

*E*mployee Induction Handbook

Our Mission

“ To provide a high standard of care, a strong sense of community and the highest possible quality of life for the frail and aged of the Murray District.

Bedingfeld Park is pledged to providing a secure, stimulating and affordable environment for its residents.”

Please keep this handbook for future reference

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Remember:

“Residents don’t live in our workplace;
We work in their home.”

Welcome to Bedingfeld Lodge.

Thank you for choosing to work at Bedingfeld Lodge.

Our organisation is firmly committed to ensuring that the needs of the resident are met. Partnerships are key to how we work, not only with external agencies but working together in partnership with our staff.

Our two most valuable assets in achieving this are our people and their knowledge/experience. We have a strong emphasis on team working.

However, partnership is not only about sharing information with colleagues, or about “getting the job done”. It is about learning different approaches and understanding the needs of others around us.

We can all benefit from new ideas and improving the place in which we work as we move forward. Working together with shared goals, and respect for others are all part of the commitment we anticipate from all staff.

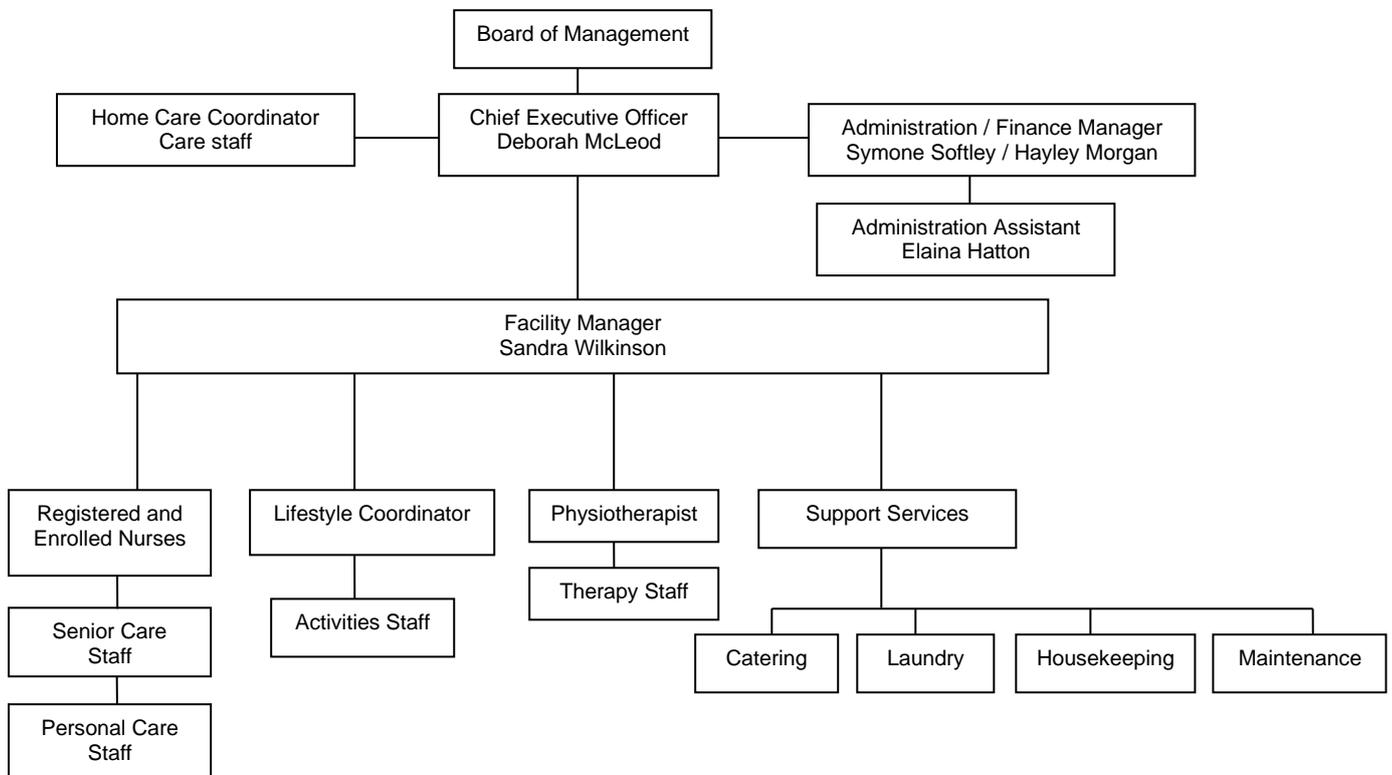
This manual has been compiled to assist you to become familiar with Bedingfeld Lodge. Further information can also be gained from reading our *Policies and Procedures Manual*, attending regular training sessions and reading the communication books.

