



*Resident  
&  
Families Guide*



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# *Resident & Family Guide*

## *Welcome*

I would like to welcome you, your family and friends to Assisi Aged Care.

Assisi is an iconic destination for living and working with modern facilities and we are blessed with magnificent heritage buildings and grounds. The Resident Handbook provides you with detailed information about the care and service offerings available to you at Assisi and you can be assured that our loyal, skilled and professional staff will look after your every need.

While we understand that the initial move to Assisi Aged Care may be an emotional and stressful time, we will do our very best to help you settle in and become comfortable in your new home and surroundings.

We pride ourselves on being true to our Italian heritage and we undertake to do whatever is possible to ensure that you maintain your links with the Italian culture, community and events. Our driving principles focus on the areas of faith, community and quality care with you, the resident, being always at the centre of our care.

You will be treated to home-style, freshly cooked Italian food and offered a diverse range of lifestyle and recreational activities filled with meaningful engagement, music, cooking, outings and entertainment. Your spiritual requirements, including rosary, will be supported by our Pastoral Care team while weekly Mass is presided by local Parish Priests. We are also fortunate to have a very helpful group of dedicated volunteers who give selflessly of their time for the benefit of residents.

We are privileged that you have chosen Assisi as your home and trust us to provide you with excellent high-quality aged care and services.

## *Our Vision, Mission and Values*

### *Our Vision*

Our vision is directed by our Italian heritage, our community responsibilities and Christian ideals, especially in our respect for the contribution of our elders to our lives. This guides us to support our community by providing the best possible emotional, physical and spiritual care for the frail aged of the Italian community.

### *Our Mission*

To provide professional and compassionate care for those who come into our community through the prudent delivery of services that respect equality and individuality.

### *Our Values*

We believe in:

- respect for the dignity of each person within our community, be they residents, families, staff or others
- equality and equity
- compassion
- diversity and co-operation
- advocacy
- continuous improvement

Our values will ensure that all residents, stakeholders and staff are:

- treated fairly and with honesty and integrity
- given the opportunity to develop to their full potential within a supportive, healthy and safe environment

## *History of the Assisi Centre and Assisi Aged Care*

In the late 1980's, a group of influential and committed members of Melbourne's Italian community realised that it was necessary to bring together the resources of the Italian community and government to provide suitable aged care services and facilities to cope with growing numbers of Italian frail aged people in Melbourne.

Assisi Centre Limited, a not-for-profit community organisation, was established and set about gaining support for a quality care facility within the beautiful setting and grounds of the old Sisters of Mercy training convent that was built in the 1920's.

## *Living at Assisi Aged Care*

Assisi Aged Care looks after 150 residents with all levels of care needs in what is termed Ageing-in-place. All residents are of Italian background as Assisi concentrates on providing a true Italian cultural experience which includes cuisine, language and religion.

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All the main living sections have lounges, dining areas and internal courtyards which families and residents are encouraged to use.

All Residents are encouraged to bring personal effects such as their favourite chair, photos and other items bringing that homely touch to their personal space. Please discuss your needs with the Nurse Manager. All rooms are furnished with high quality furniture and fittings.

We will assist you in whatever way possible in your new home. However please remember that Assisi is home also to others and that we must all respect individual privacy and preferences and share the environment in a spirit of tolerance, co-operation and understanding.

## *The First Few Days*

We understand that for everyone the move is a very big event and it is important to take your time to be comfortable. Soon after your arrival, we will be carrying out a number of assessments of your care needs so that we can develop the best possible care plan for you. Staff will ask permission to take a photograph of you and to update this photo at least annually. This provides photographic identification of each resident in our electronic care and medication systems, ensuring all residents can be easily identified by staff. It is important that you let your Nurse Manager know if there is anything we can do to help you at this time.

## *Room Allocation*

Prior to admission, you will have attended an Assessment meeting. It is at this meeting where we determine the most suitable unit to meet your care needs. We will do our very best to please you and to make you as comfortable as possible at all times.

It is important to note that a change in room and/or unit may be necessary from time to time to accommodate changes in your clinical condition; however, this is only after careful consideration and a discussion with yourself, your representative and staff.

## *Care Needs*

We will regularly discuss your care with you, your doctor and your family or representative. If you have a health or care problem or an accident, such as falling over, we will contact your family member and a doctor if necessary, so that everyone who needs to know will be involved as quickly as possible.

## *Meals*

At Assisi, we take great pride in 'la cucina Italiana'. All meals are prepared and cooked on the premises by Italian catering staff.

