

PYRAMID RESIDENTIAL CARE CENTRE

ABN: 58 361 125 442



RESIDENTS INFORMATION BOOK AND CONDITIONS OF RESIDENCE

**65 Cairns Road
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TABLE OF CONTENTS	Page
➤ MISSION STATEMENT	4
➤ THE PHILOSOPHY	4
➤ ADMISSION	5
➤ MOVING TO A RESIDENTIAL CARE FACILITY	6
➤ INTERPRETER	6
➤ CHARTER OF RESIDENTS' RIGHTS AND RESPONSIBILITIES	7/8
➤ PREAMBLE	8
➤ WELCOME TO THE PYRAMID RESIDENTIAL CARE CENTRE	9
➤ MANAGEMENT COMMITTEE / STRUCTURE 2017 / 2018	10
➤ ORGANISATIONAL CHART	11
➤ FINANCES	12
➤ ACCOMMODATION	12
➤ SELECTION OF ROOM	12
➤ SECURITY OF PLACE/TENURE	13
➤ SERVICES	13
- Daily and Personal Care	14
- Items supplied by PRCC	14
- Hospitalisation	14
- Medications	15
- Doctor	15
- Dentist	15
- Allied Health	15
- Religious/Pastoral care	16
- Lifestyle	16
- Newspapers	16
➤ RESIDENT'S GUIDELINES	
- Privacy & Dignity	16
- The right to take risks	17
- Conduct	17
- Dress	17
- Name Tags	17
- Visitors	17
- Pets	17
- Absence	18
- Social Leave (holidays)	18

➤ GENERAL INFORMATION	
- Resident's Financial and Legal Obligations	18
- EPOA / Advanced Health Directive	18
- Donations / Gifts / Gratuities	18
- Legal Documents	19
- Residents/Relatives/Representative Meetings	19
- Management/Resident Consultations	20
- Money & Valuables	20
- Personal Property Insurance is the Residents Responsibility	20
- Care of Buildings, Rooms and Furnishings	20
- Repairs / Maintenance and Insurance	21
- Electrical Equipment	21
- Air Conditioning	22
- Suggestion Box	22
- Paying a Compliment	22
- Resolving Concerns	22/23
➤ ANCILLARY SERVICES	
- Hairdressing	23
- Red Cross	23
- Newsagency	
	23
- Auxiliary	23
➤ FEES & PAYMENTS	23
➤ DECLARATION	24

MISSION STATEMENT

- To provide broad based quality care for our residents in every facet of their care;
- To strive for a quality of life for our residents;
- To provide a friendly, home-like environment which is welcoming and inclusive;
- To continue improving our facility, equipment and services according to the needs of our residents.

THE PHILOSOPHY

- We respect the privacy and dignity of the individual and we are dedicated to providing quality total care with compassion and consideration.
- People are our greatest asset and our present and future successes will depend on developing and utilising this resource.
- We are committed to honest and open communication which provides accurate and appropriate information for all.
- We practice a team management approach which includes consultation, participation and informed decision making. We collectively encourage individual high achievement amongst staff and commitment to vision and mission.

ADMISSION

For general enquiries regarding admission to Pyramid Retirement Care Centre, please contact reception on 07 4056 1454 during business hours. An appointment will be made to arrange orientation and explanation of documents required to be completed and returned to be placed on the waiting list. The completion of these documents places no obligation on prospective residents to accept residency when offered.

Step 1: ACAT Approval:

It is a requirement that approval to receive Residential Care Services is given by a Commonwealth Government Aged Care Assessment Team (ACAT) prior to admission.

ACAT teams are made up of doctors, social workers and other health professionals who can provide a thorough assessment of your care needs and offer advice on suitable and available care options. If residential care is agreed as the best care option, ACAT approves the person as suitable to receive residential services.

The local ACAT team is located at the Cairns Base Hospital, telephone 0742266446.

Step 2: Centrelink Financial assessment:

Once this form has been collected from Centrelink and completed, Centrelink will issue an income and assessment letter. This letter provides you with the details of any costs that you may be required to contribute to your care.

