



Touriandi LODGE

AGED CARE LIVING FACILITY



Information Booklet

TOURIANDI LIMITED | BORAH ROAD | BINGARA



Information Booklet

This booklet will provide you with information about our facility.

We welcome you and your family to Touriandi and look forward to your involvement in all aspects of the facilities activities.

Our trained, competent and caring staff, are always on hand to meet with residents, families and friends.

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Vision and Mission

OUR VISION

Our Vision is to meet the need for quality residential care and services for the aged and frail members of the community whilst maintaining a sound financial position

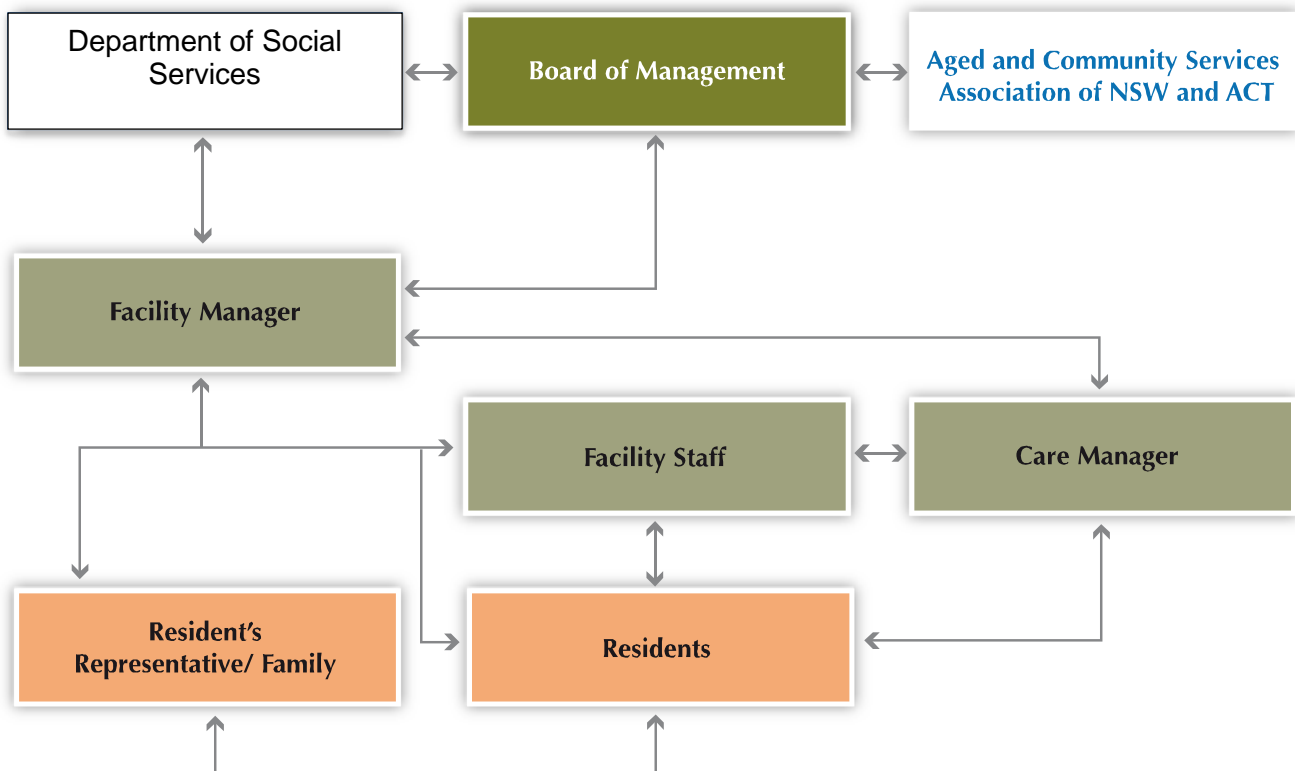
OUR MISSION

Our Mission is to recognize and meet the expanding needs of the community with regard to the required levels of care for the elderly. Our Mission is to provide services that meet different levels of care needed to support the ongoing development of these services. Our aim is to provide quality residential care in a home-like environment together with supplying services for the aged and frail in the wider regional community in alliance with existing services. The care provided is to be flexible and responsive to each individual person. The care should preserve independence and enhance a lifestyle amenable to each resident in an atmosphere which acknowledges their needs. The care should be holistic, embracing physical, emotional, cultural and / or spiritual