The menu has been designed to take into account as many personal and regional preferences as possible. Although a dietician reviews our menu, residents also have input through regular resident and family meetings, feedback to their Nurse Manager and the Resident Menu Tastings with each seasonal menu change. There are always choices available.

Residents and families are also asked to participate in the annual food survey as a method of continued improvement and to keep in touch with residents' needs and wants.

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## *Meal times*

Breakfast time is very flexible, there's no rush. We try to make things as flexible as possible. Breakfast is from 8.00 am in the dining rooms. Residents can request to have their breakfast in their room or at a later time.

Other meal times are as follows:

- 10.30 am Morning Tea in the Lounges or your room
- 12.00 noon Lunch in the Dining Rooms
- 2.30 pm Afternoon Tea in the Lounges and resident rooms
- 5.00 pm Dinner in the Dining Rooms
- 7.30 pm Supper in the Lounges and resident rooms.

Meals will be provided in resident's room when needed.

Our kitchens are regularly inspected as required by the authorities and our food suppliers also have to comply with all government regulations.

There is always plenty of food for you to eat whenever you are hungry, so there is no real need to keep food in your room much at all except for little nibbles.

## *Meals with Families and Guests*

Families are welcome to join their resident for a meal. A separate dining area is available for this purpose. Please notify reception at least 24 hours in advance, Monday to Friday, so arrangements can be made with our Kitchen and catering staff. A charge of \$20 per person will apply and a maximum of 4 guests only. We can arrange to have the cost added to the resident's monthly account.

There are also BBQs and outdoor settings that are available for all residents and their families in each of the unit's courtyards. Please request at reception when wanting to use the facilities. We ask that you leave the BBQ and courtyard clean and tidy.

## *Lifestyle and cultural services*

### *Religious Services, Pastoral Care and Activities*

We are extremely fortunate to have such rich resources in our pastoral care team. Holy Mass, the Rosary and the Sacraments are available as well as support for all pastoral needs.

The pastoral care team, Sister Analyn and Sister Jiji, provides many aspects of pastoral care to ensure that you will always be very well supported in your spiritual and religious needs. We are also very lucky to have the services of Italian speaking priests who visit several times a week for mass and the Sacraments.

Residents are perfectly free to choose whether or not to participate. Mass is celebrated in the auditorium on Wednesdays and Sundays.

An extensive calendar and program of religious services is always available for your participation and that of your family and friends.



Residents who are not Catholic or religious are encouraged to inform us how we can best meet their individual needs.

## *The Lifestyle Program*

The lifestyle program forms an integral and important part of the residents' lives. Programs are co-ordinated, reviewed and evaluated monthly with the assistance of the residents. A wide range of activities are offered by our Lifestyle Team including:

- crafts
- reading groups
- regional friendship groups
- music and concerts
- men's group activities
- an exercise program
- shopping
- tombola
- themed and special feast days
- bus outings
- celebrations of birthdays and anniversaries
- events such as Mother's and Father's Day

Some Outings and activities may incur a fee on occasions.

We encourage the relatives and friends of our residents to join in any activity when they visit.

## *Newspapers*

Copies of 'Il Globo' newspaper are available at reception twice weekly. The papers are shared amongst the residents. If you request your own copy, family need to subscribe to Il Globo. Assisi also publishes the 'Notizie' every 6 months.

## *Hairdresser*

Visiting hairdressers are available for both ladies and gentlemen. To make an appointment, families need to book the appointment through reception Monday to Friday, in person or via phone. The receptionist will then note the day, time, resident and details of request in the appointment book.

If families request the hairdresser after hours, staff will be advising you to call the reception during business hours. There is a price listing for both visiting hairdressers in the Hair Salon, next door to Gino's café. The residents or their families are responsible for paying for this service. We can arrange to have the hairdressing charge added to the resident's monthly account.

## *Leave*

Commonwealth regulations provide for unlimited hospital leave for residents so that if you have to go to hospital for a stay, your room is kept for you.

Social Leave is the term used for when you might go away from Assisi for an overnight stay with friends or family, for instance. It is funded by the government for 52 days per financial year (a 'leave day' is defined as one on which the resident is away from Assisi Aged Care overnight).

Please advise the senior staff member on duty if you are planning to use social leave from the facility, since this information may be required in case of emergency and other purposes.

## Television

Each room has a wall mounted television with a remote control. The Italian station RAI is available throughout the facility including the bedrooms.

Residents are requested to be considerate of others nearby when using TVs and radios. The use of an earpiece or headphones is encouraged.

