COOEE LODGE HOSTEL - STANDARD 1

MANAGEMENT SYSTEMS, STAFFING AND ORGANISATIONAL DEVELOPMENT

Objective (to meet outcomes)

1.1 To actively pursue continuous improvement in all aspects of service management and delivery
1.2 To have systems in place to identify and ensure compliance with funded program guidelines, relevant legislation, regulatory requirements and professional standards
1.3 To ensure management and staff have appropriate knowledge and skills to perform their roles effectively
1.4 To ensure complaints and resident feedback is dealt with fairly, promptly, confidentially and without retribution
1.5 To strive to uphold the vision, values, philosophy and objectives of the service and ensure all staff are committed to quality of care for all residents
1.6 To ensure adequate numbers of appropriately skilled and trained staff/volunteers are available for the safe delivery of care and services to service users
1.7 To ensure sufficient stocks of appropriate goods and equipment is available for quality service delivery
1.8 To ensure effective information systems are in place
1.9 To ensure all externally sourced services are provided in a way that meets the needs of the residents and the Hostel

Scope

This policy applies to all staff, residents and their family/representatives

Policy

- Cooee Lodge Hostel will have in place relevant management systems, staffing and organisational development programs to meet the outcomes of Standard 1

- Council will allow residents who are not in a position to pay the assessed accommodation bond at time entry to pay a minimum payment (X%???) and be charged interest on the balance outstanding as follows:

    - The Department of Health and Ageing's set interest rate for outstanding accommodation bonds for a period of eight months and thereafter;

    - Council's investment rate (as advised by the Finance Manager)

Continuous Improvement

- Training Plans for staff will be developed and updated following annual appraisals

- Policies are to be reviewed annually and procedures continually updated as service gaps and improvement opportunities are identified

- The ongoing training of volunteers will be provided through regular on the job training and supervision.

1.2 Regulatory Compliance

- Entry will be based on eligibility criteria and need and will be discrimination free

- Cooee Lodge Hostel is committed to having 28% of residents as supported recipients, in line with legislative requirements

- Cooee Lodge Hostel is certified to charge an accommodation bond – weight score of 90:30.

- Residents will not be disadvantaged if they are unable to pay a bond

- Residents who are able to pay the assessed accommodation bond at time of entry have the option to pay off the charges over a period of 8 months at a set interest rate (see separate Accommodation Bonds and Capital Contributions policy)

- Financial transactions, assessment of bonds and licence agreements will be undertaken and recorded to ensure budget, funding body and regulatory compliance

- Sufficient liquid assets will be maintained to meet retained entry contribution and accommodation bond balances

- Upon residents exiting the facility, accommodation bonds will be repaid within the time periods stipulated by the Aged Care Act 1997

- Privacy and confidentiality of residents' information will be maintained in line with the Privacy and Personal Information Protection Act 1998 (PPIPA)

- Assistance will be obtained via Aged Care Assessment Team to find a suitable placement if any resident chooses to move to another facility or back into the community, providing the required notification is submitted to the facility

- Access to an advocate or advocacy service will be provided if requested by any resident

- Cooee Lodge Hostel will endeavour to have a guardian or administrator appointed by the Guardianship Tribunal if a resident is unable to manage their own affairs (or give consent) or there is no responsible person capable of managing the resident's financial, medical, accommodation or personal affairs. CLH will adopt the least restrictive option of any intervention in a resident's life.

- Australian Standards and Legislative requirements will be met with regard to maintenance and service of all equipment.

- Official vehicles:

    - will bear identification logos
    - will be properly maintained, used to their optimum level and driven in a safe manner
    - will be kept at the workplace overnight unless otherwise authorised by the Manager
    - are not to be used for private purposes
    - will display a current parking authority permit if transporting residents and utilising a disability parking space

- Drivers must hold a current NSW Motor Vehicle Drivers Licence.
  Exception: Drivers holding licences from other states must obtain a NSW licence within three months of appointment.

- Visitors entering Cooee Lodge Hostel must sign the visitors' register at the main entrance. In the event of fire, visitors must follow staff instructions.