OUR PHILOSOPHY

- Those who live in Touriandi Lodge shall be referred to as “residents”.
- A safe, comfortable and homely environment is provided for residents.
- Residents shall be encouraged to make decisions and enjoy a full and meaningful life.
- Residents shall have the right to choose the activities in which they will participate.
- Residents are paramount and entitles to a Duty of Care
- Residents shall be addressed by their preferred title
- Residents shall be encouraged to do as much as possible for themselves
- Residents shall be given the opportunity to attend functions and church services in the community
- Staff shall demonstrate a professional attitude and genuine concern for residents
- Confidentiality should be maintained at all times
- Staff shall respect resident’s privacy and dignity.
- Staff shall respect the spiritual and cultural beliefs of the residents.
- Staff shall have a safe working environment and access to training and education resources
- We develop and maintain a close relationship between Touriandi and the wider community.
 - We will meet or exceed legislative requirements and industry standards
- We will have sound financial management

Management Structure – Flow Levels



Charter of Resident's Rights and Responsibilities

Preamble

- Every person has the right to freedom and respect and the right to be treated fairly by others. A person's rights do not diminish when he or she moves into a hostel, regardless of his or her physical or mental frailty or ability to exercise or fully appreciate his or her rights.
- A positive, supportive and caring attitude by family, friends and hostel management and staff, carers and the community will help people who live in hostels to continue as integral, respected and valued members of society.
- Australian society has a strong commitment to social justice principles. Those principles recognize the aspirations of all Australians to a dignified and secure way of life with equal access to health care, housing and education, and equal rights in civil, legal and consumer matters. They form the basis of a society which is free of prejudice and is caring, just and humane.
- This Charter affirms those social justice principles.
- The personal, civil, legal and consumer rights of each resident are not diminished in any way when he or she moves into a hostel.
- The Charter also recognizes that residents of hostels have the responsibility to ensure that the exercising of their individual rights does not affect others' individual rights, including those providing care. The Charter recognizes that residents have specific rights and responsibilities which balance the needs of the individual against the needs of the hostel community as a whole.

Each resident of a residential care service has the right:

- To full and effective use of his or her personal, civil, legal and consumer rights
- To quality care appropriate to his or her needs.
- To full information about his or her own state of health and about available treatments.
- To be treated with dignity and respect, and to live without exploitation, abuse and neglect.
- To live without discrimination or victimization, and without being obliged to feel grateful to those providing his or her care and accommodation.
- To personal privacy
- To live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction.
- To be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect.
- To continue his or her cultural and religious practices, and to keep the language of his or her choice, without discrimination.
- To select and maintain social and personal relationships with anyone else without fear, criticism or restriction.
- To freedom of speech
- To maintain his or her personal independence,
- To accept personal responsibility for his or her own actions and choices even though some actions may involve an element of risk, because the resident has the right to accept the risk and not to have the risk used as a ground for preventing or restricting his or her actions,
- To maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions.
- To be involved in the activities, associations and friendships of his or her choice, both within and outside the facility.
- To have access to services and activities available generally in the community.
- To be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service,
- To have access to information about his or her rights, care, accommodation and any other information that relates to him or her personally.
- To complain and to take action to resolve disputes.
- To have access to advocates and other avenues of redress.
- To be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

Each resident of the facility has the responsibility:

- To respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole.
- To respect the rights of staff and the proprietor to work in an environment free from harassment.
- To care for his or her own health and well-being, as far as he or she is capable.

- To inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.

Overview

The need for an aged care facility for Bingara was first addressed at a community meeting in 1988, following on from this a voluntary board was elected and this formed the first 'Bingara Hostel Committee'. The facility was officially opened on Australia Day 26th January 1993 with the first resident being admitted on 5th December 1992. Touriandi Incorporated became a company on 20th August 2009 hence now known as Touriandi Limited. Today the Board of Touriandi Limited has 8 voluntary members from the community who ensure in their governance role the Vision; Mission and Philosophy statements of Touriandi are met. Touriandi started with 12 beds and today has 28 overall.

Touriandi Lodge has two wings the Jacaranda Wing and the Willow wing which is a secured area. In the early days residents care needs were minimal and the clientele more independent, today Touriandi endorses the 'ageing in place' philosophy and provides the level of care required for each specific resident. All food preparation is attended to in the purpose built kitchen under strict food safety regulations and compliances. The dietary requirement of each resident is paramount to the general health & wellbeing of each resident. Meals are prepared with consideration to this.

Each resident has an individualized activity program to ensure the recreational and leisure activities are met in line with presenting needs.

