



Longridge Aged Care - Independent Living Units. (ILU)

ORIENTATION BOOKLET

Private, peaceful and independent living in beautiful surrounds.



Location

Longridge Units are located at Attiwill St, and Pavy Drive Naracoorte, just across the road from a beautiful natural park.

Life at Longridge

Life at Longridge offers you a comfortable, worry-free lifestyle in beautiful and safe surrounds.

Nestled in your own unit, you can be as social or as private as you want to be. Relax and keep to yourself, enjoy the barbeque areas, revel in the beautiful views from your unit, or join in on one of the many activities and events that the nearby Residential Home provides.

Your Longridge unit is located within a well-established community and network of services and facilities with access to local amenities and attractions.

Many of the heavy chores around your home may become a thing of the past. Lawn mowing is all done for you, as is the external maintenance.

Pricing and payment information

More than 190,000 Australians live in retirement homes and/or independent living homes.

It is important that you feel totally comfortable about this decision. Please contact us to ask any additional questions you may have in relation to moving in to a Longridge Independent Living Unit.

Entry Fee

Longridge is committed to renting the ILU units to those people who are most in need.

There is a Bond fee payable upfront by tenants and lodged by Longridge with the Residential Tenancies.

A price list is available from the ILU coordinator upon inquiry. Rent increases occur each January; you will receive notification within the specified time pending the increase.

The rental and maintenance fees are billed fortnightly in advance.

Maintenance Fee - Included in regular rent

Longridge offers tenants a low maintenance, secure lifestyle with many of the day-to-day chores taken care of by a team of dedicated staff. The maintenance fee payable by tenants covers costs associated with:

- Unit maintenance
- Maintenance and cleaning of common areas
- Gardening expenses for the shared outdoor spaces
- Other expenses associated with village management e.g. pest control, administration cost
- Building insurance (please note - content insurance is the responsibility of the resident)

- Plumbing problems such as Hot Water Service leaks/breakdowns, toilet leaks, sewerage blockages, leaking taps, blocked drains etc.
- Air conditioning faults/breakdowns
- Blinds/sheers/vertical drape malfunction
- Stove problems
- Mowing lawns, doing edges, sweeping paths
- Gardening including pruning
- Cleaning gutters and drains

Longridge has a team of 3 maintenance personnel. This team works together to maintain all of the ILU's as well as the Residential homes grounds.

If you notice a problem that requires attention, please notify the administration staff on **87621340** and they will record the issue in the Maintenance log. The log is checked several times daily and maintenance issues will be scheduled as per priority.

If problems occur After Hours, you are welcome to notify Longridge on **87621340** so that staff can log your request and prioritise the urgency of the issue.

Non-urgent requests will be addressed as time permits and when maintenance staff are next on duty.

If tenants specifically request an after-hours call out for a non-emergency matter, that could be addressed by their care support network, (carers and/or family) the cost of the call out and the maintenance conducted will be invoiced to the tenant.

Ambulance Cover

We encourage ALL tenants to maintain their ambulance cover - at their own cost. If you require transfer to hospital for illness or injury via ambulance to Naracoorte Health Service, the cost is in the vicinity of \$800.00.

Asbestos

The age of Longridge buildings guarantees the presence of asbestos in the buildings. In a well maintained & intact state the asbestos is completely safe. However, should building works or renovations be required this would disturb the integrity of the asbestos product & thus pose a risk to residents/tenants or others.

Longridge has contracted specialist asbestos consultants to review and identify all asbestos in Longridge buildings & this 'register' of risk areas is readily available for all contractors to refer to prior any work/s commencing. This 'register' is updated regularly.

Should you consider any works to be done in your unit please apply to the CEO who will review your plans & determine the risk PRIOR TO ANY WORK COMMENCING.

