Lifestyle Village

Lifestyle Village Information Manual

Southern Cross Care (Tasmania) Inc.



Table of Contents

Contact Information 4
About Us 5
Our Mission, Vision and Values 5
Your Home 6
Village Locations 7
Residents' Committees 8
Village Newsletters 8
Village Community Centres 8
General Information 9
Parking 9
Maintenance 9
Periodic Checks 9
Master Keys 10
Emergency Call Systems 10
Library Services 12
Church Services 12
Gardens 12
Meals Service 13
Pets Policy 13
Window Cleaning 13
Pool 14
Visiting Home & Community Services Staff 14
Residential Aged Care Priority 15
Fire Safety 15

You will receive adequate notification of these checks to allow you to be home if this is your preference.

These checks are for your safety and wellbeing and therefore compulsory. If you cannot be present at the scheduled time, it would be appreciated if permission for entry is granted.

Master Keys

The Aged Care Facility on your site has a set of master keys. In an emergency, these can be used to gain access to your villa/ apartment.

The master keys are held in a secure area accessible only to the Manager, Administration and Maintenance Officers during working hours and the Nurse in Charge after-hours.

For villages that are not co-located with a Residential Aged Care Facility, the Manager, Administration and Maintenance Officers have a set of master keys.

In the unlikely event that you lock yourself out of your villa/apartment, these keys can be made available to you to gain access after a suitable identification process has been undertaken.

These keys will never be used to gain access to your home unless in an emergency or with your consent. They are of course vital in a life-threatening situation.

Sandown Village

Village Manager 0487 341 765

Springhaven Lifestyle Village

Village Manager 0487 341 765

Admin 6282 5410

Taroona Villas

Village Manager 0487 341 765

Yaraandoo Villas

Village Manager 0447 326 372

Admin 6344 7911

After-hours Emergency Maintenance

Maintenance

- 0438 009 551

Village Managers

- Paula Bourne 0487 341 765
- Jessica Ponting 0447 326 372

Lifestyle Village

About Us

Our Mission

To demonstrate the love of Christ by providing a range of aged care services which meet the needs of people in our Tasmanian community.

Our Vision

To be recognised as a leading provider of aged care services and an employer of choice in Tasmania.

Our Values

In the Spirit of Christ and in the tradition of the Catholic Faith, we value:

Integrity

- We look for the good in all people and recognise the contribution of individuals as we work together.
- We demonstrate honesty and trustworthiness in all that we do.
- We are conscientious and ethical in our decision-making and take responsibility for our own actions.

Respect

- We believe in the sanctity of life and that each life is unique and has special individual worth and dignity.
- We recognise and respect individuality and diversity. We treat all people with courtesy and respect regardless of gender, ethnic background, religious belief or economic circumstances.
- We manage our resources wisely to minimise the impact on the environment.

Compassion

- We respond willingly and positively to help meet the needs of those around us.
- We promote a sense of belonging and community.
- We demonstrate and foster empathy and sensitivity towards residents, clients, their families, our colleagues and the whole community.

Your Home

Congratulations on the purchase of your new home.

Southern Cross Care (Tasmania) Inc. (SCCT) welcomes you into our community of like-minded people.

At Southern Cross Care, we bond over the love of Tasmania, its pristine beaches and our affinity with nature.

At SCCT, we pride ourselves on providing excellent service to you, our residents. SCCT can assure you we will endeavour to make your stay with us enjoyable, comfortable and safe.

When joining SCCT, you are choosing a team that is committed to and passionate about people and their quality of life.

SCCT is dedicated to creating a friendly village atmosphere. In our villages, you will be surrounded by like-minded people who genuinely love their community and embrace their neighbours.

Shared facilities and activities make it easy to meet new people and you can keep your social calendar as full as you choose.

Each of our vibrant Lifestyle Villages offers its own unique culture. Each village focuses on community and low-maintenance living so you can savour the finer things in life like sharing treasured moments with friends and family.

Each village has a dedicated Village Manager to ensure that our residents are receiving the quality of retirement they desire.

SCCT understands that every resident's dream lifestyle is unique to them and SCCT respects our residents' different interests, religions, beliefs, customs and backgrounds.

With access to our swimming pools and planned events in the common areas, our recreation facilities and services can add value to your retirement when choosing to live in one of our Lifestyle Villages.