If the remote control is misplaced the cost of replacement is \$44 and this can be charged to the resident's monthly account.

## Phones

If you want a private phone in your room, this needs to be organised through a provider at your cost.

## Mail

Any mail that appears to be of clinical importance is opened and directed to the appropriate Nurse Manager.

For other mail, you can choose to:

- open the mail yourself
- have it opened by a staff member
- have it sent to your nominated person

You can ask staff to read your mail to you if you wish.

## Voting

The Australian Electoral Commission (AEC) before elections usually makes voting for State and Federal Elections available at Assisi.

Voting is either by a postal vote or by attending a polling booth

Voting in State and Federal elections is compulsory for persons enrolled on the electoral roll. If a resident is not capable of voting and is on the electoral roll, the responsible relative is advised to obtain a doctor's certificate, which should be forwarded to the AEC. For further advice and assistance please see your Registered Nurse.

All voting details are made available soon after an election is called.

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NB: It is the responsibility of the families to advise AEC of any changes to the resident's circumstances, e.g. address.

## *Resident Records*

Medical and financial documents and records relating to the resident and their associated care will be stored securely in line with the legislative requirements. These records are treated as confidential documents at all times.

Access will be limited to the resident and those with the appropriate authority for the resident's care. Confidentiality of resident records will be maintained at all times. Care can only be discussed with the resident or the resident's duly authorised representative.

Your Nurse Manager can advise you on this.

## *Celebration of Special Events*

While there is a monthly celebration of birthdays for all residents, we would welcome you to have your own celebrations for family events in one of our lounges or Activities room. Please contact reception on Monday to Friday at least one (1) week in advance so that so that arrangements can be made for you.

## *Environmental Services*

### *Cleaning*

The residents' rooms including the bathrooms are detailed or thoroughly cleaned weekly. Every day, the residents' bins and bathrooms are checked and cleaned. The public areas such as the dining and lounge rooms are cleaned on a rotating scheduled basis. Additional cleaning is provided in response to urgent matters.

Due to privacy, security and protection of personal property, cleaners do not move residents personal belongings and objects (other than furniture items) to clean or dust. This responsibility remains that of the resident and/or their family.

### *Clothing and Laundry Matters*

Please bring a selection of the clothing that you would usually wear. To assist with space, it is often a good idea for your family to bring different clothing as the seasons change so that you are most comfortable all year around.

#### *a) Labels*

It is a policy of Assisi Aged Care that ALL clothing is labelled. This also includes clothing that families have elected to wash at home. Labelling of all clothing reduces the possibility of human error. All clothing items must be clearly, securely and safely labelled with cloth name tags. An appointment will be made with the Laundry Supervisor for your clothes to be labelled.

One of the most irritating problems for everyone is the loss of personal clothing items. Much of this occurs because families bring in clothing and forget that it needs to be labelled. All new clothing needs to be given to the Nurse Manager who will send it to the laundry for labelling before distribution to the room.

Names written with marking pens (including those sold as 'laundry markers') do not remain legible for more than a few weeks.

## *b) Lost Clothing*

Often clothing can no longer be identified for a resident because labels have become lost. Laundry staff do try to identify unlabelled clothing but it is not always possible as you can imagine.

If you have lost some clothing, you can speak with the Nurse Manager who will contact the Laundry Supervisor to arrange a time for you to view any unclaimed or unlabelled items in the Lost Property Store. Unidentified and unclaimed clothing are donated after 12 weeks to a worthy charity.

We hope this information is of assistance to you. Please see a member of staff if you require any further information.

## *c) Laundry*

All clothing is laundered on site. It is not our policy to endorse any brand of clothing as suitable for residential care but when you are thinking about suitable clothing, please bear in mind that what you select will be subjected to machine washing and drying.

While we use the best possible commercial washing chemicals, inevitably the washing process is a little harsher on fabrics over time because we need to wash at temperatures and in conditions that comply with the Australian Standard as used in commercial laundries to prevent cross infection.

Please note: The washing of woollens is the responsibility of the resident or his/her representative as regrettably commercial laundering will damage fine wool.

Dry cleaning of garments is also the responsibility of the resident or his/her representative. Please refer to the Laundry Delivery Schedule on your unit's notice board.

## *d) Repairs*

Our laundry will mend hems and seams and they will sew on buttons. All other mending will be the responsibility of the resident/representative.

## *Staffing*

Approximately, 30% of the staff speak or can communicate to some extent in Italian, and the others will always try their best to understand your needs. Assisi runs Italian classes every year for interested staff.