- If residents are identified as missing, staff must notify the Department of Health & Ageing, the Police and the SES within 24 hours of the report.

- In accordance with the Aged Care Act, staff who suspect (on reasonable grounds) that a reportable assault has occurred, must report their suspicion to their supervisor within 24 hours.

  Reports must be made by the approved provider or key personnel to both the Police and the Department of Health and Ageing (the Department) within 24 hours of the allegation being made or the approved provider starting to suspect, on reasonable grounds, that a reportable assault may have occurred.

- Cooee Lodge Hostel will accept members of the community on a Respite Care arrangement, provided:

    - that an assessment for respite has been completed by the Aged Care Assessment Team; and
    - that Cooee Lodge Hostel can meet care needs.

1.3 Education and staff development

- Staff attend area meetings with team leaders and management
- Procedures for the majority of tasks are easily accessible to all staff
- Administration staff are provided with information on how to access relevant legislation
- Training Plans for staff will be developed and updated following annual appraisals
- Volunteers will receive induction from Council's Risk Management Officer and then induction and orientation at Cooee Lodge Hostel
- Work experience students will be accepted as a means of supporting professional development and education
- Training will be provided to members of the Management Committee to ensure they are able to perform their role effectively

1.4 Comments and Complaints

- It is recognised that residents (or their family/representative) have the right to lodge a complaint if not satisfied with any aspect of the service they are receiving
- Complaints will be dealt with confidentially, fairly, promptly and without retribution.

1.5 Planning and Leadership

- Cooee Lodge Retirement Village is recognised in the Inclusive Community section of Council's Community Strategic Plan 2020
- Cooee Lodge Hostel has the mission statement "To provide a range of accommodation options, support services and recreational facilities that will enhance the quality of life for the residents at the various levels of need and be an integral part of the community."

1.6 Human Resource Management

- All staff, volunteers and work experience personnel will receive induction from Council's Risk Management Officer and then induction and orientation at Cooee Lodge Hostel.
- All staff and volunteers will abide by Council policies and the procedures listed in the Cooee Lodge Procedures Manual.

1.7 Inventory and Equipment

- All operational equipment must meet Australian Standards and be maintained in accordance with Legislative requirements

- All new equipment is to be included in the Asset Register and reported to the Management Committee

- Donations will be acknowledged by letter and/or certificate

- No name plaques will be displayed on any donated item

- Only heaters approved and provided by Cooee Lodge Hostel are to be used in residents' rooms (and only in the event of air conditioner malfunction).

1.8 Information Systems

- Cooee Lodge Hostel will maintain the necessary personal information relevant to the provision of services, unless otherwise requested by the resident.

- Cooee Lodge Hostel will use a combination of electronic and physical records to store information on residents

- The resident can have access to their file upon request.

- Access to the resident's files by a family member, advocate or friend will only be granted on receipt of written permission from the resident.

- Electronic information from Cooee Lodge Hostel is backed up daily by Council staff. Cooee Lodge Hostel is included in Council's Information Technology disaster recovery plan.

1.9 External Services

- Maintenance to the facility will be arranged through Council's Maintenance team

- Purchasing and procurement will be undertaken in line with Council's Purchasing and Procurement policy

- If unable to provide respite care, the facility will endeavor to assist carers needing a break by providing assistance through Community Aged Care Packages or referral to an appropriate agency.

Relevant Legislation

Aged Care Act 1997
Aged Care Accreditation Standards
Accountability Principles 1998 (as amended)
Privacy and Personal Information Protection Act 1998 (PPIPA)
Records Principle 1997
Guardianship Tribunal

Associated Documents

Cooee Lodge Hostel Procedure Manual
Individual Care Plans
Prudential Compliance
Council's Code of Conduct
Residents surveys
Continuous Improvement Records Log

Responsible Officer: Director Community Development & Services

Date Adopted: 29 March 2012

Resolution Number: 74/12

Review Date: Within 12 months of next general election

COOEE LODGE HOSTEL - STANDARD 2

HEALTH AND PERSONAL CARE

Objective (to meet outcomes)

