



RSL CARE SA

# Resident's Handbook

War Veterans' Home  
Myrtle Bank  
Residential Care

June 2016



## RSL CARE SA

Welcome to the War Veterans' Home (WVH), part of RSL Care SA.

At the War Veterans' Home we encourage our residents to enjoy as active and independent a lifestyle as possible with the aim of providing a safe, welcoming and caring environment for you to enjoy. We trust that your stay here will be one that meets both your care and service needs.

The information provided in this handbook and your service agreement has been prepared to acquaint you with the general operation and services available, both in the home and in the general vicinity.

If you require any further information, please do not hesitate to contact the Residential Care Manager or the staff, who will be more than happy to assist with your enquiries.

With kind regards

*Nathan Klinge*

*Chief Executive Officer*



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## MISSION STATEMENT

RSL Care SA provides accommodation, personalised care and support for the benefit of the ex-service and wider community of South Australia.

## VISION STATEMENT

“Trusted to Support”

RSL Care SA will be recognised as the trusted provider of accommodation, care and support that develops innovative solutions to meet the changing needs of the ex-service and wider community.

The vision will be achieved through a strategic plan based on the themes of

Quality

Governance

Growth

Sustainability

## CORE ORGANISATIONAL VALUES

- Care - deliver the highest practical levels of individual and group care related services
- Trust and Respect - treat people as individuals by providing and maintaining an environment for all residents, staff and stakeholders
- Ethics - conduct all actions and dealings with integrity and honesty
- Quality - the basis for all management, services and work practices
- Communication - open communication between residents, staff and stakeholders
- Mateship - caring for each other



## INTRODUCTION

The War Veterans' Home (WVH) provides accommodation, care and support designed to meet the needs of older Australians and caters for a variety of care needs.

We encourage you to remain independent for as long as possible. Your active participation in everyday activities is encouraged whenever possible. You can continue to enjoy all the things you did before coming to live at War Veterans' Home. The information in this Handbook is provided in the hope that it will answer most of the frequently asked questions and will assist you to find peace, comfort and security in your new home.

At the WVH we understand that many people have differing needs and try to ensure that we meet those needs in a caring and supportive manner to best benefit all of our residents.

If, after reading through the handbook, you still have questions please don't hesitate to ask our Residential Care Manager or any of our staff for assistance.

### **Residential**

The War Veterans' Home

55 Ferguson Avenue, Myrtle Bank SA 5064

Telephone Number - (08) 8379 2600

Facsimile Number - (08) 8338 7369

E-mail - warvets@rslcaresa.com.au

### **Administration**

Corporate office: Hours 9.00am – 5.00pm Monday to Friday

Ph: (08) 8379 2600 Fax: (08) 8338 2577

RSL Care SA has of a range of accommodation options:

### *Residential Aged Care*

The War Veterans' Home - A 95 bed residential care facility located at 55 Ferguson Avenue, Myrtle Bank. The Home is divided into areas named after military campaigns: Upper Kapyong, Lower Kapyong (Memory Support Unit), Tobruk, Bangka, Gallipoli and Long Tan.

RSL Villas - A 55 bed residential care facility located at 18-24 Trafford Street, Angle Park.

### *Retirement Living*

Co-located at the War Veterans' Home in Myrtle Bank are 14 independent living units and 9 apartments.

There are 36 independent living units at Sturt Village in Marion and 31 independent living units at Hamilton Retirement Village in Glengowrie.