We are always looking for staff that have the necessary skills and experience for the job. We try to find those who can also speak Italian, but it is not always possible. We hope that you understand that we will always be trying to make your time with us as comfortable, safe, secure and as happy as possible.

With communal living, it means sometimes that there are misunderstandings and difficulty in attending to everyone in a short time. Your patience and understanding in those times will be appreciated by all concerned.

## *Witnessing Legal Documents*

Unfortunately, staff is not permitted to witness the signing of any document by a resident. This is in the best interests of all.

## *Police Certificates*

For your information, all staff is required to provide regular certification by the police in the form of a national certificate for any criminal record.

## *Gifts and Gratuities*

Residents and their families are discouraged from making gifts to staff members. Staff members are not permitted to accept money from residents or families under any circumstances, nor have valuables or money placed in their care.

Should you wish to offer a staff member a gift at a special time, such as Christmas or birthday, we respectfully suggest that it be limited to something such as flowers or chocolates, which may be shared by staff as a group. Our staff is educated on this policy.

## *When in the Assisi Grounds*

To protect everyone on the property, it is really important to drive carefully and also very slowly as it is a shared driveway with pedestrians. Many residents have visual and hearing impairments, which further limit and restrict their ability to respond to cars moving faster than they are. Please also be aware of the blind corners around buildings especially.

**Maximum Speed at all times is 5 km/hour. That is, no faster than you can walk yourself**

## *Parking*

We provide parking near the main entrances, including disabled, short term (30 minute) and Drop Off zones. Car parking spaces are clearly marked so please DO NOT PARK in other unmarked or restricted zones such as the Ambulance bay and GP zones.

## *Visiting the Centre*

There are no set visiting hours, however for reasons of fire safety and general security we require all visitors to follow the strict protocols that we have in place. **All entry afterhours** is via the St Catherine's main entrance (near the undercover carpark). You need to use the intercom by the entrance and **clearly state your name and who you are visiting**. This will connect visitors to a staff member who can release the door remotely once satisfied of the person's identity. St Francis visitors should use the intercom outside the St Francis entrance.

If an early morning visit is planned, it is helpful if your family or friends advise the staff beforehand, so that unnecessary delays may be avoided at this very busy time of the day.

When entering and exiting the building, you must sign in and out using the iPad situated in the foyers of all 3 main entrances; main entrance, St Francis (back of convent) and St Catherine's (by the undercover car park)

**Very important, when visiting, please ensure that residents do not follow you out of the building as some have memory problems and would be at risk outside without supervision. A person may seem capable to be outside without supervision, but please do not make any exceptions without the authority of a care staff member at that time.**

**This is extremely important for the safety and security of all.**

## *Food*

Very importantly, all visitors must record all perishable foods that they are bringing into the home.

Please ensure to use the food register book situated at all 3 entrances and complete the food label to adhere to food wrapping or container.

## *Electrical goods*

State electrical safety regulations require that all electrical items must be tagged by an electrician. You need to inform your Nurse Manager of any electrical items that you or your family bring in so that they can be tested and tagged by maintenance.

## *Resident outings with family*

If you are intending to go out with your resident for an outing, please make sure that you inform your Nurse Manager or RN in charge and complete and sign the Resident's Outing Register so that staff are aware that the resident is not in the building and is safe with family.

You also need to enter the anticipated return time, which can be amended if different, on arrival. And let staff know when everyone returns.

## *Financial Arrangements with Assisi Aged Care*

For your information, the money that you pay goes towards paying for the nursing and personal care and is a daily fee related to your pension or income, while the income that Assisi gains from the use of your RAD (Refundable Accommodation Deposit) goes towards the upkeep and development of the buildings.

The Commonwealth Government makes a very large contribution to the overall costs – generally approx. 70% of the costs.

## *Resident Service Agreement*

The Aged Care Act 1997 requires Assisi Aged Care to enter into a formal Resident Service Agreement with a resident or their representative.

This is an industry standard agreement which is written to conform fully to the Act and includes details such as:

- the level of care and services that will be provided
- fees and charges, accommodation bond information and options
- security of tenure conditions and circumstances under which changes can be made
- the complaints mechanisms
- the period of the agreement
- rights and responsibilities of both parties

Because of the interaction between tax laws, the Aged Care Act and Centrelink arrangements, residents are advised to seek financial advice to ensure that the best arrangement of their affairs is made at this time.

Assisi Aged Care is not able to provide this advice as we are not licensed financial advisors.