SCCT is committed to providing a lifestyle for our residents, and with our integration of services, we are able to provide home care services in your home through private services and various government funding types.

SCCT also offers residential aged care if your goals or needs change. Please approach your Village Manager for information on all the services and activities SCCT can offer.

Please keep this handbook for reference as it has contact numbers for your Village Manager and out-of-hours access for any issue, including maintenance.

Village Locations

Lifestyle Village	Address
Guilford Young Grove	13 St Canice Avenue, Sandy Bay 7005
St Canice	15 St Canice Avenue, Sandy Bay 7005
Sandown	Southerwood Drive, Sandy Bay 7005
Fairway Rise	1 Toogood Drive, Lindisfarne 7015
Springhaven	1 Kirkham Drive, Lindisfarne 7015
AA Lord—Lawrenny Court	131 Hill Street, West Hobart 7000
AA Lord—Hamilton Place	19 Hamilton Street, West Hobart 7000
Taroona Villas	100 Channel Highway, Taroona 7053
Grange Villas	26 Channel Highway, Taroona 7053
Ainslie Village—Launceston	5 Waveney Street, South Launceston 7249
Ainslie Village—Low Head	165-255 Low Head Road, Low Head 7253
Ainslie Westbury	87 Valley Road, Westbury 7303
Glenara Lakes Village	390 Hobart Road, Youngtown 7249
Yaraandoo Villas	27 Wragg Street, Somerset, 7322

Residents' Committees

Many of the Lifestyle Villages have active committees that are run by the residents in each village.

The committees support the residents, organise events and meet regularly for continued improvements and to ensure the village is running smoothly.

The committee works with staff at SCCT to improve communication and add value to our villages.

You may even care to volunteer for the committee once you settle in. It's certainly an excellent way to establish an instant group of new friends.

Your Residents' Committee will also be able to help with many of the local knowledge questions you will no doubt have as you settle into life with SCCT.

Village Newsletters

SCCT strives to maintain communication with our residents.

The newsletter will inform on when scheduled maintenance is being performed, an event is planned, any information sessions or activities that may be offered.

Our Village Managers communicate through a monthly newsletter to ensure you are aware of what is happening in the village.

Village Community Centres

The villages listed below have dedicated rooms or clubhouses or community centres for the enjoyment of residents.

- Sandown Village – Harold Gregg Centre
- Saint Canice Lifestyle Village – Green Room and more in the Heritage Building
- Fairway Rise – The Clubhouse and The Bunker
- AA Lord Homes – Community Centre
- Grange Villas – St Joseph's Community Centre
- Guilford Young Grove - Clubhouse
- Springhaven – The Chalet
- Glenara Lakes - The Homestead
- Ainslie Launceston - Community Centre

General Information

Parking

Resident parking at SCCT Lifestyle Villages can be restricted in some villages; in some cases, there is provision for only one car park per unit unless otherwise arranged and if there is space available. Additionally, an extra space may have a waiting list.

Due to the restricted parking areas and allocated parking spots, it is imperative that parking signage must always be adhered to.

It is the responsibility of the resident to ensure that guests park in appropriate parking places and consider other residents and neighbours.

SCCT management will not tolerate incorrect parking due to the serious safety access risks it poses to our residents, visitors and for emergency vehicles.

Repeated episodes of incorrect parking by residents or their guests will be viewed as a breach of the Village Rules.

Maintenance

Maintenance requests can be made via form, email, or telephone call to your Admin Officer. The Admin Officer will provide full details of the process for each village. These forms are used by SCCT maintenance staff to log any maintenance requests.

Direct contact with SCCT maintenance staff should only be made in an emergency where a safety threat exists or where immediate action could prevent further damage.

In addition, there are after-hours contact numbers for use in an emergency for situations that threaten safety or need urgent attention to prevent further damage.

These emergency numbers are listed at the start of this manual. Please ensure you have easy access to the emergency numbers for your village.

Periodic Checks

To ensure resident safety, all SCCT electrical appliances in communal areas undergo a regular 'Test and Tag' check to ensure they comply with electrical safety standards.

The frequency of this check varies for different items; for most items, it is normally every one or two years.

Please be aware that this test does not include a check on the condition of the appliance, only that it complies with current electrical safety standards. These checks are not required in residents' private villas/units.

In addition, smoke detectors, fire blankets and other fitted equipment, including heat pumps, undergo safety checks on a regular basis to ensure they are in good working order.