Step 3: Arranging your finances:

Pyramid Residential Care Centre recommend seeking independent financial advice from a Financial Advisor prior to entering into Residential Aged Care.

Step 4: Residential Care Agreement:

Prior to entering Pyramid Residential Care Centre, you will be required to complete a residential agreement. This is a legal document which includes details of the fees being charged, the services provided to you and your rights and responsibilities as a resident.

In some cases, we will be able to offer entry to Pyramid at short notice. If you would like to accept this opportunity if it came up, Pyramid will commence charging of the daily care fee on acceptance.

We ask that you keep in touch by phone, letter or in person if there is any change with your situation which may affect your application.

MOVING TO A RESIDENTIAL CARE FACILITY

This is a major and sometimes difficult step in the lives of prospective residents and their families.

Ideally, by this stage, you will have discussed your decision to enter Residential care with your family, friends and doctor and considered all options. We also recommend that you visit the Department of Social Services website – www.myagedcare.gov.au or telephone 1800 200 422 for information regarding entering residential aged care facilities.

When it has been agreed that Pyramid Residential Care Centre would provide the best kind of care, this booklet will assist with information on the care and services you can expect to receive when you move in.

INTERPRETER

For information on aged care Services, the Department of Health and Aged Care provides an interpreter service – telephone 131 202.

With prior notice, an admission interview may be conducted with an interpreter service.

CHARTER OF RESIDENTS' RIGHTS AND RESPONSIBILITIES

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 which is appropriate to his or her needs.
- To full information about his or her own state of health and about available treatments;
- To be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- To live without discrimination or victimisation 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 retain the language of his or her choice, without discrimination;
- To select and maintain social and personal relationships with any other person without fear, criticism or restriction;
- To freedom of speech;
- To maintain his or her personal independence, which includes 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, his or her financial affairs and possessions;
- To be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service;
- To have access to services and activities that are available generally in the community;
- To be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service;
- 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 reprisals, or a well-founded fear of reprisals, in any form for taking action to enforce his or her rights.

Each resident of a residential care service 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 Management Committee to work in an environment which is free from harassment;
- To care for his or her own health and well-being, as far as he or she is capable;
- To inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and his or her current state of health.

PREAMBLE

The Management Committee and staff of Pyramid Residential Care Centre recognise and confirm the "Charter of Residents' Rights and Responsibilities" as legislated by the Commonwealth Government.

Pyramid Residential Care Centre recognises that the personal, civil, legal and consumer rights of each resident are not diminished in any way when he/she moves into Pyramid Residential Care Centre.

Pyramid Residential Care Centre also recognises that residents have the responsibility to ensure that the exercising of their individual rights does not affect others rights, including those of the staff providing care. Pyramid Residential Care Centre recognises that residents have specific rights and responsibilities, which balance the needs of the individual against the needs of the provider, and its community of residents and staff as a whole.

WELCOME TO THE PYRAMID RESIDENTIAL CARE CENTRE

It is the aim of the Pyramid Residential Care Centre that all residents will find that the philosophy of holistic care engenders an atmosphere of harmony and mutual respect between residents, nominated representative/s, relatives and staff. It is desired that all residents shall find Pyramid Residential Care Centre a place of happy companionship where they enjoy the fullest amount of security, and, at the same time, independence and privacy within a community lifestyle.

At Pyramid Residential Care Centre, we aim to continue family life as much as possible and encourage your relatives, friends and representatives to be a part of our family too.

Residents are encouraged to continue with, and form other friendships both outside and within their new home.

To maintain your community interests, we ensure that you have access to current newspapers, radio, televisions, books, telephone, postal service, Red Cross, Library Books, taxis and bus service.

Visitors are welcome at any time. Residents and their visitors are also encouraged to use the community rooms, gazebos and gardens.

We hope you will continue with your previous activities and participate in our activities and therapies. You are free to come and go as you would at home, provided this does not put you or others at serious risk.