Authority

Whilst it is not a requirement of entry into the Independent Living Units, but we believe it sound planning for your future that ALL tenants have formalised the authority of family or nominated Next of Kin, who are able to act on your behalf in the event of illness. Putting these formalities into place ensures your wishes will be respected in your ongoing care. We ENCOURAGE all residents have in place the following authorities:

1. Enduring Power of Attorney (*This is ONLY a Financial authority.*) AND
2. Medical Power of Attorney OR
3. Guardianship Orders OR
4. An Advanced Care Directive/Palliative Care directive.

Without such documentation your choices may not be known, nor enacted as per your wishes.

The Board of Governance

Longridge is governed by a Board of 8-10 community members who meet regularly with the CEO. As a governing Board, their role is to oversee and strategically steer the organisation. They are not involved in the day to day management of Longridge and as such all communication should be directed via the CEO who will then communicate your feedback onto the Board.

Board members photos & Board positions are prominently displayed in the foyer and on the Longridge Aged Care website.

The AGM is held annually in October & tenants will be notified of the AGM meeting via the Newsletter and website.

Cleaning

It is an expectation that tenants will maintain units in a clean and tidy state - as they were found on entry to the unit. Cleaning is the responsibility of the 'Owner' or the 'Tenant'.

6 to 12 monthly inspections are conducted of the unit to ensure it is being maintained to a satisfactory level. Should there be issues of concern, the 'Owner' or the 'tenant' will be advised in writing and a plan for

improvement negotiated between management and the resident. Any maintenance issues can be discussed and listed at this time.

Complaints Process

Longridge has a formal complaints process. We welcome constructive feedback and are happy to work with tenants, family or friends if there is an area of concern. Feel free to make an appointment with the CEO or Finance Director to discuss your concerns. If you prefer a written format: Complaints forms are prominently displayed in the entrance foyer and may be completed and left in the complaints box as displayed.

A laminated 'Complaints Flow Chart' is posted on the **inside of each** resident's door.

Refer to the Complaints Process in its entirety as noted in your Longridge ILU Agreement.

Correspondence ongoing

ILU Resident's Satisfaction Survey - Tenants are surveyed privately (by a Board member) approximately every two years with a range of simple questions about how our facilities & services meet their needs. This is also an excellent opportunity for the Board members to learn more about the needs and expectations of residents.

We appreciate your feedback as you provide us with valuable ideas for improvement in the future.

Or it may be the ideal time to share your appreciation or thanks for the 'job well done' by Longridge staff!

Decorating Units

We encourage tenants to supply personal items to ensure their unit feels like home. Noting the risk of disturbance to asbestos when hammering hooks in walls, it would be advisable to arrange assistance with Maintenance staff to hang pictures or install shelving, etc. (Contact Administration to book: 8762 1340) **Note some of these services are supplied at a fee. Please discuss with Administration at the time of booking.**

Donations & gifts

It is the policy of Longridge that staff are unable to accept any personal gifts of money or possessions. Donations may be made formally to the staff 'kitty' via management - with a receipt of the transaction provided.

Entry Evaluation

Usually posted within 12 weeks of entry, this very short quiz just asks for some constructive feedback about how the entry process to Longridge worked for you &/or your family member.

Family/Next of Kin updates

Whilst we are very mindful of all tenant's right to privacy, we request when residents come to live at Longridge they provide us with some basic details of their Next of Kin, Power of Attorney, etc. It is then the obligation of the tenant & or family &/or carers to notify Longridge of any change in details. (e.g. phone numbers, email addresses, postal address, etc.) *This ensures should any circumstances occur that require us to notify your Next of Kin, etc we can do this on your behalf.*

Financial matters (fees, direct debit, subsidy increases etc!)

Tenants &/or their family/carer are required to make an appointment with the Financial Director prior to entry. The Finance Director will finalise arrangements for all care fees/charges to be paid via direct debit.

Any increases in fees as set by the Board will only be implemented following a letter from Longridge. Fees & charges cover costs of all unit grounds maintenance, internal maintenance, Council Rates, water rates, sewerage rates & TV Antenna. *(Personal use services such as electricity, phone, personal contents insurance, Pay TV, etc are born by the tenant)* All fees & charges are reviewed and set by the Board annually - and if any changes are made, they occur in the New Year.