### *Community and Affordable Housing*

Clovelly Park – 10 Units

Wallaroo – 15 Units

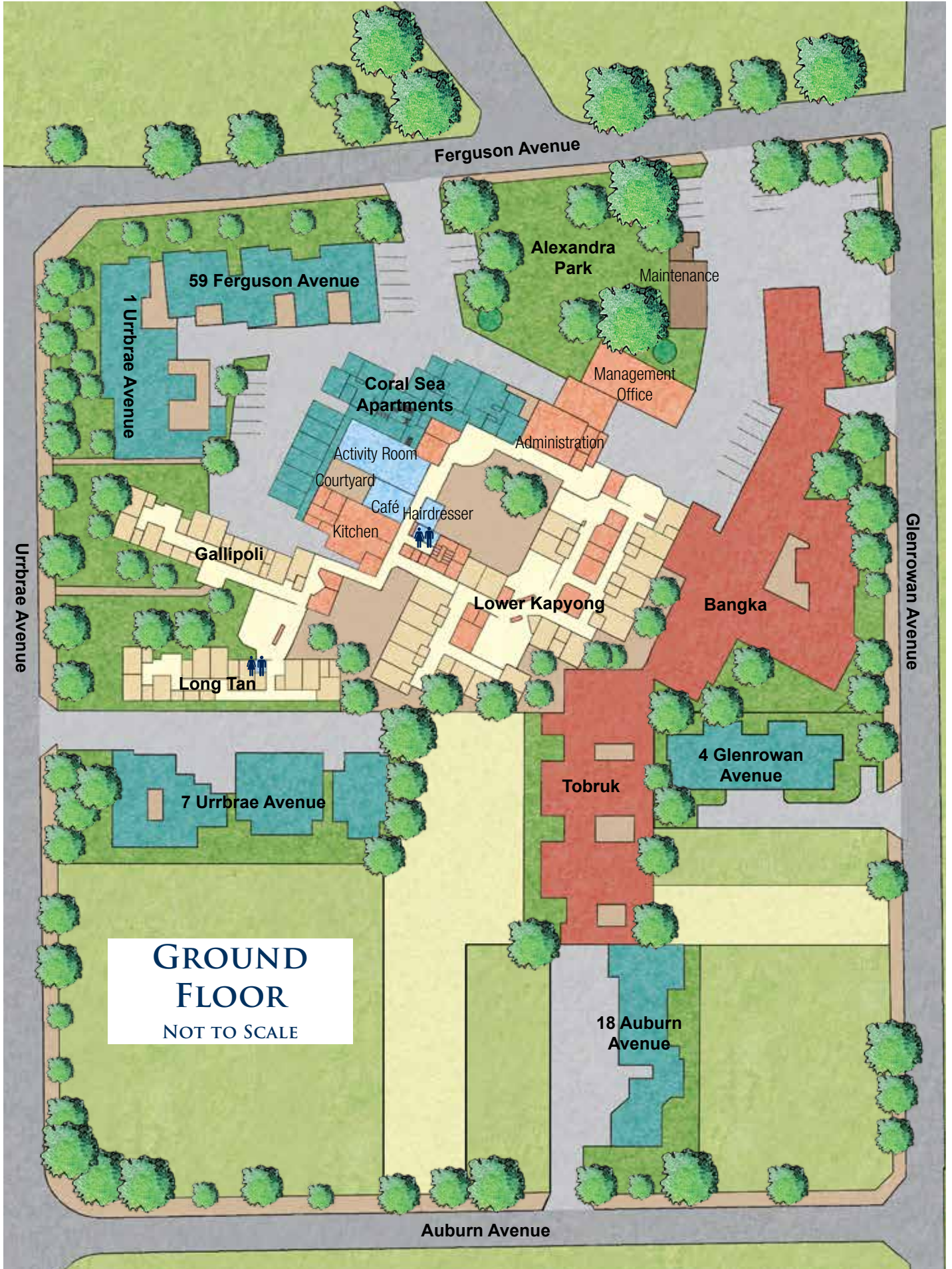
Campbelltown – 16 Units

Angle Park – 5 Units





# War Veterans' Home Site Plan



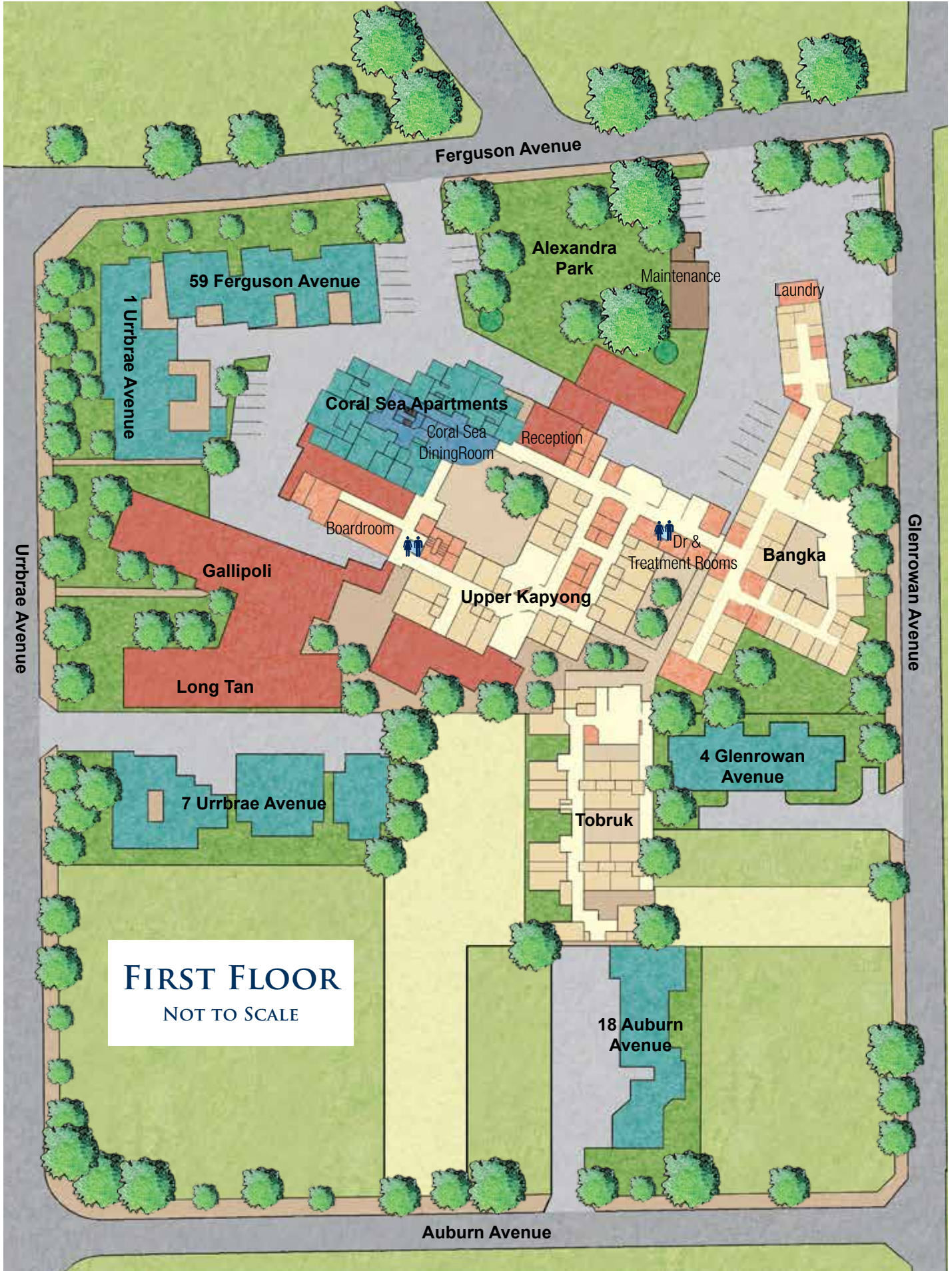
**GROUND FLOOR**  
NOT TO SCALE



# War Veterans' Home Site Plan



RSL CARE SA





## OUR HISTORY

RSL Care South Australia Incorporated (RSL Care SA) is the new name for The War Veterans' Home, Myrtle Bank Inc. (WVH). The name changed in January 2012 when the aged care and housing operations of The Returned and Services League of Australia, SA Branch, (RSL-SA) were merged with the WVH.

The WVH formed on the 15th August 1915, was initially named the Peace Day League and then The Soldiers' Home League of SA. The object of the League was to raise funds to purchase a property as a home for discharged WWI soldiers and sailors whilst they transitioned back to civilian occupations, with preference being given to those who were incapacitated.

The Myrtle Bank homestead was purchased in 1917. It opened with five wards of four beds each, three beds on a verandah and more beds in a tent in the garden. An early chronicler (circa 1918) wrote 'From the front steps one looks out on a lawn and a beautifully kept garden, while beyond is the most wonderful view of the sea and land, a sweep from Kangaroo Island almost up to Gawler.' In 1919 an additional wing, the Cater Ward, was constructed.

Between 1920 and 1932 the Home was leased to the Repatriation Department as a TB sanatorium for bed-ridden ex-servicemen. During the time the Repatriation Department occupied the Home, an additional timber-framed wing was added, named the Repatriation Ward. It remained in use until the demolition of both it and the Cater Ward in 1960.

In 1940, the Red Cross Wing was constructed to accommodate 20 beds. At this time and for many years



after, the Home was almost self sufficient in vegetable and egg production with a significant income derived from its almond trees.

During this period, the role of the Home changed to providing accommodation to ex-servicemen who were either single or widowers and who did not have a home. As the residents aged, the Home gradually evolved into an aged care facility for ex-servicemen.