PRCC STRUCTURE

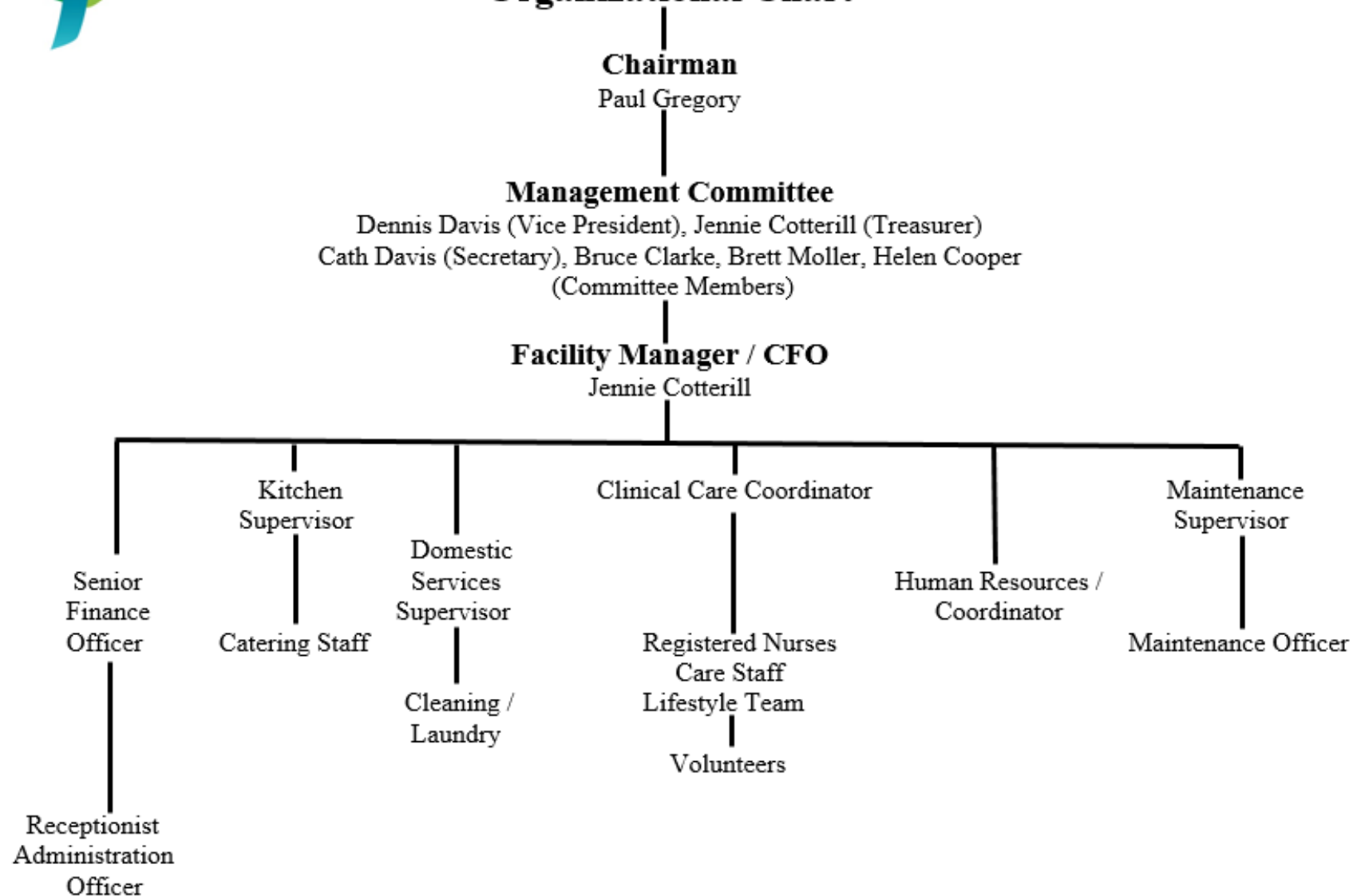
Pyramid Residential Care Centre is a charitable organisation incorporated under Letters Patent under the Religious, Educational and Charitable Institutions Act issued by the Governor of Queensland on 22nd July, 1971.