2.1 To actively pursue and demonstrate continuous improvement in all aspects of service management and delivery
2.2 To have systems in place to identify and ensure compliance with funded program guidelines, relevant legislation, regulatory requirements and professional standards about health and personal care
2.3 To ensure management and staff have appropriate knowledge and skills to perform their roles effectively
2.4 To ensure residents receive appropriate clinical care
2.5 To ensure any specialised nursing care needs of residents are identified and met by appropriately qualified staff
2.6 To ensure residents are referred to appropriate health specialists in accordance with their needs and preferences
2.7 To ensure residents' medication is managed safety and correctly
2.8 To endeavour to keep residents as free as possible from pain
2.9 To maintain the comfort and dignity of terminally ill residents
2.10 To ensure residents receive adequate nourishment and hydration
2.11 To maintain residents' skin integrity consistent with their general health
2.12 To effectively manage continence of residents
2.13 To effectively manage the challenging behaviours of particular residents
2.14 To achieve optimum levels of mobility and dexterity for all residents
2.15 To ensure the oral and dental health of residents is maintained
2.16 To identify and effectively manage any sensory loss for residents
2.17 To achieve natural sleep patterns for residents

Scope

This policy applies to all staff, residents and their family/representatives

Policy

Cooee Lodge Hostel undertakes to deliver quality clinical and personal care to its residents to enable them to optimise their independence and give them the freedom of informed choice to live in comfort with dignity.

2.1 Continuous Improvement

- Training Plans for staff will be developed and updated following annual appraisals

- Policies are to be reviewed annually and procedures continually updated as service gaps and improvement opportunities are identified

- The ongoing training of volunteers will be provided through regular information sessions and on the job supervision/training.

2.2 Regulatory Compliance

- Staff will be vigilant in documenting care provided to residents

- All documentation (evidence of ongoing care and quality of care) will be carried out in line with:

    - the Aged Care Accreditation Standards, and
    - funded program guidelines

2.3 Education and Staff Development

- Staff attend area meetings with team leaders, supervisors and management

- Staff will be appropriately trained to ensure procedures are followed to meet the health and personal care needs of residents.

- Training Plans for staff will be developed and updated following annual appraisals

- Procedures for the majority of tasks are easily accessible to all staff

- Volunteers and Work Experience personnel will receive induction from Council's Risk Management Officer and then induction and orientation at Cooee Lodge Hostel.

2.4 Clinical Care

- Care recipients are encouraged to optimise all self care functions within their condition whether it is medical, social or physical disability.

- Personal Care will be administered in line with procedures outlined in the Cooee Lodge Procedures Manual and individual care plans.

- Staff will adhere to safe workplace practices including (but not limited to):

    - protection of hands by wearing gloves
    - safe handling and disposal of sharps
    - safe manual handling in line with Council policy

2.5 Specialised Nursing Care needs

- Individual Care Plans will take into account any specialised nursing care needs and such needs will be met by appropriately trained staff

- Arrangements will be made for residents to be escorted to medical and allied health appointments by a family member/carer.

2.6 Other Health and Related Services

- Residents are to be referred to appropriate health specialists in accordance with their needs and preferences

2.7 Medication Management

- Where a resident is self-medicating, medications are to be kept in a locked drawer in their room which is not accessible to other residents.

- S4 and S8 medications are stored separately to other medication and are only to be administered by trained staff

- All other medications must be stored in a locked medication trolley (which must be stored in a locked room when not in use)

- Medical practitioners (Doctors) are the only persons who may issue medication orders and write them in the resident's medication chart

- All medication given must be documented in the resident's medication chart and all relevant procures for medication followed

- Coloxyl with senna can be distributed as required to residents without authorisation from the LMO, provided the issue is recorded correctly and distributed by appropriately trained staff.

