the wing and room number indicated.

Staff Assist Calls:

Staff are expected to attend to these calls immediately, ensuring that other residents are safe, the alert on the enunciator is orange and has a repeating ring tone, wing and room number is indicated.

The DECT phones carried by staff on each shift indicate call alerts.

Our call bell system is linked to the computer system, and it is possible to view and, if necessary, print reports on response times if necessary or on request.

## EMERGENCY OVERNIGHT BAG

In the event of an emergency such as an unscheduled admission to hospital or an emergency such as a fire, all residents are required to have a SMALL overnight bag which contains a toiletry bag, 2 sets of night wear, 2 sets of day clothes, 4 sets of underwear, toothbrush, and continence products in one bag and medication (this will be organised by staff) in another bag for each resident. The bag must be small and clearly marked with the residents' name and only contain the essentials listed.

## DISCLOSURE STATEMENT IN RELATION TO ACCOMMODATION BONDS

The Pioneers Lodge Limited is the approved provider for The Pioneers Lodge under the Aged Care Act 1997 (the Act), residents and prospective residents or their representatives are entitled to receive particular information from their approved provider on request.

This includes, in relation to the previous financial year:

- A summary of the permitted uses for which we have used accommodation bonds.
- Information about whether we complied with the requirements for permitted uses of accommodation bonds and with the prudential requirements for accommodation bonds.
- Information about the number of accommodation bond balances (if any) that were not refunded in accordance with the timeframes set by the Act. For entry contributions (payable before 1997), information about the number (if any) that were not refunded in accordance with the entry contribution agreement.
- A copy of the independent audit opinion on our compliance with the prudential requirements for accommodation bonds.
- Our most recent statement of audited accounts.

We must also provide:

- If you have already paid an accommodation bond, a copy of your entry in the bond register.
- If we invest accommodation bonds in particular kinds of permitted financial products, our investment objectives, and the asset classes we may invest in.

Residents, prospective residents, or their representatives may request any or all the available information. We must provide the information within seven days of the request, and the information must be correct at the time of the request.

### **Refund of the Accommodation Bond wholly or partly paid to us by way of a lump sum**

As outlined in the Resident Agreement that we have provided you, we guarantee repayment of the Accommodation Bond Balance to you in accordance with the following criteria.

The Accommodation Bond Balance will be refunded if:

- You die; or
- You cease to be provided with Residential Care in the Care Facility; or
- The Care Facility ceases to be certified under the Act.

The Accommodation Bond Balance will be refunded within the following time frames:

- If you die - within 14 days after the day on which a certified true copy of the grant of probate or letters of administration of your estate is produced to us.
- If you enter another residential care service and:
  - We have been notified more than 14 days before the day on which you cease to receive care at the Care Facility – on the day on which the care ceases: or
  - We are notified within 14 days before the day on which you cease to receive care at the Care Facility - within 14 days after your notification: or
  - We are not notified of your intentions - within 14 days after we cease to provide care to you:  
or
- In any other case - within 14 days of the happening of any of the circumstances set out above.

At the time the Accommodation Bond Balance is refunded, we must also pay to you interest on the outstanding Accommodation Bond Balance calculated at the Base Interest Rate for the period from the day after the occurrence of that event until the date on which the Accommodation Bond Balance is refunded in full.

If any of the events referred to above occur and the Accommodation Bond Balance is refunded to you after 14 days from the occurrence of that event, then, at the time the Accommodation Bond Balance is refunded, we must:

- For the first 14 days after the relevant event has occurred, pay to you interest on the outstanding Accommodation Bond Balance calculated at the Base Interest Rate for a period 14 days; and
- Thereafter pay to you interest on the outstanding Accommodation Bond Balance calculated at the applicable Maximum Permissible Interest Rate until the date the Accommodation Bond Balance is refunded in full.

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