PYRAMID RESIDENTIAL CARE CENTRE MANAGEMENT COMMITTEE 2017/2018

PRESIDENT:	Mr Paul Gregory
VICE-PRESIDENT:	Mr Dennis Davies
SECRETARY:	Mrs Cath Davies
TREASURER:	Mrs Jennie Cotterill
COMMITTEE MEMBERS:	Mr Bruce Clarke Mr Brett Moller Mrs Helen Cooper
AUDITOR:	Crowe Howarth
SOLICITORS:	Vandeleur & Todd Solicitors
REGISTERED OFFICE:	Pyramid Residential Care Centre 65 Cairns Road Gordonvale, Queensland



Pyramid Residential Care Centre Organizational Chart



FINANCES

Pyramid Residential Care Centre is a non-profit organisation.

Financially, Pyramid Residential Care Centre depends totally upon its own fundraising activities, residents' contributions and Commonwealth Government Subsidies.

Pyramid Residential Care Centre complies with the Aged Care Act 1997 Prudential Requirements for Accommodation Bonds/Fees and charges.

ACCOMMODATION

Residents have sole occupancy of a bed sitting room, most with private ensuite, some have shared facilities with the nearest neighbour.

Each room has a wardrobe and is provided with a single bed, mattress, desk and chair, bed side table and reading lamps.

Bath/toilet areas have ceramic floor tiling, shower recess with special accessories, wash basin and toilet.

A nurse call button is installed in every room, ensuite and common areas. ON pressing the buzzer, the number of the area will register on the enunciator panel and on pagers worn by staff.

The buildings are designed for wheel chair access.

The residents need to be aware, the cost of transferring private telephones and other approved relocatable fittings is the responsibility of the affected resident, unless relocation is requested by Management.

Pyramid Residential Care Centre does not accept responsibility for any damages that may be sustained to any vehicles in our car parks.

SELECTION OF ROOM

It is best to keep in mind when first being admitted to PRCC that management reserves the right to request a change of room as we endeavour to cater for the needs of our residents. The resident, resident representative/relative/friends will be consulted if and when the need should arise. Should you disagree with the suggested room change you have the right to refuse.

SECURITY OF PLACE / TENURE

When full time placement is offered by Pyramid Residential Care Centre and accepted by you, we anticipate a mutually beneficial residency, however we may require you to leave Pyramid Residential Care Centre if:

- Pyramid Residential Care Centre is closing; or
- Pyramid Residential Care Centre can no longer provide accommodation and care suitable for you having regard to your long term needs as assessed by:
 - An Aged Care Assessment Team (ACAT); or
 - By at least two medical or other health practitioners. One of these must be independent of Pyramid Residential Care Centre and the other must be chosen by you (the resident) or your (residents') representative and both must be competent to assess your aged care needs.

Pyramid Residential Care Centre will provide support to assist a resident who wishes to leave PRCC for accommodation elsewhere whether this is an aged care facility, hospital or private accommodation.

Should a resident need or wish to leave our facility for whatever reason, it is the responsibility of the resident and/or representative to inform Pyramid Residential Care Centre of their wish to do so.

SERVICES

Pyramid Residential Care Centre currently has fifty-two (52) placements.

Registered Nursing staff and Care staff are available over the 24 hours in a day. The facility utilises the local GP's, who visit the facility once a month. The centre also has a consulting room and a GP will be there twice a week for urgent cases.

It is the responsibility of residents' relatives/friends/nominees to arrange appointments and transport to and from Pyramid Residential Care Centre.

Pyramid Residential Care Centre staff will arrange ambulance transportation for residents when referred by their GP for treatment in Cairns.

All visitors are reminded that residents can be vulnerable to disease and infections and are requested not to visit should they or their family member be unwell for example with gastro or respiratory tract infections.

Likewise, in case of an outbreak of infection such as Flu or Gastro, Pyramid Residential Care Centre may place restrictions on relatives/friends visiting to reduce the risk of spreading infection. Should an incident such as this occur,

Pyramid Residential Care Centre will endeavour to contact all Next of Kin regarding the visiting restrictions. Pyramid will also display appropriate signage to inform friends/relatives. It is an expectation that the Next of Kin will inform all other friends and relatives.