Currently Touriandi has 30 employees including casual staff, all staff work together to achieve the homelike environment that we strive so hard to maintain for residents and visitors alike. The facility is run by a Manager who is responsible for the day to day operations of the facility & a Care Manager who ensure all residents care needs are attended to. Touriandi endorses and supports the Vocational Schools Program and employee's trainee staff so that the students can experience career choices first hand.

Touriandi Limited has the services of C & W Partners from Moree as the accountant and Crowe Horwath from Inverell as auditors.

Criteria for Admission/Discharge

Current Commonwealth Government policy on admission to a subsidised Aged Care Facility requires places to be allocated on a needs basis. Access to Touriandi Lodge Aged Care Facility is subject to an assessment carried out by the Aged Care Assessment Team.

All perspective residents are required to complete an expression of interest form, this is a part of the entry package and is available from the office at Touriandi Lodge. Each perspective resident is assessed on a "priority of need" basis. To make this decision the selection committee of Touriandi Lodge seeks input through consultation with the aged care assessment team, medical practitioner and health professionals.

A Resident Agreement is signed by both parties on entry. Termination conditions apply as per the Resident Agreement.

Admission to Touriandi Lodge

On entry to Touriandi all new residents are required to complete a number of forms obtained from Centrelink including Asset Assessment Forms. Residents assets are assessed by Centrelink or Department of Veteran Affairs (whichever applies) to determine if they enter as a supported or unsupported resident. Information is available to perspective residents on enquiry with regard to the cost. Further information is available at www.touriandilodge.com.au and www.myagedcare.gov.au.

Some people will have their accommodation costs met in full or in part by the Australian Government, while others will need to pay the accommodation price agreed with by the facility. The Department of Social Services will advise which applies to you based on an assessment of your income and assets. If you believe you will face financial hardship in paying your aged care costs, you can ask to be considered for financial hardship assistance which is dependent on your circumstances. Every situation is considered on its merit.

For admission to Touriandi Lodge a refundable Resident Accommodation Deposit (RAD) may be required in addition to the normal daily care fee. Payment of a RAD to Touriandi Lodge is to assist in the viability of the facility ensuring adequate levels of care for all residents are met and maintained. A RAD is payable if the resident has cash and assets over the minimum assets, as at 1 July 2014 the amount is \$45,000. This amount is determined by Department of Human Services and changes twice a year in line with Age Pension increase. Subject to a potential resident's assets and income an income tested fee may arise. The RAD is refundable to the resident when they leave the facility with interest but minus any deduction for example a Daily Accommodation Payment (DAP).

An interview can be arranged to explain and discuss the procedures.

We cannot emphasize enough how important it is for you and your families to seek professional advice in relation to the financial implications of entering an aged care facility. A Centrelink financial advisor, and/or your Accountant, Solicitor or independent Financial Advisor should be able to help you with your enquiries. Each resident's financial situation is different and is treated as such.

On entry to Touriandi Lodge residents are required to bring-

1. All tablets and medication being taken;
2. An up-to-date list of medication obtained from the medical centre or pharmacy;
3. Any repeat or other prescriptions being held;
4. Medicare card;
5. Pensioner concession card (if any);
6. Private cover information;
7. All clothing to be clearly labelled with the resident's name

Person Responsible

The "Person responsible" may be:

- The resident's **spouse or de facto spouse** as long as he or she has a continuing close relationship with the resident. If there is no spouse, the "person responsible" is;

- Whoever has the care of the resident prior to entry to the lodge or arranges their care. This excludes paid carers.

If there is no one who fits these then the “person responsible” will be a friend or relative who has frequent personal contact and a close relationship with the resident. This excludes paid carers.

The person of contact is the person the resident has nominated for the facility to inform of any event related to the resident. E.g fall, trip to hospital. This may be separate to the nominated person who is responsible for the fees and charges.

Resident Fees

- Basic daily fees are determined by the Department of Social Services
- In addition, residents who have the capacity to do so will be required to pay an income-tested fee calculated by the department in conjunction with Centrelink.
- Fees cover full board, all meals, electricity, room cleaning, laundry and recreational activities.
- Fees are charged monthly in advance. Fees increase proportionally with each pension increase. The resident or nominated person is informed of this

Respite

Respite care provides short term support for people living in the community and their carers. Whilst Touriandi no longer has a designated respite room provisions for respite can be arranged. It may be for a few hours, a day (day respite) or even weeks. Applicants for respite are required to have a current assessment form from the Aged Care Assessment Team. (Enquiries for obtaining respite can be obtained from the facility office, phone: 02 6724 2199)

The daily rate is set as per Department of Social Services guidelines. No RAD is required for respite care. Each person is eligible for a total of 63 days of respite in any financial year. Respite care is designed to give the client and the carers in the community a break for short periods. It also offers prospective residents an opportunity to experience communal living before making a final decision regarding entering the facility.