By 1965, Gallipoli, Pozieres and Gaza Houses had been built, the Red Cross Wing had been upgraded to provide hostel accommodation, and a 26 bed Nursing Home (Bangka) had also been established. The total accommodation within the Home was 132 beds. During the next two decades, several major improvements were made to the facilities of the Home including creating the Alexandra Park recreation area named in appreciation of the great support given over many years by the Alexandra Group of RSL Sub Branches. By 1984 Tobruk Wing was built and Bangka, Gaza, Gallipoli, Pozieres and the Red Cross Wing had been upgraded.

In 1966 the Board of Management changed its constitution to enable war widows, spouses of veterans, and residents from the general community







to be admitted to the Home. In April 2000 women were admitted to the Home for the first time, breaking the gender barrier and bringing a touch of lavender and roses to a place previously only occupied by men.

At this time there were ongoing changes in the Aged Care Industry with expectations of a higher standard by both government and residents. A redevelopment plan was adopted which resulted in bed numbers reducing to 95 but with the creation of new options for retirement living. The Gaza and Red Cross Wings were demolished and Kapyong Wing was completed. Pozieres and Gallipoli Wings were upgraded, with Pozieres Wing renamed Long Tan Wing. The redevelopment of the Tobruk Wing was completed in August 2001 and the upgrade of Bangka Wing was completed in March 2002. Nine Resident funded units had been constructed on site with a further five added in Urrbrae Avenue by July 2006.

The following year, the demolition of the original Homestead occurred to allow for the construction of a new two storey building to house meeting rooms, a hairdressing salon, physiotherapy office, Lifestyle office, a large activities room and a state of the art kitchen as well as nine luxurious apartments. This development, the Coral Sea Wing was officially opened in July 2008.