You will receive adequate notification of these checks to allow you to be home if this is your preference.

These checks are for your safety and wellbeing and therefore compulsory. If you cannot be present at the scheduled time, it would be appreciated if permission for entry is granted.

Master Keys

The Aged Care Facility on your site has a set of master keys. In an emergency, these can be used to gain access to your villa/apartment.

The master keys are held in a secure area accessible only to the Manager, Administration and Maintenance Officers during working hours and the Nurse in Charge after-hours.

For villages that are not co-located with a Residential Aged Care Facility, the Manager, Administration and Maintenance Officers have a set of master keys.

In the unlikely event that you lock yourself out of your villa/apartment, these keys can be made available to you to gain access after a suitable identification process has been undertaken.

These keys will never be used to gain access to your home unless in an emergency or with your consent. They are of course vital in a life-threatening situation.

To ensure access in an emergency, the installation of security chains or other similar devices that prevent entry is forbidden. Consented entry for maintenance is applicable if you are not home.

Emergency Call Systems

Guilford Young Grove, Sandown and Saint Canice Independent Living Units (ILUs) are fitted with an emergency call system which links directly to the Aged Care Facility on your site.

The SMART LINK Medi-Call unit is linked to the Aged Care Facility through your main telephone connection.

DO NOT UNPLUG THIS UNIT FROM THE GATEWAY MODEM.

In addition, a number of ILUs are equipped with red emergency buttons in the ensuite and bathroom.

Medi-Call units also come with a pendant or wrist band attachment which can be worn in case of need and which operates within approximately 20 metres of the main telephone unit.

The red button on the main Medi-Call unit, the pendant/wrist band and the wall buttons (where fitted) can be pressed in an emergency to obtain assistance. This assistance will be as follows:

During business hours

Upon receiving the alert call, staff on duty at the Aged Care Facility will alert the Village Manager or Admin to contact the resident via phone and provide verbal assistance over the phone.

If the resident has fallen, is injured or requires urgent medical attention, an ambulance (000) will be contacted immediately.

If the resident does not answer the phone, Aged Care Facility staff will attend the unit if they are able to, and if nobody is available, an ambulance (000) will be contacted.

After hours response

Upon receiving the alert call, staff on duty at the Aged Care Facility will contact the resident via phone and provide verbal assistance over the phone.

If the resident has fallen, is injured or requires urgent medical attention, an ambulance (000) will be contacted immediately.

If the resident does not answer the phone, an ambulance (000) will be contacted by the staff in the Aged Care Facility and will provide the ambulance with a key to access the unit if required.

Glenara Lakes, Springhaven, Fairway Rise and Grange Independent Living Units (ILUs) are fitted with a Tunstall Smart Hub Emergen-cy call system which links directly to the Tunstall Customer Care Centre.

The Tunstall Smart Hub alarm unit should be located within two metres of an easily accessible mains power socket and in a place which ensures the unit receives a stable 4G cellular signal (e.g., near a window).

The Tunstall Smart Hub Alarm also comes with a pendant that is wirelessly connected, can be worn around your neck and enables you to generate a call for help from anywhere in your home or garden.

Making an alarm call:

1. You will be connected to the Customer Care Centre via the Smart Hub's powerful loudspeaker and microphone.
2. The trained emergency Customer Care consultant will determine if an ambulance is required and stay on the line until they arrive.
    - If an ambulance is not required, next of kin can also be contacted with your permission.

Library Services

Many SCCT Lifestyle Villages have libraries that operate on an honour system.

To ensure that every resident has equal access, we request that you do not keep a book longer than a fortnight.

If you or anyone you know would like to donate books, SCCT would be grateful to add them to our collections.

Church Services

Regular church services are conducted throughout our various aged care facilities.

If you are interested in attending a service, please contact the Village Manager for a program of services.

Gardens

All SCCT Lifestyle Villages have been designed to have a pleasant ambiance and this is in large part due to the garden surrounds.

These gardens are maintained by a team of contractors servicing all SCCT sites. These gardeners are contracted to maintain the communal garden areas of the Lifestyle Villages.

If you have a private garden attached to your villa or apartment, you, the resident, are responsible for your own garden area.

If you are finding it difficult to maintain your private garden, our Home and Community Services may be able to assist with private or funded services.

Direct contact with SCCT maintenance staff should only be made in an emergency where a safety threat exists or where immediate action could prevent further damage.