2.8 Pain Management

- Residents will be individually assessed with contemporary pain strategies to alleviate symptoms

- For residents who are unable to communicate, staff will use the non-verbal system to identify pain intensity

- Residents will be referred to professional services where necessary

- Two doses of panadol can be distributed as required to residents provided the issue is recorded correctly and distributed by appropriately trained staff. Any additional pain management must be authorised by the LMO.

2.9 Palliative Care

- Palliative Care is to be delivered by co-ordinated medical, nursing and allied health services and provided, where possible, in the environment of the person's choice to achieve the best possible quality of life for residents, their families and friends.

2.10 Nutrition and hydration

- Residents will be monitored to ensure they are receiving adequate nourishment and hydration

- Residents' weight will also be charted on a monthly basis so that any concerns can be addressed

2.11 Skin Care

- Residents' skin integrity will be monitored to ensure it is consistent with their general health

- Cooee Lodge Hostel shall adopt practices to minimise the risk of wound infection occurring and maximise natural wound healing

2.12 Continence Management

- Bladder and bowel management plans will be developed for each resident.

- Individual care plans will address specific areas of concern

- Staff will adhere to the safe disposal of body waste procedure

- A high standard of personal hygiene will be maintained for the well-being of the resident and the comfort of other residents.

2.13 Behavioral Management

- Behaviours will be managed using the most effective practice

- Any behaviour intervention will ensure dignity, safety and recognise the individual's needs

- The least restrictive practices will be used when restraint is necessary (and only with the approval of the family/representative/guardian and the LMO)

- Medication will only be used when all interventions are unsuccessful and only as prescribed by a doctor

- Psychotropic medication will only be used when ordered by the LMO and after obtaining the approval of the family/representative/guardian for continued use.

2.14 Mobility, Dexterity and Rehabilitation

- Residents are to be regularly assessed to ensure that optimum levels of mobility and dexterity are achieved

- Staff will implement any rehabilitation programs specified by the LMO or allied health services for individual residents

2.14 Oral and Dental Care

- An assessment of oral and dental health will be undertaken for each resident on admission
- Staff are to undertake teeth cleaning of residents as identified in individual Care Plans
- Residents will be referred to dentists if any concern is identified

2.16 Sensory Loss

- An assessment of sensory functions will be undertaken for each resident on admission
- Residents are to be regularly assessed by allied health specialist
- Individual Care Plans will be reviewed to reflect any changing needs

2.17 Sleep

- An assessment of sleeping pattern will be undertaken for each resident on admission
- Residents are encouraged to achieve natural sleep patterns
- Individual Care Plans will address individual requirements for settling and sleep
- Nightly bed checks are undertaken (unless requested otherwise by individual residents) to monitor sleep patterns
- Medication to promote sleep will only be administered when prescribed by a Doctor

Relevant Legislation

Aged Care Act 1997
Aged Care Accreditation Standards
Privacy and Personal Information Protection Act 1998 (PPIPA)
Quality of Care Principles 1997
Charter of Residents' Rights and Responsibilities (Dept of Health & Ageing)
Work Health Safety Act 2011
Poisons and Therapeutic Goods Act 1966

Associated Documents

Cooee Lodge Hostel Procedure Manual
Individual Care Plans
Guidelines for Medication Management in Residential Aged Care Facilities (issued by Australian Pharmaceutical Advisory Council)
Residents surveys
Continuous Improvement Records Log

Responsible Officer:	Director Community Development & Services
Date Adopted:	29 March 2012
Resolution Number:	74/12
Review Date:	Within 12 months of next general election

COOEE LODGE HOSTEL – STANDARD 3

RESIDENT LIFESTYLE

Objective (to meet outcomes)