Daily and Personal Care

Our facility offers assistance with daily and personal care. Staff encourage residents to live as independently as possible and assist residents when required with:

- Bathing
- Toileting
- Dressing, undressing and grooming
- Meal assistance
- Mobility within the complex and grounds
- Room cleanliness: and
- Laundry

Items Supplied by Pyramid Residential Care

On admission, PRCC provides:

- a single bed
- all flat linen, blankets, quilt and pillows
- bedside table
- desk and chair
- easy chair
- outside chair
- phone socket
- curtains

Hospitalisation

Unfortunately some residents may require transfer to hospital following an acute episode such as , a fall or illness. Nursing staff will endeavour to contact Next of Kin / EPOA. It is recommended that residents / relatives prepare a hospital bag in the event that hospitalisation of the resident is required with the necessary requirement for a minimum of two (2) days in hospital is to be kept in the resident's room at all times in a place known to staff. The bag must also contain the necessary toiletries.

Medications

Residents may choose to self-medicate following a clinical assessment by the Doctor and Registered Nurse. This option will be reviewed on a regular basis and if necessary after consultation with the resident, their representative and doctor, the Webster system will be implemented.

Pyramid Resident Care Centre has a responsibility to pay all costs associated with providing a Webster pack system to residents, however costs for medications prescribed to go into the Webster pack is the responsibility of the resident. Resident/relative/representative has responsibility of advising the pharmacy (Gordonvale Pharmacy) of the address for accounts. It is also a courtesy to supply pension number to pharmacy.

Doctor

Each resident/representative is required to select a private doctor of their choice to attend to their health needs. Public Hospital Doctors do not attend to home visits, therefore care must be taken to select a private practising medical practitioner.

Gordonvale Family Medical Centre has doctors who provide services to this facility. PRCC can provide transport to medical appointments in Gordonvale if the family are unable to at a rate of \$10 per visit. If residents choose to seek medical support outside Gordonvale, private transport must be arranged by the resident/representative. If this is not possible, a fee for service can be arranged at \$30 / hr.

It is a requirement that any doctor visiting PRCC advises any change in medication or treatment ordered for the resident.

Private Health Insurance is an individual choice however the resident/representative has the responsibility of notifying their doctor that they do not have such cover.

Dentist

Each resident/representative is to select their dentist of choice to attend their needs. Staff will assist, with the co-operation of residents, family/relatives in making arrangements for dental care.

Allied Health

The facility is supported by the services of Allied Health professionals, providing Physiotherapy, Speech Pathology, Dietician and a Podiatrist.

Religious/Pastoral Care

Each resident has the right and will be encouraged to participate in the practice of their religious faith of choice. Services of various religions are held each week. Times, dates and locations are displayed on the noticeboards. Assistance will be given to those residents who are unable to attend unaided. Members of the community are welcome to participate.

Lifestyle

It is our aim to provide both rehabilitative and therapy services to our residents. A weekly program is supplied to all residents. We welcome and encourage relatives and friends to participate in activities.

Services include visits from the Red Cross and hair dresser.

Activities include bingo, hoy, exercise program, sing-a-longs, movies, games and outings.

Each month an activities calendar is distributed to all residents and openly displayed on noticeboards advising of activities and planned social events.

In some circumstances, a nominal fee will apply according to the external activity being undertaken. Details are available from any of our Lifestyle team.

Newspapers

If the resident would like for their newspaper to be delivered, they will need to open an account with News Limited and ask for the paper to be delivered to: PRCC, 65-97 Cairns Road, Gordonvale. Papers are delivered to admin prior to 7am and distributed to the residents at breakfast.

RESIDENTS' GUIDELINES

Privacy and Dignity

Each person has the right to age/live with dignity and will be given the courtesy of both privacy and dignity in the delivery of care.

Each resident's right to live and die with dignity is respected. Those residents who wish no resuscitation action be taken to prevent death in an impending situation should have their representative gain the co-operation of the medical practitioner in correctly recording this instruction in their personal progress notes at Pyramid Residential Care Centre. Should there be a wish to alter an instruction, the most current written decision will be readily recognised and carried out. Residents who

have completed an “Advanced Health Directive” should lodge it with the Admissions Officer to allow appropriate records to be noted.