Meals Service

While our villas/apartments are independent, we understand that sometimes assistance may be required. At certain villages, there are options to order meals which can be picked up from the kitchen.

Please speak with your Village Manager to see if that option is available to you. There are other options for meals through government funding or purchasing privately.

If you would prefer home-cooked meals, our Home and Community Services staff can organise someone to come and prepare a home-cooked meal for you.

Please see your Village Manager or call our Home and Community Services number for information about what services SCCT can offer.

Pets Policy

Pets provide numerous benefits to residents of a Retirement Village, enhancing quality of life and wellbeing in various ways.

However, pets in the village must be managed in the interest of respecting all residents' lifestyles and in accordance with SCCT Policy, Village By-Laws and local government regulations.

Residents who wish to bring a pet into the village must have approval in writing from SCCT prior to bringing a pet into the village.

Although Guide Dogs, Hearing Dogs and Assistance Animals are permitted, we require you to complete a Pet Application Form.

We may request evidence that the animal com-plies with the definition in the Policy.

Management reserves the right to approve or deny an individual pet ownership request based on factors such as the pet's breed, size, temperament, and the owner's ability to meet the Pet Policy requirements.

The Pet Policy and Approval Application Form can be obtained from the Village Office.

The Policy outlines the responsibilities of pet owners and the guidelines for pet ownership within the SCCT community to create a safe, healthy and harmonious environment for all residents, employees or visitors whether they own pets or not.

Window Cleaning

SCCT arranges for the exterior of your windows to be cleaned at least once per year. Internal window cleaning is the responsibility of the resident.

Please speak with your Village Manager or Home and Community Service staff if you are having difficulty inside your house and wish to have private assistance.

Pool

Our hydrotherapy pools located at Sandown Village Aged Care Facility and Glenara Lakes Aged Care Facility are available for use by all residents from all villages.

Please contact the office prior to your first visit to complete the necessary paperwork and to be presented with the rules regarding the pool's use.

- Pool usage is restricted to SCCT residents and their guests.
- If guests use the pool, the resident must be in attendance.
- **No-one** is allowed to use the pool alone.
- There must always be **at least two** people present, both of whom are able, in an emergency, to provide assistance to the other in case of need.
- No person under the age of 18 years is to use the pool.

A breach of these basic rules or of the Rules of Use will result in withdrawal of this privilege.

Please contact your Admin Officer for the opening times at each pool.

Visiting Home and Community Service Staff

SCCT offers aged care services throughout the community, including independent living, residential aged care, and home and community services.

Home and Community Service staff have experienced Case Managers and Nurses who can assist in providing you with information about home care services and other services that are available in our community.

As a SCCT resident, you can arrange for us to visit you and go through the information together to help you achieve your goals.

This is a free service, and our Case Managers can help you find the service that suits your needs.

Home and Community Services
Tel: 03 6185 0700
Email: hcs@scctas.org.au

Residential Aged Care Priority

All our residents in Independent Living Units have priority access for admission to a suitable residential place within SCCT Residential Aged Care Facilities.

An assessment and approval by the Australian Government Aged Care Assessment Team (ACAT) is essential for entry to a Residential Aged Care Facility.

If residential aged care becomes an appropriate option, our Client Liaison Officer can be contacted through your Village Manager.

Fire Safety

Your Village Manager will explain the fire procedures to you when you join a SCCT village and provide you with a **SCCT Fire Safety Manual.**

Make sure you know

- What to do if a fire occurs
- The location of the Assembly Point

Be aware of the signs of fire

- You can see flames
- You can hear the fire crackling
- You can hear a smoke alarm
- You can see or smell smoke
- You hear another person calling, "Fire!"

If there is a fire/smoke in your unit/villa/apartment

- Do not waste time gathering belongings or getting dressed. Leave the unit.
- Feel the surface of any closed doors you need to pass through to exit the unit/building.
    - If they feel hot to touch do not open the door.
    - Find another exit from the room, like a window.
- If you are not on the ground floor, open the window and yell loudly to get the attention of someone else.
- **Call the Fire Service on 000**
- Raise the alarm in the units closest to your unit including those above and below you.
- Make your way to the Assembly Point and wait there until a Tasmania Fire Service Officer gives you directions.
- **Never re-enter a building before the Fire Service Officer gives the all-clear.**



Southern Cross Care
(Tasmania) Inc.

scctas.org.au