## *Fees*

These will be discussed with you prior to admission. You are referred to the relevant information provided at this time or please contact Gemma Leombruni, our Community & Communications Coordinator (Tel: 03 8458 3137).

Most fees are determined and regulated by the Commonwealth Government and Centrelink. For your information, your fees contribute approximately 30% of the costs of care and accommodation, the balance being paid by the Commonwealth Government. Assisi Aged Care is a not-for-profit organisation.

Any Accommodation RADs or Charges will be discussed with you prior to admission and are set out in the Resident's Agreement which will be signed with you or your representative.

Fees are payable usually monthly in advance, and you will be issued with monthly statements. Direct debit is preferred for the convenience of everyone.

## *Your Personal and Financial Affairs*

Ideally, the financial affairs of the resident will be managed by the resident themselves, or by a legally appointed guardian, power of attorney, or an independent trustee agency.

Because a person might become incapable of making sound decisions at any time, it is recommended that you make arrangements to protect yourself by appointing a person or persons that you trust to best look after your interests in such an event.

A range of helpful information is available in the foyer by the main entrance to the centre.

On the other hand, if a person is no longer capable of making these choices, contact should be made with the Office of the Public Advocate for advice.

Information on such matters can be obtained from:

- your Solicitor
- The Office of the Public Advocate - 1300 309 337
- VCAT Guardianship List – 9628 9911
- Victorian Legal Aid – 1300 792 387
- State Trustee – 9667 6444

A copy of any such agreements should always be given to the Registered Nurse, so that we are always able to deal with the most appropriate person in line with your wishes.

## *Valuables*

While each resident will have access to a lockable space in their room, we do not encourage you to bring in valuable personal items such as loose jewellery with you nor keep large sums of money. It is advised that anything of personal or monetary value such as jewellery should be photographed.



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Personal insurance is the responsibility of the resident and/or representative and whilst we try to provide a secure environment, we cannot accept any liability for individual losses. You will have access to your own individually locked drawer.

A resident can be provided with a key to their room. A fee of \$15 will be charged to cover the cost of a replacement key if lost. A fee of \$25 will also be charged to cover the cost of a replacement lock on the lockable drawer, should the keys be lost.

On admission, all new residents' valuables and personal clothing are photographed and documented. We ask residents or their representatives to continue to add any new valuables or personal clothing to the inventory by informing your Nurse Manager. We cannot accept responsibility for lost or misplaced personal items.

## *Health Services*

### *Doctors*

Assisi Aged Care does not employ doctors. A number of local doctors make regular visits or as needed. If your doctor can still look after you, he or she is welcome to look after you when you come to Assisi. If your doctor is unable to continue your care following admission, we will be able to offer you the name of several doctors (many Italian speaking) who attend other residents at Assisi and you may want to choose one of these.

### *Therapy Services*

Our range of therapy services are available including Physiotherapy, Chiropractic services, Pastoral care, Podiatry, Psychology Services, Speech Pathology, Dietician, Optometry and Occupational Therapy.

Our physiotherapist assesses all residents on admission, and an individual program is developed. These programs are developed in consultation with the resident and/or the family. Programs are co-ordinated, reviewed and evaluated by our physiotherapist on an ongoing basis.

### *Dental Services*

A mobile dental service visits as required so that residents should not have to travel to dental surgeries except in an emergency. Speak with your Nurse Manager to organise an initial consultation. A consent form needs to be completed prior to commencement. Contact your Nurse

Dental prostheses need to be clearly marked.

Staff assists where needed in daily oral and dental care and hygiene. Replacement of lost dentures is the responsibility of the resident/representative.



## Family Support Program

Assisi also provides The Family Support Service. This is a free service to help families and residents handle the issues that come with the change to being in care. We understand that sometimes people need help to cope with grief and guilt and just changes that you don't have control over from time to time.

The Family Support Service Brochures are at the main entrance or organise to discuss with your Nurse Manager. All interactions are totally professional and confidential. Assisi engages the services of Bernie McCarthy, a nationally known psychologist who specialises in aged care and dementia.

## Ambulance

If you are currently in receipt of a pension from Centrelink your transport to and from hospital may be covered. If you do not have ambulance cover, it is necessary that you subscribe to the Ambulance Service or otherwise maintain your subscription. **Assisi is not responsible for the cost of ambulance transport.**

It is important to note that the staff at Ambulance Victoria, when called to attend to an acute medical event by the Nurse Manager or RN in charge, will ask a number of important questions from the Assisi Staff and this triage determines the level of acuity and how long it will take for attendance.