The Right to take risks

Full consideration will be given to the residents’ right to take risks. Relatives, resident representative/s will be consulted during any assessment, however, staff and medical practitioners have the right to make informed decisions when immediate action is deemed necessary for the safety/care of the resident eg. Cyclone.

If the risk to a resident who is unable to be aware of dangers to themselves or others outside a well controlled environment is by far greater than the right to take a risk, it may become necessary to negotiate transfer to a facility with a more secure environment. This decision will only be made with direct consultation with the representatives and doctor.

Conduct

Residents are required to conduct themselves in a manner keeping with the values and standards of Pyramid Residential Care Centre community. To maintain an atmosphere of peace and contentment for other people in the complex, residents and their visitors are reminded to keep noise levels to an acceptable level at all times.

Dress

Out of respect for each other and to maintain a dignified and homely atmosphere, residents are expected, when not in their rooms, to be suitably attired in clean and respectable clothing.

Cloth Labelling

Residents clothing must be labelled with sewn on labels prior to admission. These labels can be purchased at: www.nametapes.com.au Cost \$38 for 48 clothing labels.

Visitors

Relatives and friends may visit residents at any reasonable hour. Visitors to the Facility must sign in at the desk in the foyer in reception.

Pets

It is the policy of Pyramid Residential Care Centre to have pets which belong to PRCC. Individual residents are not permitted to bring pets into PRCC or its grounds without approval from the Facility Manager. These arrangements are to be discussed directly with the Facility Manager PRIOR to a visit.

Absence

To meet fire regulations and to alleviate concerns of all in the event of an emergency, residents are requested to sign a register when leaving and returning to the Facility. Resident/representative are also to note some indication of the approximate time of return. The Registered Nurse on duty must be informed if a resident is away overnight or a contact address and/or phone number is required. For long absences please notify the Facility Manager in writing.

Social Leave (holidays)

Government specified social leave covers you for a period of 52 days absence from Pyramid Resident Care Centre each financial year. When you are temporarily absent from the Pyramid Residential Care Centre on holidays, all fees are still payable and will NOT be reduced.

GENERAL INFORMATION

Resident's Financial and Legal Obligations

We encourage you to consider creating an Enduring Power of Attorney (EPoA) in favour of a close friend, relative, your solicitors or accountant. Your choice for EPoA should be someone you trust and who knows you extremely well. This will allow continued administration of your lifestyle, financial and legal obligations even if you are incapacitated.

Enduring Power of Attorney (Long and Short) and Advanced Health Directive forms are available at newsagencies

If you like to keep cash in your possession, drawers may be made available although we would discourage maintaining too large an amount of cash in your possession.

Pyramid Residential Care Centre does NOT administer your pension, financial and legal responsibilities and obligations.

Donations/Gifts/Gratuities

As Pyramid Residential Care Centre is a registered charitable organisation, all donations of \$2.00 and over to PRCC (ABN: 58361 125 442) are tax deductible.

PRCC also acknowledges that some residents or their relatives will want to give a gift as a sign of their appreciation. The following guidelines will be adhered to with the giving of any gift to staff. This policy will be included in the staff manual and the Resident Information Handbook to ensure that all concerned are aware.

- Those residents who wish to express their appreciation, may approach any member of staff. However, staff are not allowed to accept significant gifts from residents. The odd box of chocolates may be acceptable but must be at the discretion of Management. **Staff must not solicit or actively encourage gifts.**
- Minor gifts (ie. chocolates) may be accepted upon the approval of Management and should be shared amongst other relevant members of staff.
- All other personal gifts are to be discouraged. Where a resident or a relative wish to offer a gift to the facility, for use by the facility and other residents, then this must be discussed and agreed with Management. A note will be made in the resident's progress notes and the signature obtained from the resident or relative.

Legal Documents

To prevent a conflict of interest it is not permissible for staff to sign or witness signatures and documents for residents/nominees.

Residents/Relatives/Representatives Meeting

One of the important issues addressed by the Aged Care Act 1997 in relation to aged care facilities is the residents right to exercise freedom of choice about lifestyle. It is recognised that resident's preferences are important and considered in the planning and provision of aged care services.

