

Ottoman Village Aged Care

Care Recipients Handbook

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INTRODUCTION:

Ottoman Village Aged Care is a non profit organization managed by a Board of Management. It is part of the Broadmeadows Turkish Islamic and Cultural Centre Inc.

At Ottoman Village we aim to provide an alternative to “home”, with the provision and availability of twenty four hour care to meet care recipient’s individual care and service needs.

Care recipients are encouraged to maintain their independence and decision making, to continue to participate in communal and individual recreational activities of their personal preference, both within the home and in the broader community.

The information in this booklet relates to the day to day care, services and happenings at Ottoman Village Aged Care.

If you have any questions related to this information please speak with our Manager or one of the staff.

QUALITY STATEMENT

Ottoman Village Aged Care is committed to providing Quality Management and actively pursues continuous improvement by constantly looking for ways of improving care and services provided to the care recipients.

To achieve this goal, The Board of Management, the Manager and staff work together in identifying problems, fixing problems, preventing problems and making improvements.

Care recipients and relatives are encouraged to actively contribute to the Continuous Quality Improvement Program

Vision

Ottoman Village Aged Care will adopt and promote quality care and professional services through all its activities and dealings.

Mission

Ottoman Village Aged Care aims to maintain high quality standards of care through the creation of opportunities in:

- ◆ quality services,
- ◆ sound management practices,
- ◆ continuous improvement,
- ◆ and the wishes and needs of the local communities,

Philosophy

Ottoman Village Aged Care believes:

- ◆ that all human beings are unique individuals who deserve to be treated with dignity and respect.
- ◆ is committed to flexible care which assists each care recipient to maintain independence and overall well being.
- ◆ to create a continuum of care which enables older persons to remain integrated into their local communities.
- ◆ that the families, friends and interested partners are encouraged to actively participate in the operation of Ottoman Village which includes advocacy on behalf of the care recipients.
- ◆ that the services provided are culturally sensitive and observe Islamic philosophy and principles.

Charter of Care recipients' Rights And Responsibilities in Residential Aged Care

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 nursing home, 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, nursing home or hostel proprietors and staff, carers and the community will help people who live in nursing homes or hostels to continue as integral, respected and valued members of society.

Australian society has a strong commitment to social justice principles. Those principles recognise 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 care recipient are not diminished in any way when he or she moves into a nursing home or hostel.

The Charter also recognises that care recipients of nursing homes have the responsibility to ensure that the exercising of their individual rights does not affect others' individual rights, including those providing care. The Charter recognises that care recipients have specific rights and responsibilities which balance the needs of the individual against the needs of the nursing home and hostel community as a whole.

Each care recipient 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 or neglect;
- to live without discrimination or victimization, and without being obligated 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 relationship 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 these may involve an element of risk, because the care recipient 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 and choices;

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- 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 residential care service;
 - 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 the care recipients personally;
 - to complain and to take action to resolve disputes;
 - to have access to advocates and other avenues of redress; and
 - 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 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 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; and
- 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.

PRIVACY STATEMENT

Health & Personal Information Collection and Disclosure

The Ottoman Village Aged Care will create an environment that undertakes to consult, inform and involve care recipients and/or their representative in all aspects of provision of care and services. This statement has been developed to comply with the requirements of the National Privacy Principles and the Health Records Act 2001 (Vic).

Collection

In order to provide you with appropriate residential aged care, we collect personal and health information from you. We do this by requesting the information verbally or in writing. We continue to collect and record information throughout your time as a care recipient at Ottoman Village Aged Care.

The Aged Care Act 1997 requires that Ottoman Village Aged Care collect information about you for various purposes.

These can include:

- ◆ Assessment and classification information of care recipients
- ◆ Individual care plans for care recipients
- ◆ Medical records, progress notes & other clinical records of care recipients
- ◆ Financial information about care recipients

We also require:

- ◆ Medicare number, pension number, etc
- ◆ Records relating to payment of bonds (if applicable)
- ◆ Records of the name and contact details of at least 1 representative of the care recipient

Use

We use the information to provide you with appropriate care, accommodation & hospitality services. If you choose not to give us the correct requested information, we may not be able to provide you with the most appropriate services and care.

Disclosure

Ethical conduct by Ottoman Village Aged Care means we value the right of individuals to be treated with respect and the right of individuals to an appropriate standard of care.

To enable us to meet our obligations to you, and as required by legislation, we may involve a variety of health care professionals in provision of your care.