## Medication Management

On admission day, we require a copy of a signed medication chart and all tablets and prescriptions, including herbal or over-the-counter medications which need to be handed to the Nurse Manager or RN for processing with the Pharmacist. If you have been assessed by our nursing staff in conjunction with the Doctor to handle all of your own medications, we will still need to keep a current list of all medications so it is important that staff is informed of any medications being taken or changes to your medication. Staff administers all tablets, mixtures, injections or treatments, after consultation with the Doctor, for all other residents.

## External Medical Services

External appointments requiring transport or an accompanying person must be arranged by yourself or your family and friends. We are not able to provide private transport or escorts and it is essential that staff is informed if you are going out, or being taken to an outside appointment.

## Privacy

We have a privacy policy, which safeguards the privacy and confidentiality needs of residents. The policy upholds the privacy principles of the 'Health Records Act (Victoria)' and the 'Privacy Act'.

You can contact your Nurse Manager or the Director of Care to discuss any privacy issues.

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## *Residents and Families Meetings*

Management encourages resident and their families to have regular input into the decisions which affect them. Residents and Families Meetings are held quarterly in the evening and it is a way of keeping updated with events or changes in the Assisi community. You and your family are encouraged to come along. Meeting times are communicated via email or letter and also prominently displayed at entrance foyers.

## *Palliative Care and End of Life Wishes*

### *Advanced Care Plan*

An advanced care plan is one that helps you decide how you want to be cared for in the event of a life-threatening situation or near end of life. It is part of palliative care planning. Your Nurse Manager along with your GP will assist you to go through the matters that you might want to consider. This can be with your family as well. It will make sure that we are doing what you and your family want at a difficult time.

At this point it is advisable that the family get in touch with their parish priest to let him know about the declining health of their loved one and make an appointment for him to visit, if that is the family's wish.

### *Funeral arrangements*

It is suggested that each resident advise the service of his or her preferred funeral director and family related arrangements, so that we can do our best to make this time as comfortable and as smooth as possible for your family.

We would be honoured if you wished to have your funeral or memorial service conducted from our beautiful chapel.

## *Vacating Your Room*

The room must be vacated within 4- 6 days. The resident agreement states in sections:

8.4 The Resident will not have ceased occupancy of the Care Facility for the purposes of this Agreement until such time as the Resident and all property owned by the Resident is vacated from the Care Facility.

8.5. All obligations of the Resident in relation to Resident Fees, Accommodation Payments and all other charges will survive termination of this Agreement.

## *Safety*

### *Emergencies*

Assisi Aged Care has systems in place to manage emergencies should they occur – staff are trained to deal with medical and non-medical emergencies, the buildings have sophisticated fire detection systems and sprinklers are installed throughout the facilities. Approved contractors provide regular preventative and emergency maintenance as required.

## Incidents and Accidents

Please report to staff any incident, accident or “near miss” which may affect safety or security. Any such accident or incident may have involved you personally, or one which you may have witnessed.

## Smoking

For the safety and comfort of all residents, staff and visitors, smoking is not permitted within the facility or within 10 metres of an exit by residents, visitors or staff.

This is necessary to comply with State and Commonwealth Regulations with regard to Occupational Health & Safety for residential aged care facilities. Residents who choose to smoke can do so, in the specifically marked designated outdoor areas provided.

A staff member cannot be asked to assist a resident to smoke, if the staff member is not in agreement.

## Fire Safety and Security

- A fire sprinkler and smoke detection system is installed throughout the facilities
- Our staff are trained in evacuation procedures and the fire alarms are tested weekly.
- Fire exits are clearly marked throughout the building. It is recommended that visitors make themselves aware of such exits and are asked to assist staff to ensure that exits provide a clear pathway.
- Smoke detectors are located throughout the building.
- To ensure the security of all residents, it is requested that all exit doors remain secured unless directed otherwise by staff.
- If you are leaving the facility for an appointment or outing please ensure you inform staff of time of departure and your expected time of return, sign the appropriate leave book in the foyer as this assists staff with fire safety.

### **In the event of the fire alarm sounding:**

- Remain calm and follow staff instruction.
- Staff will direct you safely away from the fire.

## Occupational Health and Safety (OH&S)

Our home is both a working and living environment. It is our aim to always achieve the standards of care established by the Department of Health and Human Services. This can only occur if our home is safe to work and live in at all times.

This requires everyone's cooperation.

While looking after Occupational Health and Safety is a management responsibility, employees, contractors, residents and visitors all have a role to play in achieving a safe and healthy working and living environment.

