



Lifestyle
Village

Lifestyle Village Information Manual



Southern Cross Care
(Tasmania) Inc.



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Feel **right** at home.

Contact Information

AA Lord Retirement Village

Village Manager 0487 341 765

Maintenance 0408 918 822

Ainslie Village—Launceston

Village Manager 0447 326 372

Admin 6343 0240

Maintenance 0455 722 808

Ainslie Village—Low Head

Village Manager 0447 919 571

Admin 6344 7911

Maintenance 0427 823 438

Ainslie Westbury

Village Manager 0447 326 372

Maintenance 6344 7911

Fairway Rise Lifestyle Village

Village Manager 0487 341 765

Admin 6282 5400

Maintenance 0473 813 296

Glenara Lakes Village

Village Manager 0447 326 372

Admin 6344 7911

Maintenance 0437 826 718

Grange Villas

Village Manager 0487 341 765

Admin 6251 3510

Maintenance 0408 918 822

Guilford Young Grove Village

Village Manager 0447 326 372

Admin 6251 3510

Maintenance 0418 396 496

Saint Canice Village

Village Manager 0447 326 372

Admin 6251 3510

Maintenance 0419 215 857

Sandown Village

Village Manager 0487 341 765

Maintenance 0448 089 711

Springhaven Lifestyle Village

Village Manager 0487 341 765

Admin 6282 5410

Maintenance 0447 146 445

Taroona Villas

Village Manager 0487 341 765

Maintenance 6251 3512

Yaraandoo Villas

Village Manager 0475 298 630

Admin 6344 7911

Maintenance 0456 966 729

After Hours Contacts

Maintenance

0438 009 551

Village Managers

Paula Bourne 0487 341 765

Jenine Van Egdom 0447 326 372

Yolanda Muir (Low Head) 0447 919 571

Charmaine Knight (Yaraandoo) 0475 298 630

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.

Feel **right** at home.

Your Home

Congratulations on the purchase of your new home.

Southern Cross Care (Tasmania) Inc. 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 Southern Cross Care (Tasmania) Inc. we pride ourselves on providing excellent service to you, our residents. Southern Cross Care can assure you that we will endeavour to make your stay with us as enjoyable, comfortable and safe. When joining Southern Cross Care, you are choosing a team that is committed to and passionate about people and their quality of life.

Southern Cross Care 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 is built on a community focus and low maintenance, so you 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. Southern Cross Care understands that every resident's dream lifestyle is unique to them and Southern Cross Care respect our residents different interests, religions, beliefs, customs and backgrounds.

With access to our swimming pools, planned events or leisurely picnics 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. Southern Cross Care is committed to providing a lifestyle for our residents and with our integration of services we are able to provide Home and Community Services in your home through private services and through various government funding types. Southern Cross Care also offers Residential Aged Care if your goals or needs change. Please approach your Village Manager for information on all the services and activities Southern Cross Care 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 Lidisfarne 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 Rd, Westbury 7303
Glenara Lakes Village	390 Hobart Road, Youngtown 7249
Yaraandoo Villas	27 Wragg Street, Somerset, 7322

Feel **right** at home.

Residents' Committees

Many of the Lifestyle Villages have active committees that are run by the residents in each village. The committee is there to support the residents, organise events and meet regularly to improve and ensure the village is running smoothly. The committee works with staff at Southern Cross Care to improve communication and add value to our villages.

You may even care to volunteer for the committee once you settle in. It is 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 Southern Cross Care.

Village Newsletters

Southern Cross Care (Tasmania) Inc. 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 that you are aware of what is 'happening in the village'.

Village Community Centres

The villages listed below have dedicated rooms or club houses 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
- Ainslie Low Head - Bowls Centre

All community centres have a variety of functions on a regular basis. The Village Manager and Residents' Committee members will be able to provide information on upcoming events.

Please note that there is a booking process for the centres. Southern Cross Care requests that you refer to this process when arranging functions and activities. In the event of an emergency all community centres have an Emergency Evacuation Plan. Please familiarise yourself with this plan; be aware of the building exits and the designated Assembly Point (identified by a green sign).

General Information

Parking

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

Due to the restricted parking areas and allocated parking spots, it is imperative that parking signage is to be always adhered to. It is the responsibility of the resident to ensure that guests park in appropriate parking places and consider other residents and neighbours.

Southern Cross Care 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 a 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 the SCC maintenance staff to log any maintenance requests.

Direct contact with Southern Cross Care 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, again, 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 Southern Cross Care 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 1 or 2 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. 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.

Feel **right** at home.

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 which 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 which 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 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 or is injured or requires urgent medical attention, an Ambulance (000) will be contacted immediately. If the resident does not answer the phone the Village Manager or Village Admin will attend to your unit if they are able to. Other staff in the Village may be delegated to attend during business hours 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 or 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 Emergency call system which links directly to Tunstall Customer Care Centre.

The Tunstall Smart Hub alarm unit should be located within 2 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 and 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 Hubs powerful loud speaker 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.

Feel **right** at home.

Library Services

Many of Southern Cross Care 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 for longer than a fortnight. If you or anyone you know would like to donate books Southern Cross Care 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 with the Village Manager for a program of services.

Gardens

All of Southern Cross Care Lifestyle Villages have been designed to have a pleasant ambience and this is in large part due to the garden surrounds. These gardens are maintained by a team of contractors that are spread across all Southern Cross Care 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 Southern Cross Care 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, again, 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.



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 service Southern Cross Care can offer.

Pets Policy

Pets provide numerous benefits to Residents of a Retirement Village, enhancing the 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 Southern Cross Care Policy, Village By-Laws and local government regulations.

Residents who wish to bring a Pet into the Village must have approval in writing from SCCTas prior to bringing a Pet into the Village.

Although Guide Dogs, Hearing Dogs and Assistance Animals are permitted, we require you to complete Pet Application Form. We may request evidence that the animal complies 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 SCCTas community to create a safe, healthy and harmonious environment for all residents, employees or visitors whether they own pets or not.

Window Cleaning

Southern Cross Care arranges to have the exterior of your windows 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 you may wish to have private assistance.

Feel **right** at home.

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 pools use.

- Pool usage is restricted to SCC 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 2** 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 & Community Services Staff

Southern Cross Care (Tasmania) Inc. offers aged care services throughout the community which includes 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 Southern Cross Care resident, we are available to come and visit and go through the information with you to help you achieve your goals. This is a free service where our Case Managers can help you find the service that suits your needs.

Home and Community Services South
Tel: 03 6185 0700

Home and Community Services North
Tel: 03 6351 5151

Home and Community Services North West
Tel: 03 6454 0020

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 Southern Cross Care 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 place. 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 SCC village and provide you with a **SCC Fire Safety Manual**.

Make sure you know

- What to do if a fire occurs, and
- 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".**



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