Disclosure of your health information to these health care professionals is necessary in order to provide you with appropriate care.

Ottoman Village Aged Care will endeavour to consult with you on all aspects of the provision of care and respect your right to reasonable choices of care provision.

We are required to disclose your information to provide you with appropriate health services. We can also be required by law to disclose information to Courts and various Government Agencies.

We may disclose relevant information to facility staff (eg nurses, personal carers, diversional therapists, accountant, hospitality staff, etc), visiting health professionals (eg doctors, physiotherapists, pharmacists, pathologists, speech therapists, dieticians, social workers, psychologists, occupational therapists, specialist nurses, etc), and other service providers (e.g. volunteers, hairdresser, community visitor, clergy).

We are also required by law to disclose your information to government departments & agencies for purposes that may include funding, management, planning, monitoring, improvement and evaluation of the facility services.

Access

You have the right to request access to the information we have collected about you. A fee may apply if access to your record is granted.

Security

Ottoman Village Aged Care has taken reasonable steps to protect the information we have collected about you against misuse, loss, and unauthorised access, modification or disclosure.

Further Information

Ottoman Village Aged Care clearly sets out its management of health and personal information and the steps an individual must take in order to access their health and personal information in our policies and procedures. Policies and procedures can be viewed during business hours (by appointment) - simply ask the Facility Manager.

Individuals can also obtain general information about Privacy from:

www.health.vic.gov.au/hsc/

www.privacy.gov.au

Health Services Commissioner: 1800 136 066

COMMUNAL AREAS:

- All communal areas of the facility are available to you and your visitors.
- Ottoman Village Aged Care provides communal areas for formal and informal social gatherings, meetings, services and entertainment.
- Your main meals are served in the communal Dining Room.
- Morning and afternoon tea are served in the communal living areas.
- Laundry facilities for personal washing are available.
- Hairdressing Salon, Podiatry Room, Activities Room, a small kitchen, plus entertaining area and outdoor BBQ, are also provided.

CARE AND SERVICE STAFF:

The facility is staffed by professional and experienced personnel, who work as a coordinated team to deliver high standards of care and services, twenty four hours per day.

Ottoman Village Aged Care staff are as follows:

- **Manager and Administration**

Manager - Monday to Friday 9am to 5pm

- **Nursing and Care Staff:**

Registered Nurse and Med Endorsed Nurse, Personal Care Attendants are rostered on duty 24 hours per day.

- **Catering:**

Cooks in charge, assisted by Catering Personnel 7 days per week.

- **Activities:**

Life and Leisure Coordinator heads an activities team, who work rostered hours throughout the week.

- **Maintenance:**

Maintenance & Gardener attend throughout the week

- **Housekeeping:**

Cleaning / Maintenance as per roster

- **Other:**

In addition, consulting medical practitioners, paramedical services, pharmaceutical, pathology, and podiatry are available. Hearing and optical services can be arranged.

The Manager will provide you with contact details including any costs associated with these services.

Ottoman Village Aged Care is in close proximity to other specialised services, such as dentists, medical consultants, diagnostic units and other required allied health services.

CARE AND SERVICES:**Quality services are provided to all care recipients and these include the following:**

- Administration for the general operation of the facility.
- Maintenance of the facility and grounds.
- Accommodation utilities electricity, gas and water.
- Furniture for the communal areas and other parts of the facility.
- Bed linen, towels and other relevant linen.
- Cleaning services and tidiness of the facility and chattels, excludes a care recipient's personal area where they choose and are able to maintain.
- Waste disposal
- General laundry, the provision of heavy laundry services are contracted out, with the exception of personal laundry of clothing that can be machine washed. This excludes cleaning of clothing that requires dry cleaning or other special cleaning process, and personal laundry where a care recipient chooses and is able to do themselves.
- Meals and refreshments, comprising of three meals per day, plus morning, afternoon tea and supper.
- The provision of recreational activities on a regular basis.
- The provision of emergency assistance over a 24 hour period.

Personal and Nursing care are available to all care recipients when:

- Personal and nursing care services are available as required by you, to maintain quality of life. For example, assistance and/or support with recreational activities, personal hygiene care, mobility, nutritional requirements, communication and emotional support.
- Administration and supervision of medications, subject to State Regulations.
- Continence management.
- Treatments or procedures carried out in accordance with instructions of a health professional or a person responsible for assessing a care recipient's personal health needs.
- Assistance in Performance of nursing procedures may include the following:
 - Provision and access to therapy services, but excludes intensive, long term

rehabilitation.