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

If they choose, residents have the right to participate in all activities, even if it involves a degree of personal risk.

However, we are in a community, and as in all communities, no individual has the right to put other members of the community including employees at risk.

This is an area that is carefully monitored to ensure the correct balance at all times for residents, visitors and staff. Your comments and interest are welcome at all times.

## *Resident Rights and Responsibilities*

As a residential care service funded under the Aged Care Act 1997, we fully support the operation of the Act and in particular the Charter of Resident Rights and Responsibilities. A copy of the Charter of Resident Rights and Responsibilities can be found at the back of this handbook and at main entrances.

## *New Charter of Aged Care Rights*

From the 1st of July 2019, the Australian Government introduced a new and simpler Charter of Aged Care Rights (the Charter). This will replace the current charters of aged care rights and responsibilities.

The Charter will make it easier for aged care consumers (older people receiving aged care services), their families and carers to understand what they can expect from an aged care service provider. The Charter places the consumer at the centre of care by giving them choice and recognising their right to be treated with respect.

It acknowledges that identity, culture and diversity are to be valued and supported. Consumer responsibilities have also been revised. Commencing 1 July, providers will be required to assist consumers to understand the new Charter and invite them to sign it. This provides an important opportunity for providers and consumers to enter into a partnership.

### The Charter

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;

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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.

A copy of the charter is also attached to this guide.

## *Comments and Complaints*

### *How they are handled at Assisi Aged Care.*

Our objective is to provide you with the best possible service within our circumstances. We have an 'open door policy' with regard to comments and complaints and sincerely seek your input at all times.

We have an annual resident and family survey with the outcomes presented at the Resident and Family meetings.

Suggestion boxes are located at all entrances. Located near the boxes are yellow forms titled - Is there something you would like us to know or to do? The reverse side is in Italian.

If you have something that you want us to know – a complaint, comment, and compliment or perhaps if one of our staff provides you with a very high level of customer service or care, you can let us know by using this form or by contacting the Director of Care. Her contact details are on the form.

All concerns will be addressed with you as promptly as possible, with the strictest of confidence, and definitely without retribution. If something is sent anonymously, it makes it impossible to respond to that person, but any such item would be addressed within the quality committee structure as appropriate.

### *Family and Community Code of Conduct*

At Assisi we welcome the opportunity to work with family members, volunteers and members of the community in the care of residents. Involvement of families enables staff to develop a deeper understanding of residents' needs and provides an opportunity to learn more about the resident's choices and preferences. Assisi staff are committed to providing care, comfort and safety to all residents in an atmosphere of mutual respect and dignity. RESPECT is the cornerstone of Assisi philosophy and is a practice which we believe should be extended equally to residents, visitors and staff.

Within a communal living environment there will inevitably be occasions when family members will be distressed and wish to discuss with management or staff, issues of concern. Assisi staff appreciate the significant emotional impact on families of the admission of a loved one into

residential care and are always willing to assist in resolving matters whilst also respecting the right of residents and family members to communicate dissatisfaction through formal complaint avenues. In doing so however, it is expected that family members will observe acceptable behaviour standards and acknowledge that staff have the right to reject rudeness, harassment, bullying and physical, emotional or verbal abuse in their working environment from any source.

In the event that resolution does not occur readily, please contact the Director of Care directly. We will do everything we can to resolve the matter with you.

If you are not satisfied you can contact the Aged Care Quality & Safety Commission

## Aged Care Quality & Safety Commission

### Who can complain to the aged care Quality & Safety Commission?

In the first instance it is often best to talk over your problem with the Director of Care or Chief Executive Officer. If you prefer not to complain directly to us, for whatever reason, you can complain to the Aged Care Quality & Safety Commission.

When making a complaint or providing information to Aged Care Quality & Safety Commission, you may choose to do so openly (providing your name and personal details), remain anonymous, or request that you would like to keep your identity confidential while dealing with the matter.

Information is available in all public areas in both English and Italian.

There are a number of agencies that support a resident or family if an issue cannot be resolved easily. There are a number of leaflets often in both Italian and English in the foyer.