Today the War Veterans' Home Myrtle Bank is a 95 bed Residential Care facility consisting of high and low care residents in Bangka, Gallipoli, Long Tan, Lower Kapyong, Upper Kapyong and Tobruk wings. Also on site is a Retirement Village consisting of 14 Villas and 9 Apartments. With another 2 units due for completion mid 2015.

Although the War Veterans' Home has been connected with RSL SA for many years, it operated largely

independently until more recent years. By 1996 the RSL had developed plans for a new residential aged care facility at Angle Park. This facility, known as RSL Villas, commenced operating in 1997 with 41 beds. The facility was expanded in 2007 by a further 14 beds. Each wing (villa) is named after a South Australian with a prominent war service record. The RSL Villas is a modern, well run, aged care facility with strong connections to the local community who provide good support to the facility. The RSL Villas has the appropriate motto of "serving those who served". The RSL also operated several affordable/ community housing villages located at Clovelly Park, Campbelltown and Wallaroo. A Further site was located at Semaphore but was closed when the facility became unsuitable for this purpose and has since been sold with a view of using the sale proceeds to provide facilities elsewhere.

The governing bodies of The War Veterans' Home and the RSL SA came to the mutual view that as both organisations were providing similar services with similar objectives, it made sense for the operations to be merged under one management infrastructure. Thus providing a strong base for development of more services for the ex-service community. Negotiations took place over many months to ensure, amongst other things, that the distinct characteristics of the individual sites were retained.

On January 1st 2012, the RSL SA operations were merged into The War Veterans' Home Myrtle Bank Inc, whose name was changed to RSL Care SA. The new organisation is poised for the next phase of its already long life.





# Welcome and Admission

## WELCOME

We extend a warm welcome to you as you settle in to the War Veterans' Home. We encourage you to continue all of your usual community social activities with the assistance of family and friends. Staff and volunteers are also available to enable you to continue with this involvement.

A range of services and activities are provided and information on what is available and how to access them is outlined in this handbook. Further detail and information can also be found in your Resident Agreement. If however, you require further information or clarification please ask our friendly staff for assistance.

You are entitled to complete privacy in your room. Staff will only enter with your consent and in an emergency. Emergency call bells are located next to your bed and in the en-suite bathroom. In addition to your private room there are a number of communal areas available – both inside and outside – for you to use.

## ADMISSION

The date and time of your admission will be negotiated with the Finance & Admin Officer. It is usual for a person to move into their room as soon as accommodation is accepted and the room is ready for occupancy. However, if pre-entry leave is required, the basic daily care fee will be charged.

On the day of admission, please ensure you bring your entitlement cards. This might be a Department of Veteran's Affairs card, Medicare card, pension card, ambulance card or private health care card. You should also bring any authority medication and prescriptions you have.

## AGREEMENT

A formal written agreement that sets out the rights and obligations of the resident and management is required by law and is offered to you on or prior to admission. This agreement can be executed either by yourself, your representative or your legally appointed power of attorney/Substitute Decision-Maker.

If you are entering into residential aged care and are paying a refundable accommodation deposit (RAD) or Refundable Accommodation Contribution (RAC), you will be provided with all the documentation required under the Aged Care Act 2014. This legislation provides you with protection in regards to any RAD or RAC monies you may have paid.



## ASSESSMENT

Prior to or upon your admission to the home, one of our staff members will meet with you and/or your representative to discuss your social needs, care needs and expectations.

You will also be asked about any present medical conditions, your family history, likes, dislikes and your interests or hobbies. This information will be used to assess and develop your individual care plans to ensure you get the best out of your stay. These plans assist our staff in understanding your needs and are reviewed when your care or social needs change.

Any changes to your care plans are made in consultation with yourself and/or your family or other representatives. You may request to read your care plans at any stage and we endeavour to review them regularly in consultation with yourself and your family members or representatives.

## WHAT TO BRING WITH YOU

We encourage you to make your room as comfortable and homely as possible and bring familiar belongings. We also recommend you take measurements of items you wish to bring and plan before your move into the room to ensure everything will fit appropriately and safely. You or your relative/carer are responsible for the maintenance of all personal items. All equipment belonging to the facility such as walking frames, wheelchairs etc. will be maintained by RSL Care SA. Please talk with the Residential Care Manager should you wish to bring special items. Staff will arrange for the maintenance team to hang paintings and other fixtures as well as discuss other safety measures regarding electrical equipment. Televisions should be in the 32-40 inch range so as not to become a fall hazard in the room.

## FEES

The War Veterans' Home charges the fees as prescribed under Federal legislation and the fees are billed monthly in advance and direct debited from your nominated bank account on the 15th of each month. Full details of fees and payments will be discussed upon your arrival. Prior to your admission you would have completed an Asset Declaration form and provided other evidence of your financial status to the Commonwealth Government. This assessment/evidence will determine initial fees charged.

Residents will be assessed by either Department of Veteran's Affairs (DVA) or Centrelink with regard to fees payable. If you are a pensioner or part pensioner, you might have already been assessed for pension purposes therefore; in most cases you will not require additional assessment unless your circumstances change. This assessment may be different to the initial fees charged, and appropriate adjustments will be made to your billing. Most fees are indexed by the government quarterly, and you will receive notification of this.