If you are a Veteran Affairs recipient, there are additional entitlements in regards to respite, and you need to contact the Department of Veteran Affairs for information.

General Information

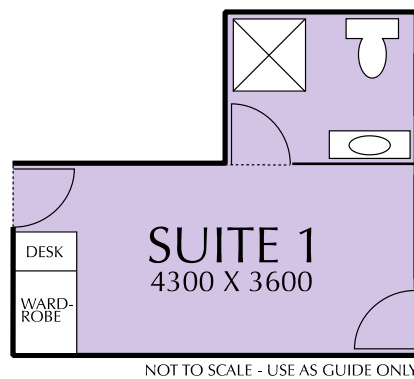
Accommodation

Single bedroom accommodation is provided with ensuite bathroom. Rooms are suitably outfitted with attractive curtains. Each room is provided with an ‘up down’ bed. Residents are invited to furnish their own room with other personal items & furniture to give their room a personal touch. The facility is heated and air-conditioned. Television connection sockets are available in every room. Some rooms are fitted with internet access. Telephone equipment is provided at minimal cost if required. Emergency call buttons are fitted in each room and ensuite. There are two accommodation sections

in the facility “Jacaranda Wing” and “Willow Wing”. Floor mats are no permitted in resident’s room however non-slip mats are provided in areas assessed as being required.

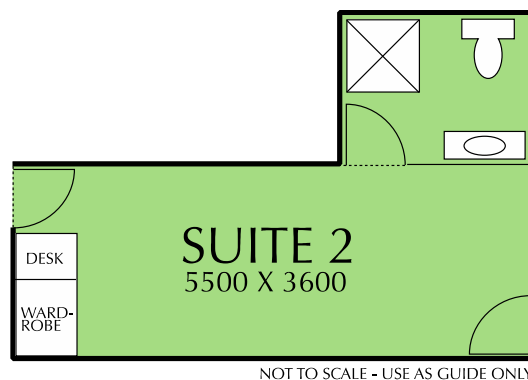
Jacaranda Wing

This wing contains Activities room, dining room, lounge and 17 bedrooms. All rooms have internal and external access. Each room has an adjoining verandah area. Pot plants and outdoor chairs are acceptable and encouraged, provided they do not impede walkways. This wing has 2 sets of adjoining rooms.



Willow Wing

This wing contains combined activity, dining and sitting area overlooking a secured garden area as well as 11 bedrooms. This is a secure wing with key coded access.



Room Services

Linen, towels & toilet paper are provided. Rooms are cleaned once a week by cleaning staff. Residents are free to be involved with the cleaning of their room if they are able to do so. Laundry and ironing services are provided. Items of clothing are to be clearly marked. The Laundry, kitchen and servery is out of bounds to the residents. Dry cleaning of personal clothing can be arranged at the residents' expense. Clothes lines are not permitted on verandahs. Clothes airers/horses are acceptable. Management requests that some form of protection must be used under pot plants in resident's rooms. Maintenance staff will install picture hooks on request.

Electrical Appliances

Electrical appliances such as kettles, toasters and microwaves are not permitted in residents' rooms. Media e.g. Audio cassette/tape recorder, radio, television are fine. Refrigerators are only permissible at the discretion of Management. The use of electric blankets is discouraged. All electrical items are tagged by an accredited person on an annual basis and when new items are purchased. On entry Touriandi will organize the inspection and tagging of all electrical items bought in by the new resident. Residents or families need to inform the facility if they have new electrical items. The use of double adaptors in resident rooms is prohibited. Use of a Hot Water Bottles is not permitted due to safety factors with boiling water and WHS requirements. Heat packs are provided to each resident as needed.

Cooling and Heating

Jacaranda Wing- this wing has under floor heating throughout the facility with the exception of the sitting room which has a reverse cycle unit. All rooms have individual controls. Evaporate coolers supply cool air to the facility. Again with the exception of the sitting room which has the reverse cycle unit. These are controlled through designated points throughout this wing.

Willow Wing- this wing has reverse cycle units in every room and the main communal area and has individual controls to adjust warm and cool. For safety reasons no other forms of heating are allowed.