- Nursing Staff on duty will discuss in private with you and/or representative your person's needs and establish an agreed plan of care.
- You may request a representative to participate in the care management program.

Ottoman Village Aged Care may be unable to provide quality of care, safety and security to care recipients who have advanced stages of dementia, therefore there may be times, when a care recipient who requires high level of care, dementia related, will need to be transferred to a specialised facility (secured facility if care recipient is a wanderer). Care recipient and their representative will be informed, in advance and assistance will be provided when and if this happens.

EMERGENCY CALL SYSTEM:

Each room has an emergency call button. These call points are located in the shower recess and near your toilet. There is also one mobile call button, which can be used in the care recipient's room only. These call buttons are to be used in case of an emergency or if you are unwell and require immediate assistance or for security reasons.

Other emergency call points are located through out the communal areas of the facility. Staff on duty will respond to the call, as soon as they are able to do so, to reset the alarm call point and to respond to your needs.

CARE RECIPIENT ILLNESS:

If care recipients feel they are encouraged to notify Nursing / Care staff immediately, so that help can be sought straight away or use the emergency call button. If family or care recipient representatives are concerned about care recipients general well being, they can also speak to a member of the care team on duty or phone 9309 7562 anytime.

INCIDENTS/ACCIDENTS:

All accidents and incidents involving a care recipient or their visitor/s must be reported immediately to the care staff on duty, so appropriate action can be taken immediately.

MANDATORY REPORTING

From July 2007, it became Legislation within Commonwealth funded residential aged care facilities for instances of physical or sexual abuse against a care recipient to be notified to the Police and Complaints Investigation Scheme. If a situation arises that effect a care recipient, families / next of kin will be informed of the incident and kept informed on management of the situation. Pamphlets relating to Mandatory Reporting are available from the reception.

MEDICAL ATTENTION:

It is recommended you have a doctor of your own choice. Your doctor must be prepared to visit when you are unwell and provide an after hours service (this may be a locum doctor). Please notify the Manager/Nursing Staff of your doctor's name and contact details.

Care recipients who attend their doctor's clinics are requested to take their medication chart and a Progress Note so any changes with care or medication can be written up by the doctor at the time. Staff will then be able to carry out these instructions.

Staff always require written authorisation from the Doctor prior to implementing medication changes.

MEDICAL APPOINTMENTS

Where a care recipient requires an escort to a medical or specialist appointment, it is requested this be provided by a family member. Staff do not attend medical appointments.

COMPLEMENTARY THERAPY

Ottoman Village Aged Care is a facility that encourages and supports care recipient's rights to continue with or commence the use of complementary therapies that may enhance the care recipient's quality of life. If necessary we are able to assist you find a complimentary therapist.

MEDICATION MANAGEMENT

On admission, we will discuss the administration of your medications with you. Our Nursing Staff can assist care recipients with medication administration or you may wish to manage your own medications (if able). Please notify staff if you wish to manage your own medications.

The consulting pharmacist will be responsible for filling of the Webster Blister Pack, in accordance with the relevant regulations or you may take responsibility for arranging your own pharmacist of choice to attend.

PHARMACIST:

Ottoman Village Aged Care's consulting pharmacist is Greater Discount Pharmacy, Broadmeadows, who provide a daily service. Pharmaceutical requests can be made through nursing staff, which will ensure the ordering of items and delivery to you. If you choose to have an alternative pharmacist please discuss this with the Manager. All pharmacists are required to comply with the Policies of Ottoman Village Aged Care.

CHEMIST ACCOUNTS:

If you choose to use Ottoman Village Aged Care's pharmacist, a detailed monthly account will be forwarded directly to you or your representative. You or your representative will be responsible for payment of your account.

AIDS FOR DAILY LIVING:

If you require any form of aid, for example walking stick, frame, shower chairs, etc, to maintain your mobility, safety and independence an assessment by an occupational therapist or physiotherapist may be arranged. You will be helped to identify the most appropriate aid suitable for your need, will be advised where to obtain the aid. You will also be instructed and supervised in the use of your aid.

Wheelchairs are available for emergency use or on a request for outings.

Care recipients who require a wheelchair for daily use are advised to obtain their own.

MEALS AND REFRESHMENTS:

All meals and beverages provided are culturally appropriate and we are committed to providing Halal products. Preparation and distribution of meals of adequate variety, quality and quantity will be provided at each mealtime to you.