# Welcome and Admission

## ABSENCE FROM THE HOME

You are encouraged to maintain as independent and active lifestyle as possible and we ask that, if you are going to leave the WVH for walks, shopping, visits or appointments - please inform either the Residential Care Manager, Registered Nurse or a staff member on duty.

If you are going to stay away overnight or longer it is important that you inform the Residential Care Manager or the Registered Nurse (Bangka) and also leave a contact address and telephone number should the need arise to contact you.

## LEAVE - HOLIDAY OR HOSPITAL

As a resident you are allocated 52 days social leave each year which can be used for any purpose and you have an unlimited number of days of leave if you need to go to hospital. You may also have up to seven days leave prior to entry into the home. (This does not apply to Respite recipients).

## FIRE SAFETY PROCEDURES

A comprehensive fire alarm system is installed and a bell will ring if an alert is registered. In the event of an alarm it is important that you remain calm. Our staff are trained in managing any emergency and will advise you about what action to take, there is also an instruction sheet displaying the procedures to follow on the back of your door to your room.

## ELECTRICAL APPLIANCES

At the time of admission residents or their representative will be asked to advise of any electrical appliances to be placed in the residents room. It is a requirement that all electrical appliances are tested and tagged prior to use. Advice regarding any subsequent appliances for resident use is also required.

Some categories of appliances are not permitted for safety reasons.

- Toasters, microwave ovens, electric blankets, kettles and irons are not permitted under any circumstance.
- Fan heaters, radiators or open electric fans are not permitted. Oil-filled column heaters may be permitted if assessed as safe for individual circumstances.
- Double adapters are not permitted under any circumstance. Power boards may be used as long as they have an inbuilt safety mechanism and have been tested and tagged by maintenance staff.

All electrical items placed in a resident's room will be tested and tagged by maintenance staff before being used. A separate charge may be made for each item tested and tagged and residents will be notified of any charges prior to the testing being carried out. After admission, items will be tested at regular intervals in line with RSL Care SAs testing schedule and residents will be charged for this service.



## INSURANCE FOR RESIDENT'S PROPERTY

The facility is not responsible for the loss or damage of jewellery and other items of value belonging to residents and it is advisable that residents make their own arrangements to ensure they have insurance cover for their personal property while in the home.

## KEYS

On admission, you will be issued with a key to your room; a duplicate key is also kept in the key cupboard and recorded in a key register. For security reasons, residents are discouraged from identifying their keys with names and addresses.

If you happen to lose your key please advise a staff member immediately so they can arrange a replacement. A charge may be incurred for replacement of lost keys.

## MONEY, JEWELLERY & OTHER VALUABLES

For safety reasons valuables and large sums of money should not be brought into the Home or kept in your room. If you require valuables to be stored, arrangements can be made with reception. For smaller valued items a locked cupboard/drawer is provided in your room.

A Trust Account can be arranged through Administration to allow access to money. This operates as a private bank account for the resident who can sign for and withdraw small amounts of cash.

## SECURITY

Your security is very important to us and we endeavour to ensure all our residents and staff are provided with a safe and secure environment. External doors are locked from 7.00pm until 6.00am. Any after-hours access is by using the call bell at the main entrance to the WVH and waiting for a staff member to assist you.

## SECURITY OF TENURE

You should regard War Veterans' Home as your home. Therefore, you will only be asked to move rooms if you request this and it can be done, or if it is necessary to meet your clinical care needs. However, this will only occur after consultation with you and your family or representative. A resident would only be asked to leave the facility under the circumstances described in the residential care service agreement.



# Welcome and Admission

## TELEVISIONS AND RADIOS

You are encouraged to bring your own personal television or radio, however they will need to be inspected by our maintenance department and tested and tagged accordingly. The volume should be kept low enough so as not to disturb other residents. Consider using earphones if you have difficulty hearing.

## PRIVACY POLICY

RSL Care SA's Confidentiality and Privacy Policy accords with the Australian Privacy Principles as set out in the Privacy Act 1988 and the following is adhered to by the Management and Staff to ensure that privacy is preserved in all matters for all residents

All resident matters are kept in the strictest confidence and records are kept under secure conditions.

## PHOTOGRAPHIC AND VIDEO CONSENT

Consent is sought to publish photographs, audio or video footage to be used in printed or electronic RSL Care SA publications. Personal information is managed in accordance with the Privacy Act 1988. You may access your personal information by application to RSL Care SA. If you wish to know more about how we deal with privacy issues, ask to see our Privacy Policy. It is available for you to read at your request.

In accordance with statutory regulations, photographic identification is mandatory for medication and personal care plans.

## ADVOCACY AND COMPLAINTS

Every resident has the right to comment, compliment or complain about the care and conditions within the home. That right is not reduced even when the resident's capacity to exercise those rights is diminished by illness or frailty. At the WVH we encourage our residents to make comments, compliments or complaints to the staff without fear of reprisal or retribution as we believe that only by knowing the issues of concern can we improve our services and level of care.