Staffing

The facility is staffed by a Manager who attends to the day to day running of the facility & a Care Manager who ensures all care needs of residents are met. Care staff attends to the care needs of residents (24/7). Night supervision is provided by one 'Stand up' staff member & a sleep over staff member. There are registered nurses to ensure the clinical care needs of residents are monitored. The residents activities program is coordinated by a Recreational Officer who is engaged 5 days a week. A wide range of activities are provided by the recreational officer and carers. Reception is open from 9.00 – 5.00 Monday to Friday. Maintenance and Gardening staff maintain the grounds and the building. Other allied health professionals are engaged on a needs basis. The facility has designated cleaning and laundry staff.

Meals

Three meals a day are provided, plus morning and afternoon tea.

Meal times:	Breakfast	8.00 a.m.
	Morning Tea	10.30 a.m.
	Lunch	12.30 p.m.
	Afternoon Tea	3.30 p.m.
	Dinner	6.00 p.m.
	Supper	8.00pm

Meals are served in the Communal dining areas but residents may have meals in their own rooms if temporarily unable to go to the dining room. Staff will assist residents with their meals and/or feeding as the need arises. Family and / or representatives and friends are welcome to dine with the residents at any time for a small fee. Morning and afternoon teas are complimentary. Experienced cooks prepare all meals on site.

Meals are planned on a rotational basis each month and special dietary requirements are catered for. The menus are endorsed and reviewed by a Dietitian. Resident's likes and dislikes are always considered. Barbeques and social gatherings are organised to give variety. Touriandi Lodge has an effective food safety program in place and is licensed to service meals to 'Vulnerable people in the Community'. We operate under the guidelines of the NSW Food Authority with audits conducted by this authority annually. Currently we hold an "A" rating. In line with our requirements to meet standards families/visitors wishing to bring items of food into the resident need to speak to staff to determine the most effective manner in which to transport these items.

It is necessary at all times for families or representative to inform Staff when a resident chooses to be out for a meal or away from the facility for a period of time.

A fruit basket is available to residents at all times located in the dining rooms of both wings.

Medical Care

Medication

Medication is administered by staff in consultation with the Manager, Care Manager, Medical Practitioner and the local pharmacist through the use of Dosage Administration Aid (DAA, sealed units), it is only the Pharmacist that can make changes to these units with written authority from a Medical Practitioner. These items are stored in a locked medication trolley and accessible by specific staff only. Authorized or restricted medications are stored in a safe and the usage is monitored. The costs of repeat prescriptions are the responsibility of the resident. Residents can only self medicate specified drugs such as analgesics if an assessment is carried out and at the discretion of a Medical Practitioner. The local pharmacy is very obliging and you should contact them on entry to Touriandi to set up an account.

Doctor

Residents requiring medical attention will have access to the Bingara Medical Centre & the Bingara MPS (Multi Purpose Service) adjacent to the facility. A doctor from the Bingara Medical Centre

attends the facility twice weekly. A facility car is available for transporting residents to the Doctors surgery if procedures are required. Minor illness or injury will be treated on site. Where the condition necessitates more intensive care, transfer will be arranged to the necessary medical facility. Transfer to Specialized appointments is the responsibility of families unless other arrangements are made, also if a Resident prefers to see a General Medical Practitioner out of town this is the responsibility of the family. A nominal fee is charged to residents if requiring transport by use of the facility vehicle.

Physiotherapy

Physiotherapy referrals, appointments and assessments can be arranged and transport arranged if necessary.

Community Health

The residents of Touriandi Lodge have access to the Community Health Nurses as the need arises.

Foot care/Podiatrist services

A Registered Nurse attends to resident foot care, and assessments are carried out on entry and as required. This Registered Nurse is trained for pedicure services and will attend to minor needs or will refer resident to our visiting Podiatrist, which is approximately every four to six weeks (there may be some fees payable by residents if attendance at the podiatrist is excessive). Attendance to the podiatrist is accessed through an eligibility criteria.

Dentist

Oral and dental assessments are carried out on entry with residents by a registered nurse. There is no dental service available in Bingara, but dental appointments can be made for residents out of town. Transport is the responsibility of the families unless other arrangements are made. A visiting service from Armidale provides basic dental care and attention and is available at the Bingara MPS 6 monthly. Appointments are made on a needs basis.

Hearing and Vision

On entry hearing & vision assessments are carried out on each resident. If hearing and / or vision appointments are required appointments can be made to the relevant service. Transport is the responsibility of the families unless other arrangements are made. Batteries for hearing aids are obtained through the resident's respective suppliers or local pharmacy; payments are the responsibility of each resident. Aids are checked weekly.