Participation by the resident and/or family/representatives is encouraged. The meeting is a useful forum for balancing individual rights with the rights of the whole community. The meetings are held regularly (3rd Monday each month) in the Rec Hall at 10am.

The resident's meetings allow for direct access to management and any information regarding decisions or proposals with effect the rights and/or lifestyles of residents may be made available on request.

Matters of interest are discussed as well as possible ideas for the future. Concerns/complaints and suggestions may also be shared at this meeting.

If problems or special requests are identified, appropriate action may be taken and the evaluation or outcome assessed.

Residents and/or representatives (depending on the situation) will personally be informed of the proposed action and outcome. At these meetings, an independent volunteer chairs the meeting and keeps records.

Management /Resident Consultations

Residents are able to have an interview with the Facility Manager and a member of the executive committee at any mutually convenient time. Residents may have a relative, friend or nominee represent them.

Residents and representatives are encouraged to make appointments with the Facility Manager to discuss and/or document any and all care needs.

Money and Valuables

Pyramid Residential Care Centre accepts no responsibility for money or valuables should either be lost, destroyed or presumed stolen. It is recommended that residents use their locked drawer for valuable items. Pyramid Residential Care Centre will not be obliged to compensate.

Personal Property Insurance is the Resident's responsibility

It is recommended that residents have a "liability" extension under their contents insurance policy for protection from a negligent or accidental act on their part which causes damage to items or the property of the third party.

Care of Buildings, Rooms and Furnishings

We encourage you to decorate your living space to suit your own personal taste. You may bring personal furnishings with you, however, Pyramid Residential Care Centre Management reserves the right to request the removal of any Furniture, Fittings and personal effects that may hinder the provision of Quality Care.

It is important to avoid any misunderstandings regarding furniture, fittings and personal effects to discuss your plans with the Facility Manager prior to bringing any articles into the Pyramid Residential Care Centre.

Residents, where possible accept responsibility for the care and cleanliness for their own rooms, but staff will be able to assist if and when required.

Residents are to allow cleaners into their rooms at an agreed time. Cleaners will clean rooms as directed by the Facility Manager.

Unwrapped rubbish is to be placed in bins. Please contact staff to attend to disposal of glass.

To maintain the attractiveness of the rooms, we request that you do NOT:

- drive nails or screws into the walls or fittings
- paper or paint the walls or any part of the room

- allow any decorative or other work to the room other than by written agreement with PRCC Management.

Residents should request maintenance through the usual channels.

Manager/Personal Carer is to be notified by residents/relatives/nominee for repairs and maintenance requirements.

If a resident summons a tradesperson to the premises, this will render the resident liable.

Residents shall allow Pyramid Residential Care Centre or any other person authorised by PRCC to, at any reasonable time:

- inspect the room; or
- enter the room to affect such repairs to the premises fixtures and fittings as PRCC Management decides.

It is expected of any person entering a residents' room that they shall have due regard for the privacy of the resident.

Repairs/ Maintenance and Insurance

If any resident breaks or damages any property or article belonging to the rooms or building, he or she will be expected to make good the cost of such damage.

Electrical Equipment

All electrical equipment is checked and tagged as safe by Maintenance each year thereafter or as directed by the Workplace Health and Safety Committee.

Double adaptors are not to be used at Pyramid Residential Care Centre. An approved power pack with automatic overload is allowed. All electrical equipment must have a three-pronged plug.

Electric blankets and hot water bottles are not permitted at Pyramid Residential Care Centre. Birkos and other cooking appliances are not permitted in rooms. Electric jugs and other tea/coffee making facilities are permitted in rooms. Refrigerators are permitted in rooms, but they must be of a design and type approved by Management. The resident or their family representative are responsible for the upkeep of the resident's refrigerator including defrosting, keeping it clean and ensuring also that all foodstuffs are monitored for use-by dates and disposed of accordingly. No food is to be kept in rooms except in the refrigerators. Television sets and portable radio/CD players are permitted, however, residents may need to use an earphone attachment so other residents are not disturbed by loud volumes.