The weekly menu is on the noticeboard located outside the dining room.

The consumption or storage of alcohol (including beers, wines or spirits), pork or pork related products either by the care recipient or his/her visitors is not permitted in his/her room or in other parts of the premises.

- **Breakfast**

Breakfast menu may be changed at anytime, by speaking to the cook on duty, catering staff or care staff.

- **Midday meal**

You are provided two choices. Please notify the kitchen before 9.30am on that day if you prefer the second choice. You may contact kitchen staff directly or speak to a staff member.

- **Evening meal**

You are provided two choices. Please notify the kitchen before 4.30pm on that day if you prefer the second choice. You may contact the kitchen staff directly or speak to a care staff member.

MEAL TIMES:

- **Breakfast** is served between **8.00am and 8.45am** (dining room)
- **Morning tea** is served **10.00am** (Communal Areas & TV Lounge)
- **Lunch** is served at **12 noon** (dining room)
- **Afternoon tea** is at **3.00pm** (Communal Areas & TV Lounge)
- **Dinner** is at **5.00pm** (dining room)
- **Supper** is served at **7.00pm** (Communal Areas & TV Lounge)

If you are unwell, meals will be delivered to your room. If you will be late for a meal please notify staff so alternative arrangements can be made or if an earlier meal is

required. If you are going out and wish to take a light meal, please notify the kitchen staff or other staff the day before.

SPECIAL DIETS:

The provision of special dietary requirements with regards to your medical need or religious/cultural observance is available. You and/or your representative are requested to inform the care staff of your dietary requirements.

The Manager /Nursing staff can arrange if necessary for a dietician to visit you to discuss and assess your dietary needs and to ensure that the diet is provided accordingly.

GUEST MEALS:

Please give 24 hours notice, by contacting the kitchen staff. There is a minimum charge of \$10.00 for guest meals.

PRIVATE FUNCTIONS:

You and your family are most welcome to celebrate special occasions. Please notify the Manager to ensure the meeting and activities room is available for that special occasion.

OTTOMAN VILLAGE AGED CARE HAPPENINGS:

You will be notified of happenings of interest or any other matter relevant to their facility, either by a memo placed on the notice board located at reception, newsletter or verbally while visiting the facility.

SOCIAL ACTIVITIES:

Social Activities will be arranged throughout the year, depending on care recipient's preferences. All care recipients will be invited to participate. Family and friends are also welcome. You and your representatives are welcome to initiate programs of activities you enjoy. Special outings are at a reasonable cost to you.

You are encouraged to put forward your wishes and preferences at leisure meetings and your participation in the planning and provision of the facilities social activities are welcomed.

Daily program of activities are displayed on the notice board, located outside the dining room, TV Lounge and main communal lounge.

Gambling of any description is not permitted on the premises or in the facilities ground.

ACTIVITIES AND PERSONAL SERVICES OFFERED

(THESE MAY CHANGE FROM TIME TO TIME DEPENDING ON YOUR NEEDS AND PREFERENCES AT THE TIME)

- | | | |
|---------------------------------|---------------------------------|--|
| ◆ Hairdresser | ◆ Library Services | ◆ Bingo |
| ◆ Podiatry | ◆ Craft Activities | ◆ Cards |
| ◆ Beautician | ◆ Mobile Clothing Shops | ◆ Billiards |
| ◆ Manicures | ◆ Devotional Services | ◆ Carpet Bowls |
| ◆ Aromatherapy | ◆ Musical Entertainment | ◆ Exercise Classes |
| ◆ Group Outings | ◆ Happy Hour | ◆ Transport to local shops |
| ◆ Individual Social Interaction | ◆ Access to Videos | ◆ Support to maintain interests in the local community |
| | ◆ Satellite Turkish TV Services | |

Families are welcome to participate in all activities of interest or implement activities that are of request from you.

TRANSPORT:

It is the responsibility of care recipients or their representatives to organise transport to attend community services or appointments.

The exceptions are:

- In cases of emergencies, when emergency vehicles are required
- Planned social outings by Ottoman Village Aged Care.

You may be eligible for a concessional transport card, inquire with your consulting doctor or the Manager if you do not have one.

CARE RECIPIENT LEAVE:

Care recipients are free to come and go at anytime. However, If you are absent at meal times please inform a staff member or kitchen staff to record which meals will be missed.

If you will be away overnight or for a period of time, we request you notify staff and note the expected period of absence in the “Care recipient Movement” book which is located on the front desk at reception.