Emergency Buzzers

The facility is equipped with an up-to-date emergency call system. Each resident's room has one in the bedroom as well as one next to the toilet and shower. These are also situated in communal areas. These systems also are designed to alert other staff to an emergency situation. Sensor pads are used when the need is deemed. Portable call pendants are provided if there is an identified need.

Other Services

Hairdressing

We are fortunate to have the services of our local hairdressers. Appointments can also be arranged through the town salons if necessary. However Touriandi provides weekly onsite service by professional hairdressers.

Newspapers/magazines/books

Personal deliveries can be arranged on a daily basis through the newsagent. The Recreational Officer on behalf of the residents accesses the Local Shire Library, weekly. This includes large-print books and tapes, etc.

Mail

Incoming mail is collected daily and delivered to residents. Outgoing mail may be left for posting at reception.

Banking

Banking needs are met by residents or / and their families.

General Shopping

There is a “shop box” available at Touriandi Lodge for the residents to access toiletry items, stationary & some confectioneries, items are individually priced. We are fortunate to have the services of Volunteers who also attend to or take residents shopping.

Toiletries

- Toilet paper is provided throughout the facility.
- Some toiletries are provided as the need arises. All other toiletries are the responsibility of the resident and family.
- Incontinence Pads are supplied by Touriandi if assessed as high care. A continence assessment is implemented for all other residents. An individual continence needs assessment is undertaken on admission and is regularly reviewed by staff. Through this process staff determine the type of continence aid required.

Security

All residents' rooms are able to be locked. A drawer, which locks, is provided in each room for storing valuables. It is advisable to keep such items as jewelry & money etc to a minimum. It can be very distressing for all concerned if such items go astray. Touriandi Lodge can accommodate some items in a locked cabinet in the office. Whilst we take every care at Touriandi Lodge we cannot accept responsibility for valuables not in safe keeping. All external doors will be locked between 8:00 p.m. and 6.30 a.m. Staff also wears pagers at all times. A security check is completed by staff every evening and recorded. The front entry of the facility is monitored by a 24 hour surveillance camera attached to the front entry.

Cash Monies

Residents will require cash from time to time. There may be an outing or a haircut etc. Some residents will keep a small amount of cash in their wallet or alternatively the facility can hold a small amount of cash and a register of spending for each resident. If this is the case it is the responsibility of the families/representative to ensure it is topped up.

Visitors

Touriandi is looked upon as the residents home and as such visitors are welcome anytime, we encourage and welcome this interaction. Tea and coffee facilities are in the activity room or the kitchen or servery in the willow wing and visitors are welcome to use this complimentary service. Residents may have visitors any time during the day. In the event of illness or special needs, unlimited access is allowed at all times. All effort is made to ensure the comfort of everyone at this time. Residents are free to entertain visitors in the Activities Area or sitting room, as well as the pleasant external outdoors areas. Ample parking space is available on the southern side of Touriandi. The front entry is protected by a portico cover for ease of access in inclement weather. This area is identified pickup and drop down point. Ambulance and emergency service vehicles need access here at all times. All visitors to the facility must sign the entry book upon arrival and departure this is situated at the main entry.

Recreational Activities

We encourage residents to come to the facility and participate in a wide range of activities, a range of activities are offered both within the facility and local community. Friends and families are most welcome to participate. Touriandi Lodge has a wide circle of volunteers; community involvement is greatly appreciated by the residents, staff and board members. Musical entertainment is a regular feature. Communal lounges, Activity room, and outdoor entertainment areas provide the residents with a variety of environments. Outings, attending community functions, picnics etc are arranged and part of the recreational calendar. The facility has a large supply of books including large print books for residents to access. Please feel free to offer suggestions or venues for outings as we are always looking for something different.

Alcohol

The residents have happy hour every afternoon at 5pm staff serve alcohol or drink of choice and nibbles. A moderate use of alcohol is permitted.

Church Service

Anglican Communion is held monthly with all denominations welcomed to attend. The priest will visit when his time allows. Catholic communion can be arranged through the local church.

Leave

Day Leave

Relatives/friends are encouraged to take residents out on day leave. Please advise staff prior to leaving the facility so as any relevant medications can be collected, these will need to be signed for.

Social Leave

This includes any overnight leave. Residents can take up to 52 days per financial year to be used for any purpose. During this time the usual residents' fee will continue to be payable.

Pre - entry leave

A resident can take up to seven (7) days social leave prior to arrival after accepting offer of placement.