Fire and Evacuation Procedures

Refer to the laminated plans as posted in your unit.

The Maintenance Manager will visit the units at least 6 monthly assessing the currency of these plans. You will be alerted to any changes as required.

ALL units are fitted with 'hard wired' smoke detectors as an early warning system for tenants. These detectors have a battery 'back up' so operation is maintained even in power failures. The Maintenance Dept checks these detectors at least 6 monthly.

All units are fitted with fire blankets in the kitchen area. Residents will be instructed on the use of the blanket at entry or annually thereafter during the annual inspection by the Maintenance Manager. In the event of a fire in the unit, tenants are asked to use the fire blanket to smother the fire. If tenants are not confident to fight the fire by these means they are

requested to leave the unit immediately, shut their unit door, go to a neighbour to call 000 & then evacuate to a safe area by the curb so the CFS can locate the unit in trouble. (Residents are NOT TO RE-ENTER THEIR UNIT.)

Extreme Heat Weather

On days of EXTREME (“catastrophic”) fire danger tenants are encouraged to plan with their family/caregiver what action they will take in the event of a fire emergency. Hostel carers or Administration staff will **not** be responsible for the evacuation of tenants from their Independent Living Units in the event of an emergency occurring. IF tenants do not have a family member or carer responsible for checking their safety & wellbeing on these extreme days, Longridge requests ILU tenants pre plan to spend the day in the hostel should the need arise.

(Refer to laminated Fire Plan instructions.)

The hostel is cool and staff will be happy to ensure your comfort inside the complex with meals & drinks. These tenants will then be the responsibility of Longridge hostel staff to care for in the event of an emergency developing & evacuation if required.

Furniture

Carpet, Built in Robes, Sheer curtains, Blinds, Heating and Cooling are supplied by Longridge at entry. All other furnishings are supplied by the tenant.

*If tenants require changes to these basic unit amenities (i.e. carpet, robes, curtains, etc) a **written** request must be forwarded to management stating the extent of the proposed changes. Approval from management must be gained PRIOR TO the commencement of any works. Longridge will not be liable for the cost of changes if the existing amenities are deemed to be appropriate. (Please refer to your ILU Agreement for ongoing clarification.)*

Gardens

Longridge continues to strive to develop a consistent and water wise plan for all the grounds & gardens. Tenants will continue to be welcomed to maintain their small garden beds near their unit; weeding and watering being most appreciated. If tenants wish to add plants to these beds we would request they consult with Maintenance Department (Dino, Ben & Wayne) to ensure their choice meets our watering & garden maintenance limitations.

If tenants wish to extend or make significant changes to their garden areas a written request must be forwarded to management for approval PRIOR

TO THE COMMENCEMENT OF ANY WORKS. Formal approval of the proposed project must be gained from management to ensure it is aligned to the Longridge landscaping theme, water requirements & maintenance programs.

All garden beds are watered from the Longridge water supply bore. Plants are not to be watered from the unit internal water supply as this is softened water.

Should tenants take a holiday or be absent from their unit Longridge requests they advise administration. Maintenance staff can watch over a garden for a few days (watering pots, etc) but any absence greater than 3 days the tenant should make private alternate arrangements to maintain their garden/pots.

Common Garden Area Facilities

The Independent Living Unit BBQ Pavilions/Pergolas situated in the grounds are available for use by tenants and their guests. The facilities are to be left clean at the end of use.

Grounds Irrigation Malfunctions

All the Longridge grounds and lawn areas are watered from the Longridge bore.

These 'stations' on the watering system are activated 2 Days/week across the grounds. Each station usually pumps for a 40-minute cycle. On occasions, the watering equipment may have been unexpectedly damaged and you may notice the water spurting up in the air or somewhere out of the ordinary! Please be assured this will only happen for the 40 minutes and the situation is not an emergency. We would appreciate if you notified the Longridge Administration 8762 1340 for staff to log the error so the maintenance team can mend the sprinkler when they next work. We appreciate your notification.