In accordance with Legislation care recipients are allowed 52 days social leave per financial year, and unlimited hospital leave.

If you require medications or other special care needs to take during your absence please notify nursing / care staff at least two days prior to going away, so that this may be arranged.

PERSONAL CLOTHING AND BELONGINGS:

It is the responsibility of care recipient to ensure all clothing and personal items are named on admission and ongoing. Clothing may be labelled at a cost of \$1.00 per label and the facility staff may organise this for you if you require.

MISSING CLOTHING

Whilst all possible care is taken by staff when managing care recipients’ clothing, items will go missing from time to time. Ottoman Village Aged Care does not accept responsibility for missing unlabelled clothing.

LAUNDRY SERVICE:

A laundering service for personal clothing is provided for care recipients unable to manage themselves. Personal laundry is attended on a daily basis. Personal clothing that is not machine washable or suitable for the clothes dryer remain the care recipient's responsibility. Clean bed linen and towels are supplied daily or as required.

Cleaning arrangements for personal items such as blankets, doonas and bedspreads should be discussed with the Manager.

The facility provides laundry powder, but if you have a preference for a laundry detergent of your choice, then you are responsible to obtain at your own cost.

An Ironing service can be provided. Please discuss options with the Manager.

GENERAL CLEANING OF ROOMS:

Rooms are cleaned daily, but thorough deep cleaning (steam cleaning of carpets etc) are done twice a week. Care recipients are encouraged to keep their rooms clean and tidy and attend to household chores, if capable of doing so. Care recipient / representatives are responsible for cleaning and maintaining personal refrigerators.

The facility provides cleaning agents, but if you have a preference for special cleaning products of your choice, then you are responsible to obtain, at your own cost.

MAINTENANCE OF ROOMS:

Please notify staff immediately, if room fixtures, plumbing, lighting or other items are in need of repair, and this will be passed on to our maintenance staff.

PERSONAL FURNITURE and ELECTRICAL EQUIPMENT

As per current legislation care recipients are responsible to ensure personal belongings are safe and will not cause harm or risk to other care recipients, staff or visitors. All electrical items are to be checked and tagged by a qualified electrician prior to being bought into the facility. Electrical items are checked and tagged annually by an electrician,

to ensure ongoing safety of items. Staff have the right to withdraw any item that may cause harm or risk. All parties will be informed if such action is necessary. No heating other than the wall heater supplied in the room will be allowed. Other heating must be approved by the Manager. No electrical cooking appliances are allowed in rooms. Double adaptors are not to be used. Care recipients are only to use power boards and extension cords when they can be safely placed against the walls, not across the room. It is both illegal and dangerous for extension cords to run under mats or carpets, which poses a falls and fire risk.

NEWSPAPER DELIVERY:

Daily delivery of newspapers can be arranged through the reception. The facility provides a daily English newspaper and weekly Turkish newspapers and can provide other nationality newspapers if required. Costs will be discussed with care recipients.

NO SMOKING POLICY:

Ottoman Village Aged Care is a smoke free environment. NO SMOKING is permitted within the building. For Care recipients who do smoke, smoking is permitted in the internal courtyard area outside the building. A non-combustible ashtray must be used, and Care recipients must ensure that all contents of ashtrays are extinguished prior to disposal into waste bins.

INCOMING AND OUTGOING MAIL:

Mail is delivered daily and will be given to you by staff. If you are away, or in hospital, mail will be left in your room by staff, unless otherwise arranged. Stamps can be purchased at reception. Staff are available if you require assistance to read your mail.

BANKING FACILITIES:

Banking facilities are located at the Broadmeadows Shopping Centre.

PERSONAL FINANCIAL MANAGEMENT:

Ottoman Village Aged Care staff are not and will not be responsible to manage your financial affairs. If you are unable to manage your financial affairs, it is important that you

obtain legal advice to arrange a Power of Attorney.

If you lack an immediate family or friend who you can nominate to manage your financial affairs, the management may initiate, or on the request of you or your representative will refer the matter to VCAT (Victorian Civil & Administrative Tribunal).

You are encouraged not to keep large sums of money in your room. No responsibility is accepted for the loss of money held by care recipients within the facility.