Cooling off period

At any time within fourteen (14) days after entry, you or your legally authorized representative, may inform the management by written notice that you wish to withdraw from your entry

Hospital Leave

Residents may be transferred to hospital if necessary. If this time is prolonged a reassessment maybe necessary. Residents' fees still apply during the hospitalisation period.

Motorised Mobility Aids

Use of a wheel chair is permitted when mobility is limited. Motorised vehicles (Gophers) are permitted for use outside the building. An assessment will be carried out prior to use of the aid at the facility and town areas, for the best interest of the residents and the facility. A policy and procedure booklet will be given to the resident using a Gopher. There are external power points conveniently placed around the facility.

Transport

Preferably family/representatives are encouraged to provide transport for the resident; however, the facility vehicle is available for staff or volunteers to transport residents to community functions and medical appointments, if necessary and as needed. A fee is charged for out of town appointments.

Residents' Meeting

Resident meetings are held monthly, meetings minutes are documented and kept. All residents are invited to attend and be actively involved. Residents are encouraged to make suggestions, and contribute to discussion on aspects of life within the facility. The meeting is conducted by the Recreational Officer.

Communications with Families/representatives

- Newsletters bi-monthly
- Invitations related to specific functions
- Assistances with fundraising
- One on One meetings with families can be arranged on request

Voting at Local/State and Federal Government Elections

While some residents may choose to visit the local polling booth during elections, an 'in-house' polling booth is normally arranged by the Australian Electoral Commission prior to Election Day. Postal voting is another option which can be organised.

Telephones

Each room has its own telephone. Rental of \$20.00 (GST inclusive) is payable each month to the facility, plus the cost of calls at standard rates.

Room Maintenance

Replacement of light bulbs, small carpentry jobs, and picture hooks installation is carried out by a maintenance person.

Gardens

Jacaranda Wing- All residents are permitted to cultivate and maintain small garden plots adjoining their rooms and tend to their own pot plants and this practice is encouraged. The Gardener is available to assist when necessary. We are fortunate to be involved in the community Garden Club activities. Residents who have an interest in gardening are encouraged to participate; we are always opened to ideas.

Willow Wing- This wing provides a well set out and picturesque garden in a secure environment. This garden has easy access for residents it is well maintained. This area is designed to accommodate plants and flowers that appeal to the senses. Residents are encouraged to access the garden as much as they wish as well as be actively involved.

Insurance

Residents are strongly advised to insure room contents (including personal effects, money and valuables) against loss or damage at their own expense. Insurance should be sufficient to cover replacement costs of contents. Touriandi Limited accepts no responsibility for damage to or loss of any residents' property.

Pets

We are fortunate that volunteers bring their pet from time to time to visit the residents in the facility. With new residents every situation is looked at individually and we appreciate the fact that pets play an important role in people's lives. Requests would be considered. Small birds and fish maybe accepted with the understanding that the family will clean their home. Family may bring a pet with them when they come to visit however it must always be on a lead and supervised.

Smoking

Touriandi Lodge is a non-smoking zone however depending on the resident's situation arrangements can be put into place to accommodate some circumstances. Visitors are encouraged to smoke away from facility grounds.

Fire Alarms

A modern fire alarm system is installed throughout the facility including sprinklers throughout the whole facility. New residents are informed on entry of the procedures. Fire drills are conducted annually. All residents will be advised when this will occur and procedures to be followed. Staff have compulsory annual training and are familiar with all evacuation procedures and follow the Fire Evacuation Plans and Procedures. Fire safety equipment is tested regularly and monthly maintenance tests are carried out by an accredited contractor. (Contractor- Armidale Fire Safety). All rooms and areas throughout the facility have smoke detectors.

Evacuation Plan

In case of an emergency, Touriandi Lodge has an Evacuation Plan in place. There are 2 designated emergency assembly points one at the front of the facility and one on the northern side.

Floor plans are situated in the front foyer, both entries in the Jacaranda wing as well as external entry in the Willow wing. Staff are regularly updated with evacuation drills. The members of the local fire brigade make a point of keeping up to date with the layout of the facility and ensure continuity through their training and drill sessions. In the event of an evacuation being imminent all safety precautions are followed and assistance from professional services are sort. Families will be informed of the situation and where the evacuation point is.

Noise Levels

Residents are requested to keep noise levels to a minimum e.g. when watching television. There are a number of audio friendly devices that can accessed for the hearing impaired.

Discrimination and Harassment

Touriandi Lodge chooses to promote a living environment free of any discrimination and harassment. Behavior, such as excessive criticism or ignoring other people's rights and opinions, damages the congenial atmosphere that Touriandi promotes and is unacceptable.