Heating/Cooling

Longridge provides heating/cooling air conditioners in all units. These units are the property of Longridge and will be maintained by our contract service provider. The cost of running the systems (electricity) is the responsibility of the tenant. Any problems with the systems are to be reported via the Maintenance log at Administration.

Air-conditioning filters will be cleaned every 6 months by the Longridge Maintenance Program. More frequent cleaning is the responsibility of the tenant/owner.

Insurance

We encourage all residents to maintain their household contents insurance (at their own cost) to protect their furnishings and personal items.

Key-Hides

Key Hides will **not** be supplied outside each unit. If residents or their families want a key hide it is their responsibility to purchase, have installed and maintain the key-hide and advise care providers & SA Ambulance Service of the code.

When vacating the unit, it is the resident's/family's responsibility to remove the key-hide.

Maintenance

The maintenance team work together to maintain the entire hostel, all grounds and 49 independent living units.

Maintenance includes the following tasks:

- Plumbing problems such as Hot Water Service leaks / breakdowns, toilet leaks, sewerage blockages, leaking taps, blocked drains, etc.
- Air conditioning faults / breakdowns
- Replacement Light globes blown (*globes can be supplied for a fee*)
- Blind / vertical drape malfunctions
- Stove problems
- Mowing lawns, doing edges, sweeping paths, etc
- Gardening (including pruning)
- Cleaning gutters / drains

It's quite a challenge to keep up with! If you notice a problem that requires attention please notify the Administration staff on 8762 1340 & they will record the issue in the Maintenance Log. The log is checked several times daily & maintenance issues will be scheduled.

If problems occur After Hours you are welcome to notify Longridge (8762 1340) so that staff can 'log' your request & prioritize **the urgency** of the issue.

Non-urgent requests will be addressed as time permits when maintenance staff are next on duty.

If residents specifically request an after-hours call out for a nonemergency matter, that could be addressed by their care support network (carers or family) the cost of the call out fees & repairs will be invoiced to the tenant.

Laminated 'Trouble Shooting Sheets' for basic problems are supplied to ILU residents & their families for reference after hours.

IT IS NOT PERMISSABLE FOR RESIDENTS TO MAKE DIRECT CONTACT WITH MAINTENANCE STAFF AFTER HOURS BY PHONE.

NOTE: Longridge will not accept the cost of any arrangements made between residents and a Commercial Repairer if prior arrangement has not been approved by Longridge management.

Maintenance 'Fee for Service'

Along with maintenance fees there are 'fee for service' arrangements. Fee for Service work includes the following:

Service	Fee / Flat Rate OR \$ Fee / hr
• Cobwebbing	• \$10 / unit (G.S.T Inclusive)
• Additional installation of shelves, etc	• \$50 / hr. (G.S.T Inclusive) per tradesman.
• Installation of clothes dryer on the wall	• \$50 / hr (G.S.T Inclusive) per tradesman.
• Rearranging furniture in unit minimum	• \$15 call out larger jobs \$ 50/ hr (G.S.T Inclusive) per tradesman.

Please negotiate with Administration to clarify costs prior to these additional service requests.

Meals

The Longridge hostel caters for 52 residents and many staff and visitors. All meals are cooked fresh each day on site and we pride ourselves on the quality of the food services we provide. Longridge is now offering a limited number of ILU residents (up to 12) the lunch meal daily, if you have a friend or relative residing in the hostel & with whom you wish to dine you are welcome to join them. Meals cost \$12.50/head and are booked by contacting Longridge Administration on 8762 1340 before 10am on that day.



Newsletters

Informative newsletters are produced quarterly. These are delivered to the Units. Due to the high cost of postage (and slow delivery times) email is our preferred method of communication for families or friends. We have an extensive email list & are happy to send all information/newsletters to family or friends if an email address is supplied. Newsletters are also available on our website.