We are entering into an exciting stage of development with planning well underway for a dementia specific unit to be built onto this facility within the next year or so. I look forward to bringing you regular updates at our staff meetings.

May your employment at Bedingfeld Lodge be long, mutually rewarding and enjoyable.

Deborah McLeod
Chief Executive Officer

Organisation Chart



Starting a new job or joining a new organisation can be a challenging time. This Induction Handbook is designed to help you through your first few days and provide you with some information you may not necessarily require immediately, but information you can use as and when you need it!

It has been designed for your use - whether you want to use it today, next week or next year, the choice is yours.

How to use it

1. Firstly, don't try to read all the information in one go. And certainly don't try to memorise it. If any sections are immediately relevant to you, work your way through them first.
2. Some areas will be covered at the Induction program; however, you can also use this workbook as a personal learning pack which can be used throughout your employment with Bedingfeld Park.
3. This is a pack which encourages you to "write all over me please"

➤ Accreditation

Accreditation is an internationally recognised evaluation process used in Australia by the Aged Care Quality and Safety Commission to assess the quality of care and services provided in Residential Aged Care Facilities such as Bedingfeld Lodge.

➤ Introduction

This involves periodic full audits, as well as unannounced visits to monitor continuing compliance with standards.

Assessors review documented procedures, observe the practices at the home, and they look at resident records and other documents held by the home such as staff rosters, incident reports, care plans and complaints registers. They also talk with residents to get their feedback about their satisfaction with the care and services being provided by the home. Evidence of how a home is performing against the Accreditation Standards is based on a number of sources and corroborated, with the focus being on outcomes for residents.

Accreditation is provided for a maximum period of three years.

➤ Personal Presentation standards

The wearing of a uniform creates a feeling of staff who take pride in their appearance and workplace and also reduces the risk of injury to staff and residents. The following guide must be adhered to whilst at work.

➤ Uniform

Permanent staff are provided with two shirts which remain the property of Bedingfeld and must be worn at all times when on duty. These should be matched with black or blue skirts or trousers. Jeans, cargo pants, track pants and short shorts are not suitable attire. Your uniform should be clean and neatly ironed.

➤ Name Badge

You will be issued with a name badge by reception and are required to wear it whilst on duty. Should you lose your badge or it becomes messy please request a new badge.

➤ Hair

Must be neat and clean at all times. Long hair should be tied up and once secured should be above the collar. If working in the kitchen, a hair net/hat is to be worn by all staff members. Hair accessories should match with the uniform provided.

➤ Footwear

Footwear worn by staff whilst on duty must be of sound construction. Shoes should have rubber, flat soles and be closed in to cover the toes and support the side of the feet. This is to comply with Worksafe and Occupational Safety and Health (OSH) regulations.

Sneakers must be navy blue or black, clean and in good order. Registered Nurses are to wear white, navy blue or black. Overshoes are available to cover shoes when showering residents.

➤ **Make up**

If you choose to wear makeup; it should be used to enhance your features. Light, subtle tones - neutral, earthy colours are to be used.

➤ **Jewellery**

Acceptable jewellery that may be worn is a band ring, ear studs (food handling staff must wear sleepers) and fob watches. Wrist watches may be worn but must be removed when attending to residents.