Disputes Resolution

As part of our continuous improvement program we are always looking at improving what we do. The resident comfort is important to us, as this is their home if you have suggestions or comments that can improve our service delivery. Please feel free to express your views.

Should a resident or family member have any questions, concerns or complaints whilst living in the care facility, you or your representative can:

- Raise them with a staff member who will refer them to management; or
- Complete a complaints form, available at the facility (near the front entry) or:
- Make an appointment and raise them directly with the facility Manager

All complaints will be responded to, either verbally or in writing, within fourteen days (14) of receipt of the complaint. If you are not satisfied with the response, you may choose to put your complaint in writing to the facility Manager or an Executive of the organization.

Alternately, or at any time during the process, you can contact and obtain assistance from:

Aged Care Complaints Scheme Department of Social Services

GPO BOX 9820

SYDNEY NSW 2001

Phone: 1800 550 552

<http://www.myagedcare.gov.au/financial-and-legal/how-make-complaint>

Privacy Amendment (Privacy Sector) Act 2000

In order for Touriandi to provide residents with the quality care/services outlined above, this organisation collects from you as a resident, particular personal information. A consent form to collect, use and disclose personal information for the purpose of providing residential aged care is required to be signed on entry.

Additional Information for Residents and Relatives

- The Residents' welfare is of the utmost priority and we pride ourselves on having an open door policy. You are always welcome to contact the facility (preferably during office hours) to discuss any matters that may be of concern to you, likewise arrangements can be made to have formal meetings (case conference) with visiting professionals e.g. Aged care assessment representative, Dietitian, etc. To ensure that the resident feels comfortable and is agreeable with any meeting taking place, the resident will be consulted prior to making any arrangements.
- Residents are to report any accident, injury, illness or other urgent matters as soon as possible to the Care Manager or staff member on call at the time
- In the event of sudden illness, the Care Manager or on-duty staff members may engage medical, nursing or ambulance assistance at the residents' expense and in the event of an emergency, authority is given for the resident to be taken to a public or private hospital at the resident's expense.
- The residents nominated person will be contacted on all occasions when a resident becomes ill or has been transferred out of the facility.
- Any property belonging to the facility that requires maintenance should be reported to the staff member on duty as soon as possible.
- Once a resident has moved into their accommodation within the facility, it will be regarded as his/her home for as long as needed. Room changes would only occur if care needs necessitated this and only with the recommendation of the Manager and in consultation with staff.
- If you have a nominated 'Power of Attorney' to assist with your finances a copy of this will be required to keep on file.
- If you have appointed an 'Enduring Guardian' could you please provide a copy of this document so as it can be kept in your file.

Note: It is strongly recommended that you appoint a 'Power of Attorney' and an 'Enduring Guardianship'. If the situation arises where you are unable to make decisions on your own behalf and these documents are not in place it may be necessary to appoint a 'person responsible' or the Guardianship Board can act on your behalf. If you have not already done this the Board of Management encourages residents to contact a Solicitor to have these documents prepared. This ensures the appropriate level of care for the resident.

- Advanced Care Directives- Medical practitioners are referring to these documents on all occasions whereby a resident has ongoing chronic and acute needs. An Advanced Care Directive is a statement regarding your wishes for your own future health care. We strongly encourage new residents to complete these forms in conversation with their medical practitioner. Touriandi has available documents for direction with Advanced Care Directives.
- It is encouraged by staff that residents who are deemed high risk wear hip protectors and / or other necessary protective items. The cost of these items is the responsibility of the residents. Items such shin pads, elbow guards etc are supplied by the facility.
- There is a light weight wheel chair available for families to use when taking their resident on an outing; this can be arranged through staff.
- It is necessary for all items of clothing to be clearly labelled with the resident's name.

All care is taken with items when being laundered

- As part of our Continuous Improvement Program, Touriandi Lodge has monitoring systems in place to ensure that the resident's well-being is a priority. The manager and staff conduct in-house auditing regularly enabling us to identify areas that need improving and quality care to the residents. Policies and Procedures are in place for the staff to follow. Under the Department of Social Services and the Australian Aged Care Quality Agency, Touriandi must meet all guidelines set by the department and the Agency for continued accountability and certification.

Contact details are ...

Phone: 02 6724 2199

Fax: 02 6724 1069

Email: admin@touriandilodge.com.au

Web: www.touriandilodge.com.au

Address

Site: 4 Old Borah Road, BINGARA NSW 2404

Postal: PO Box 80, BINGARA NSW 2404