3.1 To actively pursue and demonstrate continuous improvement in all aspects of service management and delivery
3.2 To have systems in place to identify and ensure compliance with funded program guidelines, relevant legislation, regulatory requirements and professional standards about resident lifestyle.
3.3 To ensure management and staff have appropriate knowledge and skills to perform their roles effectively
3.4 To ensure each resident receives support in adjusting to life in the new environment and on an ongoing basis
3.5 To ensure the independence of service users is supported, fostered and encouraged
3.6 To ensure each resident's right to privacy and dignity is recognised and respected in all aspects of Hostel life
3.7 To encourage and support residents to participate in a wide range of interest and activities
3.8 To ensure individual interests, customs, beliefs and cultural and ethnical backgrounds of residents are valued and fostered
3.9 To ensure each resident (and/or their representative) participates in decisions about the services the resident receives, and is enabled to exercise choice and control of his or her lifestyle, while not infringing on the rights of other people
3.10 To ensure residents have secure tenure within the Hostel and understand their rights and responsibilities

Scope

This policy applies to all staff and residents and their family/representatives

Policy

Cooee Lodge Hostel undertakes to ensure residents retain their personal, civic, legal and consumer rights, and are assisted to achieve active control of their own lives within the residential care and in the community.

3.1 Continuous Improvement

- Training Plans for staff will be developed and updated following annual appraisals

- Policies are to be reviewed annually and procedures continually updated as service gaps and improvement opportunities are identified

- The ongoing training of volunteers will be provided through regular information sessions and on the job supervision/training

- Residents will be provided with diversional care, appropriate to their individual needs. This will be addressed by:
    - Assessment
    - Observation
    - Surveys
    - Accident/incident reports
    - Continuous consultation between staff and care recipients (and/or their family/representative)
    - Evaluation and feedback to the resident (and/or their family/representative)

3.2 Regulatory Compliance

- Staff will be vigilant in documenting care provided to residents

- All documentation (evidence of ongoing care and quality of care) will be carried out in line with:
    - the Aged Care Accreditation Standards, and
    - funded program guidelines

3.3 Education and Staff Development

- Staff attend area meetings with team leaders, supervisors and management

- Staff will be appropriately trained to ensure procedures are followed to meet the health and personal care needs of residents.

- Training Plans for staff will be developed and updated following annual appraisals

- Procedures for the majority of tasks are easily accessible to all staff

- Volunteers and Work Experience personnel will receive induction from Council's Risk Management Officer and then induction and orientation at Cooee Lodge Hostel.

3.4 Emotional Support

- Residents are encouraged to maintain family relationships.

- Residents have the right for form mutual networks and relationships of their choice.

3.5 Independence

Residents (with their family/representatives) will be encouraged and supported to set goals to be as independent as possible and:

- to maintain their previous lifestyle
- to achieve maximum independence, regardless of any disability
- to maintain family relationships
- to participate in the community at their preferred level
- to take responsibility for their own choices; and
- to maintain their own finances
- to perform self appointed tasks within the Hostel

3.6 Privacy and Dignity

- Each resident has the right in all aspects of their lives to privacy and dignity.

- Cooee Lodge Hosted will encourage the positive portrayal of service users and their carers/representatives, including special needs groups and provide effective, quality services in the least intrusive way.

- All matters pertaining to the residents, volunteers, staff members and the administration of Gilgandra Community Care will be treated as confidential to ensure that the privacy and confidentiality of the individuals and the organisation is maintained.

- Confidentiality is respected in the collection, use and disclosure of personal information.

3.7 Leisure Interests and Activities

- Cooee Lodge Hostel will provide a broad range of diversional therapy activities suitable to the age and capabilities

- Residents will be encouraged to attend and participate in programmed activities

- Residents will be encouraged to participate in leisure and community activities in the community

- Volunteers will be supported in their roles within Cooee Lodge Hostel

3.8 Cultural and Spiritual Life

- Cooee Lodge Hostel will respond in culturally sensitive, appropriate ways to the broad range of issues faced by residents with diverse cultures and backgrounds

- Residents will be supported in their cultural and spiritual life.

3.9 Choice and Decision Making

- Residents will be given access to information to allow informed choices
- The lifestyle choices of residents will be respected
- Cooee Lodge Hostel will respect the choice of advocate of any resident (and/or their family/representative) and will assist with access to an advocate if required.