## IF YOU HAVE ANY CONCERNS

Please speak to an RSL Care SA staff member first to see if the issue can be resolved straight away. Please remember that in most instances complaints can be resolved promptly simply by talking to staff. You may also approach the Chief Operating Officer or Residential Care Manager, and they will do all they can to resolve the matter to your satisfaction. Your comments are confidential. Complaints, issues and concerns can also be voiced at the residents meeting. You can also write a letter, fill in a 'We Value Your Feedback' form with the Chief Operating Officer or Residential Care Manager, or express the concerns verbally. If you are not satisfied with the outcome – you can direct your concerns to the Chief Executive Officer.

You may seek independent advice from external advocates such as:

### **Aged Rights Advocacy Service**

16 Hutt Street

ADELAIDE SA 5000

Ph: 08 8232 5377 or 1800 700 600

[www.sa.agedrights.asn.au](http://www.sa.agedrights.asn.au)

### **Aged Care Complaints Commissioner**

Department of Social Services

GPO Box 9820

ADELAIDE SA 5001

Ph: 1800 550 552

## THE CHARTER OF CARE RECIPIENTS' RIGHTS AND RESPONSIBILITIES

Each care recipient of the War Veterans' Home has the right:

- to full and effective use of his or her personal, civil, legal and consumer rights
- to quality care appropriate to his or her needs
- to full information about his or her own state of health and about available treatments
- to be treated with dignity and respect, and to live without exploitation, abuse or neglect
- to live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation
- to personal privacy
- to live in a safe, secure and homelike environment, and to move freely both within and outside the War Veterans' Home 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





# Welcome and Admission

## CHARTER OF CARE RECIPIENTS' RIGHTS AND RESPONSIBILITIES cont...

- to continue his or her cultural and religious practices, and to retain 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, which includes a recognition of personal responsibility for his or her own actions and choices, even though some actions may involve an element of risk which the resident has the right to accept, and that should then not be used to prevent or restrict those 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 War Veterans' Home
- to have access to services and activities which are available generally in the community
- to be consulted on, and to choose to have input into, decisions about the living arrangements of the War Veterans' Home
- to have access to information about his or her rights, care, accommodation and any other information which 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 care recipient of the War Veterans' Home has the responsibility:

- to respect the rights and needs of other people within the War Veterans' Home, and to respect the needs of the War Veterans' Home 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.





## ACTIVITIES

A variety of group and individual activities are provided on a regular basis by our lifestyle team and residents are encouraged to participate in these activities if they wish. At the beginning of the month a program is distributed to each resident and residents are encouraged to discuss their individual interests and have input into possible new programs or activities.

## AMBULANCE SCHEME

We suggest residents consider subscription to an ambulance scheme, as ambulance transfers (should they be required) can be costly.

## BEDS

Personal beds are not permitted in the residential care environment. An electric bed will be provided.

## BUS

The WVH, with the help of a volunteer, has a bus service that takes residents who are able to be unassisted to the local shopping centre each week. Our friendly lifestyle team, assisted by volunteers, also use our WVH bus for outings and would be more than happy to assist with any questions about attending these outings.

The local council also has a bus that calls in and takes residents to concerts and shopping as part of the Unley Senior Citizens program. If you would like more information on any of these services please don't hesitate to ask the lifestyle staff or the administration staff.

It is preferred if relatives can assist residents with going to appointments in the community. If this is not possible, staff can assist with arrangements for transport if required. The cost of transport may be charged.

## CAFE

The Joyce Hooper Cafe is situated next to the Ron Hooper Activity Room within the War Veterans' Home, and is open to residents and visitors between the hours of 8.30am - 11am and 12.30pm - 2.30pm Monday to Friday.





## CHURCH SERVICES

A Sunday church service is held in the Ron Hooper Activities Room in the Coral Sea Wing and the home's chaplain visits during the week. The following church activities are available on a regular basis.

Roman Catholic – weekly visits each Friday

Anglican Communion Service is held on the first Tuesday of the month.

Your own priest or pastor can visit you at any time and staff have a contact list of the churches and faiths if you wish to have someone visit you.

## CLOTHING AND ACCESSORIES

Residents are encouraged to retain their own individuality in the choice of clothing and accessories. All clothing should be labelled prior to entry with long lasting labels and should read for example '(name), WVH'. A labelling service is also provided in-house if required at a small cost.

## CONTINENCE AIDS

You will be assisted with assessment and management of any incontinence requirements with confidentiality and dignity.

## CULTURALLY SPECIFIC NEEDS

At the WVH we aim to be sensitive and supportive of any individual cultural needs of residents.

## DENTAL TREATMENT

Residents can consult a dentist of their choice or alternatively the registered nurse on duty can arrange dental services to visit if required.

## DOCTOR

You have the right to retain your own doctor and we will facilitate their attendance however there are also doctors who provide a 24-hour service and conduct a clinic on site during the week.



## DRY CLEANING

Dry cleaning may be arranged through our staff and forms completed when required. Dry cleaning will incur a charge.