Office Hours

The office is open between 9.00 am – 5.00pm on business days. It is closed on public holidays & weekends. After hour calls will be billed to the tenant.

Management

Longridge is managed by a team of very experienced leaders. Some have been in leadership for over 30 years.

CEO	Mary-Ann Koerner
Clinical Nurse Manager (CNM)	Emmanuel Geri – he prefers to be called “Manny”
Finance Director	Robyn Mencil
Administration Manager	Bec Greening
Residential Services Manager	Deidre Williams

Department Leads

People and Culture Lead - formerly Human Resources	Alicia Nikkerud
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Grounds and Maintenance Lead & Fire Safety	Dino Bueti
Wellbeing Coordinator	Claire Colliver

Pets

Longridge does permit the residency of 1 small pet. No pet can be accommodated without the ***prior approval of Longridge.***

It is an expectation that the pet will not cause noise that imposes on the quiet comfort of their neighbours. Should the animal persist with barking, yapping, etc. the resident will be asked to find alternate accommodation for the pet.

Should the pet cause any damage or soiling to the unit it is an expectation that the cost of reinstatement of the unit to a 'pre-pet contaminated state' will be borne by the tenants.

New rental agreements (as of 1/2/19) will now incur an increased rate of rent in anticipation of the potential damage an animal may impose on the unit and facilities. They will not incur the fee for re-instatement as for existing tenants.

Phone Systems

All tenants are welcome to have a phone installed in their own unit, at their own cost. The NBN has complicated installation somewhat so please discuss with Administration staff to ensure your communication with the telecommunication provider defines your request without confusion. Simple mobile phones are an excellent choice!

Priority of Care

Many people move from their homes to the Independent Living Units as a first step in the ageing care process. We are very supportive that residents want to remain in their own units for as long as possible - and Longridge is working to ensure the facilities we provide support such choices. However, in the event that you can no longer be safely cared for in your own home you may need to consider moving into the hostel setting. As Longridge tenants there is an expectation of priority placement - and to some extent this is true. ALL people entering hostel care are required to be assessed by ACAT. Accessing this assessment can be booked through the My Aged Care website or phoning 1800 200 422 and requesting an assessment. The My Aged care site is a complex Government department so please expect delays and a phone queue. Encourage your next of kin or primary carer to be with you when making this call.

After completing that assessment, we can then plan for the resident's placement as soon as a vacancy is available. Waiting times for hostel placement vary - but placement within 6 months is usual.

Residents "Charter of Rights"

Longridge values the resident's charter (as displayed in the foyer and noted in detail in the Longridge Guide) & adheres to all the principles of respect, duty of care, and choice and decision making in all its policies & procedures.

Tenants' Meetings

Longridge management previously hosted ILU tenants to 'drop in' for a meeting every 4 months or so. Meetings are informal and held in the afternoon at the request of tenants. All tenants are welcome & a sumptuous afternoon tea is always provided to end the meeting with time to chat to management or fellow tenants. In accordance with the Retirement Village Act all tenants (attending or not attending) will receive a copy of the minutes of the meeting within 7 days of the meeting. Unfortunately, with the emergence of COVID-19 these meetings have been suspended. We look forward to re-commencing these meetings when it is safe to do so.

Security of Tenure

As per the Aged Care Act all tenants entering residence have the right to security of their own Unit. Tenants cannot be relocated to another unit or flat without prior consultation & agreement with them and/or their advocate. Even extended periods of holidays or hospitalisation do not affect this right to security of tenure.

Smoking Policy

We understand it is the right of all residents to smoke but we want to remind residents that it is **the organisations policy that residents ONLY smoke outside their units.** Smoking inside the unit causes paint & odour damage and can result in the adjoining unit enduring smoke contamination in their units. We encourage all residents to respect this policy.

Should a resident choose to ignore this policy a cleaning/painting penalty will be incurred on vacating the unit to meet the costs of reinstatement to a *pre-smoke contaminated state*.