### How do you provide information or complain?

You can get information or make a complaint either on free-call

**1800 951 822**

or in writing to:

Aged Care Quality & Safety Commission

GPO Box 9819

Melbourne

Vic 3000

Email: [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)

### How does the aged Care Quality & Safety Commission work?

When you contact the Aged Care Quality & Safety Commission they will:

- Listen to and clarify your concerns;
- Explain how the Aged Care Quality & Safety commission works; and
- Inform you of your right to have the assistance of an advocacy service if you wish.
- The Aged Care Quality & Safety Commission will, where appropriate: take detailed notes and record information in the Aged Care Quality & Safety Commission database;
- Decide if the information provided relates to Assisi Aged Care's responsibilities;
- Refer the matter to another agency if that is more appropriate;

- Investigate the information they receive to determine whether or not Assisi Aged Care is providing appropriate care and services;
- Where the Commission finds that Assisi Aged Care has breached its responsibilities, the Aged Care Quality & Safety Commission will tell Assisi Aged Care what has to be done to address the issue and specify the timeframe in which this must be done;
- Provide you with feedback on the outcome of your contact with the Aged Care Quality & Safety Commission.
- There are however, some matters the Aged Care Quality & Safety scheme cannot deal with. For example, they cannot say who should make financial, legal or health decisions on your behalf.

Further information can be obtained from: [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

## Elder Rights Advocacy Service

### Empowering older Victorians

Elder Rights Advocacy (ERA), formerly Residential Care Rights, is the aged care advocacy service in Victoria, part of the National Aged Care Advocacy Program, an Australian Government initiative.

### Who Is ERA's Service For?

For any person in Victoria who:

- lives in an aged care facility;
- has applied for or receives:
- a Community Aged Care Package (CACP);
- an Extended Aged Care At Home Package (EACH);
- is being assessed by an Aged Care Assessment Service;
- may have to move into an aged care facility if community services cannot support them in their own home.

### ERA's Services

We can:

- provide information, support and advice about rights and responsibilities to aged care recipients and/or their family representatives;
- encourage and support action by individual people, groups or their representatives, including making approaches to management with issues or problems;
- assist with complaints;
- assist with the development of or support residents' committees;
- provide information and education sessions to aged care recipients, their families, and staff of aged care service providers;
- consult on policies to enhance consumer rights;
- promote community awareness of the rights of older people

Click on the link to our website ([www.era.asn.au](http://www.era.asn.au)) for more information about our service, including access to an extensive list of fact sheets and other publications about rights in aged care.



## Contact ERA

Postal address and office location:

Elder Rights Advocacy  
suite 4, level 8, 167 Queen St  
Melbourne VIC 3000

Telephone: (03) 9602 3066

1800 700 600 - free call in Victoria except mobile phones

Fax: (03) 9602 3102

Email: [era@era.asn.au](mailto:era@era.asn.au)

Website: [www.era.asn.au](http://www.era.asn.au) or

## Older Person's Advocacy Network (OPAN):

Telephone: 1800 237 981

Website: [www.opan.com.au](http://www.opan.com.au)

## Advocacy services

- inform you of your rights and entitlements;
- tell you about the help they can provide; and
- assist you to voice your concerns by representing you to the CIS

If necessary, you can access Advocacy Services.

Advocacy focuses on the needs, wishes and rights of the person, including protection of confidentiality.

Services must allow advocacy services access to the residential aged care service during normal business hours or at any other time if a resident or their representative has asked the advocacy service to call.

## My Aged Care Information Line

Phone: 1800 200 422

Mon-Fri: 8 am – 8 pm

Sat: 10 am – 2 pm

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

## National Dementia Helpline

This helpline provides information, support and referral services for health professionals, and people with dementia, their carers and families.

The helpline operates during business hours and has an

After hours message service- 1800 100 500

Email: [helpline.nat@dementia.org.au](mailto:helpline.nat@dementia.org.au)



## Contact Details

**General administration and  
all resident sections**

Phone: (03) 9455-1199 (general number for all sections)  
Fax: (03) 9459-3901  
Email: [ciao@assisicentre.com.au](mailto:ciao@assisicentre.com.au)

**Nurse managers**

Phone: (03) 9455-1199 and select from menu or reception will direct you to the appropriate unit  
Email: [unitmanagers@assisicentre.com.au](mailto:unitmanagers@assisicentre.com.au)

**Community & Communications  
Coordinator**

**Gemma Leombruni**  
Phone: (03) 8458-3137  
Fax: (03) 9459-3901  
Email: [gleombruni@assisicentre.com.au](mailto:gleombruni@assisicentre.com.au)

**Director of Care**

**Santosh Kumari**  
Phone: (03) 8458-3129  
Email: [skumari@assisicentre.com.au](mailto:skumari@assisicentre.com.au)

**Chief Executive Officer**

**Peter Birkett**  
Tel: 9455 1199  
Email: [pbirkett@assisicentre.com.au](mailto:pbirkett@assisicentre.com.au)