## HAIRDRESSER

The hair dressing salon is open three days each week staffed with a qualified hairdresser and is also open an additional day once each month for the men. Bookings can be made with the lifestyle staff and costs can be charged directly to your monthly bill.

## HEALTH INSURANCE

You are encouraged to retain your private health insurance for hospital cover and extras, such as allied health services, dentures, glasses and any prosthesis as the facility is not responsible for any medical or hospital costs incurred by a resident.

## HEARING AIDS

Appointments for hearing test and hearing aids can be arranged as necessary and the staff can assist you to do this. Our staff can also assist with putting hearing aids in and with replacing the batteries.

## ILLNESS

If at any time you feel unwell please advise a staff member who will assist you in obtaining support from the clinical staff, Registered Nurse or doctor if needed.

## INTERNET HUB

Situated within the War Veterans Home Cafe is an internet kiosk designed to be utilised by our residents. Broadband for seniors assists with learning to use computers and helps with internet access and use.

## LAUNDRY

Your personal clothing will be laundered by our laundry staff. There are several small laundries that you can use if you wish.

Labelling of items can be done by staff which may incur a charge.





# Care and Services

## LIFESTYLE PROGRAM

Our dedicated lifestyle team provides a full program of activities (both formal and informal) that include shopping trips, concerts and lunch outings. The lifestyle team is more than happy to cater to individual requests and residents are encouraged to put forth ideas and suggestions.

A daily activity program is provided at the beginning of each month and is also displayed on notice boards throughout the home and in the monthly newsletter.

## MEALS

We provide a full meal service to you that takes into account any individual dietary needs.

All meals are served in the dining rooms unless residents are unwell. Residents in Bangka have their breakfast served in their rooms and meals can be delivered to your room during illness.

Meal times are:	Breakfast	Lunch	Dinner
Tobruk	8.00am	11.45am	4.45pm
Upper Kapyong Wing	7.45am	12.00pm	5.00pm
Bangka Wing	8.00am	12.00pm	5.00pm
Long Tan and Gallipoli	8.15am	12.15pm	5.15pm
Lower Kapyong Wing	8.30am	12.30pm	5.30pm

Winter and summer menus are developed and residents are encouraged to participate in menu planning by expressing their ideas at the residents meetings and to the catering staff.

Visitors are welcome to dine with you at a small cost as long as prior arrangements are made with staff.

## NON-PRESCRIPTION MEDICATION

You are encouraged to tell the doctor or the nursing staff if you want to self administer non-prescription medications as this may affect any prescription medicines you are taking.



## OPTOMETRY

If you need an eye test or glasses, the staff will assist in arranging an appointment for you with the optometrist of your choice.

## PALLIATIVE CARE

In accordance with its commitment to respecting resident's wishes for end of life care, RSL Care SA will facilitate and support people through the palliative care process with sensitivity and respect for cultural and spiritual requirements.

## PHARMACY SERVICE

A local pharmacy provides a service to the facility and prescriptions are collected daily. Any prescriptions filled by the pharmacy will be invoiced by the pharmacy to the resident each month.

## PHYSIOTHERAPY

Residents requiring physiotherapy will be assessed by the physiotherapist in house, upon this assessment an individual program will be developed and carried out by the physiotherapy assistant or care staff as required.

## PODIATRY

A podiatrist visits the facility regularly and staff will arrange for an appointment if this is needed.

## SPEECH PATHOLOGIST

A speech pathologist visits the facility on a regular basis and staff can assist to book an appointment if necessary.

## TALCUM POWDER

Residents are asked not to use talcum powder in the interest of health and safety for themselves and staff.





## ACCESS CABS

Should you require access cab transport the staff will arrange for your doctor to complete the application form. Two passport photographs are required and can be taken by the lifestyle staff.

## ADVANCE CARE DIRECTIVE (Formerly addressed through Guardianship & Powers of Attorney)

The new Advance Care Directive empowers you to make clear legal arrangements for your future health care, end of life, preferred living arrangements and other personal matters.

The new Advance Care Directive allows you to:

- write down your wishes, preferences and instructions for you future health care, end of life, living arrangements, personal matters and/or
- appoint one or more Substitute Decision-Makers to make these decisions on your behalf if you are unable to do so in the future.

It replaces the existing Enduring Power of Guardianship, Medical Power of Attorney and Anticipatory Direction with a single, Advance Care Directive Form.

If you have previously completed these documents, they will continue to have legal effect until such time as you decide to complete an ACD. Staff can provide you with the Advance Directive Form and kit and assist you as required.

## ALEXANDRA PARK

Alexandra Park has recently been redeveloped to increase access and utilisation of the park for residents.

Family are encouraged to join loved ones and enjoy Alexandra Park and the facilities available. There is a playground for young children and barbecue for enjoying a meal together.

The barbecue can be booked through reception Monday to Friday. Barbecue packs can also be ordered at the time of booking if required.

## ALCOHOL

Residents are requested to be moderate in their consumption of alcohol.