3.10 Resident Security of Tenure and Responsibilities

- Residents are guaranteed security of tenure upon signing the agreement for admission to Cooee Lodge Hostel, provided they do not pose a risk to staff or other residents
- Assistance will be obtained via Aged Care Assessment Team to find a suitable placement if any resident chooses to move to another facility or back into the community, providing the required notification is submitted to the facility
- Residents must abide by the Department of Health & Ageing Charter of Residents' Rights and Responsibilities, which is displayed in the foyer of the Cooee Lodge Hostel and is also listed in the handbook provided to residents

Relevant Legislation

Aged Care Act 1997
Aged Care Accreditation Standards
Privacy and Personal Information Protection Act 1998 (PPIPA)
Quality of Care Principles 1997
Work Health Safety Act 2011

Associated Documents:

Cooee Lodge Hostel Procedure Manual
Individual Care Plans
Residents surveys
Continuous Improvement Records Log

Responsible Officer:	Director Community Development & Services
Date Adopted:	29 March 2012
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COOEE LODGE – STANDARD 4

PHYSICAL ENVIRONMENT AND SAFE SYSTEMS

Objective (to meet outcomes)

4.1 To actively pursue and demonstrate continuous improvement in all aspects of service management and delivery
4.2 To have systems in place to identify and ensure compliance with funded program guidelines, relevant legislation, regulatory requirements and professional standards about physical environment and safe systems.
4.3 To ensure management and staff have appropriate knowledge and skills to perform their roles effectively.
4.4 To ensure management is actively working to provide a safe and comfortable environment consistent with residents' care needs.
4.5 To actively work to identify and address potential risk in order to ensure the safety of residents, staff and the organisation
4.6 To ensure management and staff are actively working to provide an environment and safe systems of work that minimise fire, security and emergency risks.
4.7 To ensure an effective infection control program.
4.8 To provide hospitality services in such a way as to enhance residents' quality of life and the working environment of staff.

Scope

This policy applies to all staff and residents and their family/representatives

Policy

Cooee Lodge Hostel offers residents a safe and comfortable environment in which to live and undertakes to ensure quality of life and welfare of residents, staff and visitors.

4.1 Continuous Improvement

- Training Plans for staff will be developed and updated following annual appraisals

- Policies are to be reviewed annually and procedures continually updated as service gaps and improvement opportunities are identified

- The ongoing training of volunteers will be provided through regular information sessions and on the job supervision/training.

4.2 Regulatory Compliance

- All kitchen staff will be aware of and comply with the relevant Australian/New Zealand Food Authority Standards 3.2.2 and 3.2.3

- Cooee Lodge Hostel's Food handling licence must be renewed annually

- Staff will be vigilant in monitoring and documenting all requirements associated with:

    - Australian/New Zealand Food Authority Standards 3.2.2 and 3.2.3
    - the Aged Care Accreditation Standards, and
    - funded program guidelines

- Australian Standards and Legislative requirements will be met with regard to maintenance and service of all equipment.

- Official vehicles will display a current parking authority permit when transporting residents and utilising disability parking spaces

4.3 Education and Staff Development

- Staff attend regular staff meetings with their relevant supervisors

- Staff will be appropriately trained to ensure procedures are followed in relation to providing a safe physical environment for residents

- Procedures for the majority of tasks are easily accessible to all staff

- Training Plans for staff will be developed and updated following annual appraisals

- Cooee Lodge Hostel will adopt practices to minimise the risk of inappropriate sexual behaviour occurring

- Staff will be trained in the appropriate process to follow if inappropriate sexual behaviour is displayed

- Staff will be provided with information on how to identify signs of physical, emotional or sexual abuse and must report any reasonable suspicions of abuse to their supervisor

- Volunteers and Work Experience personnel will receive induction from Council's Risk Management Officer and then induction and orientation at Cooee Lodge Hostel.

4.4 Living Environment

- Cooee Lodge Hostel will provide a safe and comfortable environment for all residents, whilst respecting their right to informed choice

- The needs of residents will be respected at all times

- On the occasion of death of a resident, the Australian flag will be flown at half mast from the time of notification of the death for a period of one day in line with Council's Flag policy.