Air Conditioning

All rooms have an air conditioner installed. Only heaters approved by PRCC may be used.

Suggestion Box

Your comments are welcome! There is a Suggestion Box in the front foyer and in community areas for suggestions. Satisfying residents with quality care and services are important to us. If there are ways in which we can improve, we'd love to hear from you.

If you have an idea or suggestion that can help us to improve our quality of care to you and others, it would be valued.

Paying a Compliment

All of our staff are committed and strive to provide quality care in an understanding, efficient and helpful manner. If a staff member has given you exceptional service in any way, please let us know, as this is a great form of encouragement and motivation. You have the opportunity to voice comments, suggestions, concerns you may experience with us at our Resident's Meeting and also by completing a Continuous Improvement form and dropping it into the Suggestion Box located in the Front Foyer and other Community areas. These forms are available at the box or from any staff member.

Resolving Concerns

PRCC has established procedures, which make voicing your concerns an easy task ensuring a resolution is reached quickly and fairly. Concerns should ideally be firstly discussed with the Facility Manager, and every attempt should be made to reconcile the issue, within 7 working days. If satisfactory reconciliation cannot be achieved, then the resident/relative concerned should approach the Chairman of the Management Committee. The President shall consider all such complaints and take any actions deemed necessary to resolve the issue.

NOTE: Residents may lodge their complaint in writing in the first instance if they are more comfortable doing so. All concerns should be lodged as soon as practicable following the incident and will be dealt with by a resolution or feedback given as soon possible after the complaint has been lodged.

Residents have the right to have concerns heard and dealt with expediently. Residents have the right to be informed if a complaint/concern is made against them.

You also have access to:

Queensland Aged and Disability Advocacy Inc,

Phone: 1800 818 338 - Toll Free

Or:

Aged Care Complaints Scheme

Department of Social Services

GPO Box 9820

Brisbane 4001

1800 550 552

agedcarecomplaints.gov.au

ANCILLARY SERVICES

Hairdressing

Local hairdressing salon staff visit the complex on a regular basis to attend to hairdressing requirements of residents who wish to take advantage of this service. The cost of all haircuts will be invoiced to the resident by the PRCC. Residents are welcome to make alternative arrangements to have their hair cut if they choose to.

Red Cross

Each Monday afternoon, volunteers from Gordonvale Red Cross, provide a service to the residents, by way of a trolley containing biscuits, chocolates magazines etc.

Newsagency

Newspapers are delivered to the facility from Monday to Friday. Accounts can be arranged with Gordonvale Newsagency by resident/relatives.

Auxiliary

The Friday Ladies provide entertainment and fundraising events for residents of Pyramid Residential Care Centre each Friday. Relatives are invited to join this committee. Please contact any member of the Lifestyle team for further information.

Fee's and Payments

We recommend you visit the Department of Social Services website www.myagedcare.gov.au for a comprehensive breakdown of the Aged Care Fees and Charges, relative to particular circumstances. Basic Fees and charges are also outlined in the Residential Care Agreement.

DECLARATION

We ask you to complete a "Statement of Income & Assets" so that the Commonwealth Government can determine the size of the Refundable Accommodation Deposit/Mean Tested Care Fee in accordance with Commonwealth determined guidelines.

If you do not wish to fill in such a form, we will accept your right, however the maximum Refundable Accommodation Deposit charge will then be payable.

You will need to complete a Statement of Income and Assets to detail your financially disadvantaged status (concessional). Please note that we have a heavy call on Concessional places and only limited numbers of those places are available.

In these conditions of Residence, where the context permits, the plural shall include the singular and masculine, the feminine or vice versa.

Pyramid Residential Care Centre reserves the right to review these Conditions of Residence as and when deemed necessary

I have read and understand the Conditions of Residence and agree to abide by them or any amendments to these Conditions that are made from time to time.

I understand and agree I/Nominee will be required to sign a Resident's Agreement (or Resident's Respite Agreement) and where applicable to pay monies set out in the Agreement within seven (7) days of the date of entry.

Name: (Resident/Nominee)

Signature:.....

Date:

Name: (PRCC)

Signature:.....

Date:.....