## BANKING

A selection of banks are available at nearby shopping centres. If you wish, the facility can conduct a trust account in your name to enable you to have access to cash at your convenience during office hours.

## CARE OF PROPERTY

Residents are responsible for their personal belongings and are encouraged to report any property or equipment needing attention to the staff.

## CAR PARKING

Limited car parking space is provided within the grounds for residents and visitor's however you should be mindful about where you and your visitors park, for example 'doctor parking only' must be kept free at all times. The throughfare located outside of the reception area must be left clear at all time for emergency vehicle access.

## ELECTORAL ROLL

Change of address pamphlets are available at Reception. Polling booths are available prior to voting days and staff will assist you to use these.

## ELECTRIC WHEELCHAIRS AND GOPHERS

Residents require an allied health assessment prior to use of electric wheelchairs and gophers. We ask you to be mindful of other residents and keep to a very slow speed when inside the facility. It is also recommended that you have third party property insurance for your electric wheelchair or gopher.

## FUNERALS

To enable staff to abide by residents personal and cultural wishes, we request that a funeral director is identified and the Residential Care Manager or delegate be made aware of any personal wishes. It is very important this information is given to the facility as soon as possible after admission. If this information is not available to staff, it is very difficult for night staff in the event this information is required during this period.



## GIFTS

It is the policy of the RSL Care SA that staff and volunteers are discouraged from accepting any gifts from residents and/or their families. However, the right of residents and their families to give gifts is respected and staff and volunteers may accept small inexpensive gifts on special occasions such as Christmas or birthdays. A staff member or volunteer is not permitted to accept money or gifts of jewellery under any circumstances. No gifts are accepted without approval by the Residential Care Manager.

## LIBRARY

Reading material is available in the lounge of each wing and large print books are available upon request. The Unley Library has a mobile service that calls each month to provide books, talking books and DVDs and any special requests can be arranged through our friendly lifestyle team.

## MAIL

Incoming mail is delivered daily and there is a public letterbox situated on the corner of Urrbrae and Ferguson Avenues, just a short walk past the main driveway. Alternatively residents may leave mail at the administration office during office hours for posting.

## NEWSPAPERS

Delivery of newspapers is the responsibility of the resident and you will need to arrange your own subscription directly with the Advertiser if you wish to have newspapers delivered to your room.

## RESIDENT'S MEETINGS

Resident's meetings are held every two months and provide you with an opportunity to discuss a variety of topics, such as activities, meals and other services. Your participation in these meetings is encouraged as this assists us to provide the services you would like. Your family, representatives or other such parties are also welcome to participate in these meetings.





## RESIDENT VACATING THEIR ROOM

When a resident vacates a room, we would expect that family or friends would collect the belongings as soon as possible (but at least within 24 hours) in order to make the room available for the next resident. By prior arrangement, RSL Care SA can remove the resident's personal belongings within 24 hours and store them safely and securely until they can be picked up by a family member or friend, usually within 2 weeks. The sale or gifting of a resident's personal property or effects at the end of their tenure with us must not involve any member of staff. Items may be donated to the facility or another resident but only after they have been considered fit for purpose by the Residential Care Manager.

## SMOKING

In the interest of health and safety, smoking is not permitted in the buildings or individual rooms. Residents who smoke are required to be assessed by the Registered Nurse and if necessary, safety measures implemented to be sure the resident can smoke safely. Smoking is restricted to designated areas outside the building and is not permitted inside any buildings.

## SUGGESTION BOXES

At the WVH we welcome your input at all times, for this reason we have put suggestion boxes throughout the home and encourage residents to leave their feedback, ideas and suggestions for improvement.

## TAXIS

Taxi companies that frequent the facility are:

Access Cabs: 1300 360 940

Independent Taxis 132 211

Suburban Taxis 131 008

Yellow Cabs 132 227

If you require assistance to arrange a taxi, please contact the staff or reception who will be more than happy to help.





## TELEPHONES

Residents are encouraged to have their own telephone line and are responsible for organising the connection of the line with Telstra and for any costs associated with the line.

If you are joining us for a respite stay it is suggested that you bring a mobile telephone as the respite rooms do not have telephone lines.

A public telephone is available in Upper Kapyong in the doctor's waiting area and if you require assistance our staff will be more than happy to help.

## VISITORS

Your family and friends are welcome to visit and are encouraged to participate in activities, functions and outings. There are no set visiting hours, and visitors are welcome at any reasonable time. You are welcome to arrange for family and friends to join you in the private dining room for special occasions, or the gardens.

## VOLUNTEERS

Volunteers are highly valued and welcome at RSL Care SA they assist our residents in many ways. We would be pleased to hear from any person interested in becoming a volunteer. Please contact the Lifestyle Coordinator if you would like to discuss further.

## WILLS AND OTHER DOCUMENTS

The drawing up of wills and other documents are matters for residents, families or representatives, and legal advisors. We suggest seeking appropriate professional legal advice should you wish to make a will. Staff are not permitted to be involved in any way and are not permitted to witness signatures on a will.