4.5 Occupational Health and Safety

- Cooee Lodge Hostel is committed to a healthy and safe workplace for all

- All staff will abide by Council's relevant OH&S and Risk Management policies

- Cooee Lodge Hostel will provide a standard of care that ensures the best outcome for each resident, whilst respecting the service user's right to informed choice

- Staff will adhere to safe workplace practices including (but not limited to):

    - protection of hands by wearing gloves
    - safe handling and disposal of sharps
    - safe manual handling in line with Council policy

- A Work Health Safety audit of residents' rooms will be undertaken on a bi-monthly basis

- Staff will report any hazards identified or incidents by completing an Incident, Hazard and Injury Register form in line with Council policy and procedures. Any incidents or accidents to Visitors will also need to be reported via this process.

- In the event of staff finding a resident collapsed, injured or deceased, staff will respond with dignity and promptness and follow the relevant procedures in the Cooee Lodge Hostel Procedures Manual in order to minimise the distress that may arise from such an event.

- The interior and enclosed courtyard of Cooee Lodge Hostel is a non smoking environment. Smoking is only allowed in designated outdoor areas.

4.6 Fire, Security and Other Emergencies

- All fire equipment will be inspected by an external agency on a six monthly basis

- Fire drills will be conducted twice per year

- In the event of a fire, staff will evacuate the building in line with Fire Evacuation Procedures (displayed in a red folder in designated areas).

- Strategically located security lighting will be maintained around the exterior of the Cooee Lodge Hostel and include movement sensor lighting in areas of low use

- All exits lights will comply with legislation

- Routine security checks will be undertaken by Cooee Lodge Hostel staff

- Routine external checks will be undertaken by a security contractor and local police

- First Aid Kits will be maintained in the kitchen and staff room at Cooee Lodge Hostel.

4.7 Infection Control

- Staff will adhere to safe workplace practices including (but not limited to):

    - universal infection control measures
    - protection of hands by wearing gloves
    - safe handling and disposal of sharps

- Staff must report any incidents involving any contact with blood and bodily fluid of another person, puncture wounds (particularly needle stick injuries), and all cuts and abrasions to their supervisor and complete an Incident, Hazard and Injury Register form in line with Council policy

- If a resident is suspected of having an infectious disease, a medical diagnosis should be sought immediately and appropriate isolation strategies implemented if deemed necessary

- Staff must notify their supervisor if they have been diagnosed as having a notifiable disease (unless legislation gives the staff member a choice as to whether they wish to notify others, eg. HIV/AIDS)

4.8 Catering, Cleaning and Laundry Services

- All kitchen staff will be aware of and comply with the relevant Australian/New Zealand Food Authority Standards 3.2.2 and 3.2.3

- The Cooee Lodge Hostel kitchen will provide quality meals, catering to the individual needs of the residents of Cooee Lodge Hostel

- Families and friends are welcome to share meals with residents, providing sufficient notice is given to kitchen staff. Guests will be charged a set fee

- Cooee Lodge Hostel will be maintained in a clean, hygienic condition for the comfort, safety and wellbeing of residents, staff and visitors

- All laundering for the residents will be undertaken in a timely and professional manner and, if feasible, clothing items returned to the resident the same day

- Laundering of linen and towels is outsourced to an accredited external agency

Relevant Legislation

Aged Care Act 1997
Aged Care Accreditation Standards
Privacy and Personal Information Protection Act 1998 (PPIPA)
Quality of Care Principles 1997
Charter of Residents' Rights and Responsibilities (Dept of Health & Ageing)
Work Health Safety Act 2011
Poisons and Therapeutic Goods Act 1966
Food Act 2003
Australian/New Zealand Food Authority Standards 3.2.2 and 3.2.3
Fire Safety Regulations

Associated Documents

Cooee Lodge Hostel Procedure Manual
Individual Care Plans
Duty Lists
Residents surveys
Continuous Improvement Records Log
Infection Control procedures
Evacuation Plans

Responsible Officer: Director Community Development & Services

Date Adopted: 29 March 2012

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