CARE RECIPIENTS ADVOCATE MEETINGS:

A Care recipients and Advocate Meeting is held every two months. Family members or your representatives are also welcome. You will be notified in writing of the date, time and venue of the meeting. Care recipients may request a meeting at anytime. Minutes of the meeting will be printed and circulated to all care recipients. The “Charter of Care recipients Rights and Responsibilities” is displayed on the wall in the corridor next to the nurses station. Copies are also in this handbook.

CARE RECIPIENTS, FAMILY OR VISITORS COMPLAINTS:

Please direct complaints to staff on duty. All attempts will be made to resolve complaints to the mutual satisfaction of all concerned and in a timely manner. If an issue remains unresolved please see the Manager.

If you would prefer, concerns may be written onto a Compliments, Comments and Complaints form which are located at the front reception and either given to a staff member or posted in the suggestion box located at the Reception desk.

All complaints will be documented and agreed procedures to resolve the issue will be followed. If you or your representative obtain no satisfaction from Ottoman Village Aged Care Management or there has been no positive action to resolve the issue, you are invited to refer concerns to the Broadmeadows Turkish Islamic Cultural Society Inc.

If you or your representative is not satisfied with the recommendations of the Board of Management, the complaint or dispute may be referred to the Department of Health and Ageing Complaints Commissioner 1800 550 552 or Aged Care Advocacy 1800 700 600.

NB: To facilitate reporting of Compliments & Complaints a Compliments, Comments/ Complaints Form is located at Reception, outside the Manager's Office. Please feel free to complete these forms with your compliments, complaints or suggestions. If you need assistance, staff will be happy to assist you.

OPPORTUNITIES TO IMPROVE CARE AND SERVICES:

We invite you to make suggestions where you feel we can improve the care and services provided to care recipients. To do this please complete a 'Lets Improve It' form or tell a member of staff. Suggestions can also be posted in the suggestion box at the front counter.

EMERGENCY PROCEDURES:

Yearly emergency procedure training is compulsory for all staff, so that they have the skills and knowledge to deal with any emergency. The building and its relevant plant and equipment are checked on a regular basis, as per regulatory requirements. Staff are trained to ensure the safety of individual and / or all care recipients in emergency situations.

From time to time care recipients will be invited to participate in practical fire evacuation and emergency procedures.

FIRE AND OTHER EMERGENCIES:

The emergency evacuation procedures are listed and displayed at the entrance of the building and throughout the building. These must not be removed.

LOCKING OF ROOMS:

When care recipients leave their rooms, management encourage care recipients to keep rooms locked. Staff have master keys to all rooms, for use in emergencies. Care recipients are encouraged to keep their room keys with them at all times.

SECURITY:

The front entrance to Ottoman Village Aged Care is key padded and has a doorbell. The facility doors are locked at 8pm. If a care recipient returns to the facility after 8pm please ring the bell outside the front door.

Care recipients and their representatives who have access to the key pad number are requested not to give the number to others. The number of the pad may be changed from time to time.

DISPOSAL OF RUBBISH:

Care recipients are encouraged to place all their rubbish in bins provided in their rooms. Rubbish from rooms is removed daily.

GIFTS TO STAFF

It is the policy of Ottoman Village Aged Care that staff members will not accept expensive gifts or money from care recipients. If you wish to make a gift to a staff member please seek advice from the Manager.

DONATIONS

If you wish to make a donation to Ottoman Village Aged Care please feel free to discuss your intention with the Manager or a member of the Board of Management.

VISITORS

Care recipients are encouraged to invite family and friends to visit at all times. However, visitors are requested to respect times when a care recipient may be resting, eating or receiving special care. As a security measure, visitors are requested to sign themselves in and out on the Visitors Book at all times.

WITNESSING DOCUMENTS

Care recipients are advised that staff are not permitted to witness official documents. If you require this service please discuss your needs with the Manager who can assist you with alternate arrangements.

Contact Details

Contact	Telephone Number
Ottoman Village Aged Care	Phone: 9309 7562
Greater Discount Chemist	Phone: 9309 5871 Fax: 9309 5703
Department of Health & Ageing Complaints Commissioner	Ph: 1800 550 552
Aged Care Advocacy	Ph: 1800 700 600
My Aged Care website	Ph: 1800 200 422 Website: www.myagedcare.gov.au
Semra Tirli-Bennett - Facility Manager	Phone: 9309 7562 Fax: 9309 7047 Email: admin@ottomanvillage.com.au
Dr. Bulent Munir – Facility Doctor	Phone: 9302 1566 Fax: 9383 3355
Ramazan Oztas – Board of Management	Ph: 0413 815 345