Should the resident be a smoker the rental agreements (as of 1/2/19) will incur an increased rate of rent in anticipation of the potential damage their smoking would impose on the unit and facilities.

Social Activities

All unit tenants are welcome to attend activities in the Rec Room or Great Hall area of the hostel as organised by the ILU social group. Longridge is happy to provide the Rec Room as a venue – air conditioned and with an extensive PA & wide screen TV facility the venue offers residents a comfortable spot!

The Wellbeing Co-ordinator is the organiser & flyers will be circulated periodically alerting residents to upcoming events.

Spring Cleaning & Window Cleaning

Extra cleaning services are available for a fee for Independent Living Unit Residents. The requirements and costs are negotiated with the Resident Services Manager. (Please call 8762 1340).

Unit Security

ALL units have locked security screen doors & doors. It is the responsibility of the tenant to ensure the security of the property. In the event the ILU resident locks themselves out of their unit please notify the hostel staff (8762 1340) to provide you with a master key to gain access. The Master Key must then be returned IMMEDIATELY to Longridge. (Some units have a 'key hide' near their front door: securely hiding a key & only accessed if the correct code is logged into the keypad. If you have one of these installed please check with Admin re the code.) It has been an ongoing problem over many years that the village has been the target of episodes of vandalism on occasions. We therefore encourage all residents to maintain their own safety by securing doors at all times. If you should identify any persons loitering about the grounds for no obvious reason please notify the police on 131 444 or 8762 0466.

We also appreciate residents notifying management of such episodes so that we can negotiate with the local police on your behalf.

Unit Inspections

As per WHS and Fire Safety guidelines all units will be formally inspected by the Maintenance Manager (Dino Bueti) at least 6 monthly. Maintenance & safety will be reviewed and the information gained used to develop the ongoing maintenance plan for the coming year.

Obviously, safety & risk will have priority but all units requiring work will be identified & the tenant notified formally of the works to be undertaken.

Residents will be advised when inspections will be conducted.



As stated under 'Cleaning' tenants will be inspected re the general state of cleanliness and upkeep six monthly. Should the unit be in a state of poor hygiene or damage evident from smoking or animals the resident will be advised in writing with an action plan for attention.

Vacating Units

When a resident is planning to vacate Longridge, they should advise Longridge in writing at least 14 days prior to the vacating date.

Contact your electricity provider and instruct them to **DO A FINAL READING** of your meter (don't ask them to disconnect, just a final reading is required) and advise them of the date of your departure.

You will need to supply the forwarding address. If you are moving into the Longridge Hostel, the address should be a family member who is able to take responsibility for your accounts.

When leaving, the tenant/family are requested to vacate the Unit: removing all their furniture & belongings. The unit is to be left in a clean & tidy condition (including cleaning the stove, shampooing of carpets and cleaning of windows, drawers and cupboards.) If the unit is not left to a satisfactory level of cleanliness a cleaning fee will be imposed on the vacating tenant.

The Unit may require maintenance (painting, refurbishment) so the unit will then undergo further cleaning by Longridge staff prior to the next tenant. The Rental/Maintenance fee will continue to be charged until the Unit is fully vacant and keys have been returned to Longridge.

Valuables

All valuables kept in resident's possession are held at their own risk. The organisation accepts no responsibility for any loss that may occur.

'Vital Call' or 'Care Alert'

Many members of the community require a system of alert to notify family if they need emergency assistance. Vital Call & Care Alert is used by many residents; please contact Community Health for more details.

Waste Collection Bins (Thursdays)

As you are aware we try and share the bins between residents to minimise costs and the effort of putting bins in and out. Bins are collected each Thurs - **please ensure bins are ready for collection Weds evening.**

Water Softeners

All units have softened water. Longridge supplies all the salt & maintains the systems. We request tenants do NOT use softened water on their garden beds or pot plants.

Washing

Tenants may access laundry services through the hostel facility. This service is at a cost and arrangements will be negotiated with the Ancillary Manager.



www.longridge.org.au