➤ **Facial Hair**

Employees are required to shave prior to commencing work. Existing beards and moustaches should be neat and trimmed.

➤ **Nails**

Nails shall be short (ie nail tips less than 3mm long), neatly trimmed and clean. Nail polish shall be in neutral tones and not chipped. Nail varnish shall not be worn by food handling staff. Acrylic nails must not be worn by staff providing direct resident care.

➤ **Mobile Phones**

Mobile phones shall not be carried on your person during duty time. Phones may be accessed only during official break times.

Your Employment

➤ **Absences**

If you are unable to attend work for any reason employees are required to ring the Facility and speak to the supervisor on duty as early as they can before the rostered shift commences. This is to enable a replacement staff member to be arranged. Medical certificates are required for all absences unless otherwise discussed with the Facility Manager or Chief Executive Officer.

Wherever possible you should make dental, medical, business or other appointments outside your normal working hours.

It is essential that you are ready to commence work at your normal commencement time as other employees and the residents depend upon you and your contribution.

➤ **Leave**

1. **Public Holidays** — All employees who are required to work on public holidays shall receive loadings additional to ordinary rates of pay based on the relevant Employee's Agreement.
2. **Compassionate Leave** — Employees may apply for compassionate leave. All applications for Compassionate Leave must be approved by the Facility Manager and supporting evidence may be required in some cases.

3. Accrued Days Off — Employees who work a minimum of 20 hours per week are able to elect to accrue ADO's. All ADO's must be taken at a time agreed between employer and employee. ADO's accrue at the rate of 3 minutes for every hour worked. The salary paid per hour will be amended accordingly.
4. Leave Without Pay — Leave without pay is only available by approval of Company Directors for extenuating circumstances. Requests must be made in writing outlining the circumstances of the requested period of unpaid leave and will only be considered in circumstance when no Annual Leave accruals is accessible.
5. Parental Leave Employees including casual employees are entitled to a period of leave for parental responsibilities in conjunction with the clauses outlined in the relevant Employees' Agreement and in accordance with The National Employment Standards.
6. Holidays can be taken by staff once they have successfully completed a (3) month probation period. Leave request forms are kept in the pull out drawer in the Nurses Station. Completed forms are to be forwarded to the Facility Manager for approval and inclusion in the roster system. One month's notice is required unless by prior
7. Approved leave forms are pinned to the notice board in the Nurses' Station.
8. Employees are represented under an Employee's Agreement. Coverage by an Agreement is dependent on individual employment positions and is outlined on employment contracts, It is each employee's responsibility to have knowledge of the Agreement that is relative to his / her employment, particularly the main provisions.

➤ **Changing Pay Details**

Please advise the Administration section via email to accounts@bedingfeld.com or in writing should you wish to change any pay details such as changing or closing your bank account, address or contact details. Please ensure you notify prior to the date you wish for the change to be effective by.

➤ **Employment Packs**

Once employed, you will be provided with an 'employment pack'. This contains all the forms that need to be completed and returned to administration as soon as possible to enable you to be put into the payroll system.

These include:

- Tax file number declaration
- Application for employment
- Confidentiality policy
- Payroll information
- Uniform supply
- Superannuation application

➤ **Meal and Rest Breaks**

Employees are entitled to a 30 minute meal break if the shift is for 5 hours or more duration. This break is to be taken at the direction of the supervisor. Morning or afternoon tea breaks are of 20 minutes duration.

➤ **Personal Information**

Should any personal contact information or your circumstances change, make sure that you advise the administration section as soon as possible. This includes:

- Address
- Telephone numbers
- Emergency contact
- Taxation details
- Superannuation

➤ **Police Clearance**

All staff working within any residential care facility are required to provide an original, valid, current (not more than 3 years old) Police Clearance prior to their employment commencing. A new Police Clearance is required prior to the old one expiring to enable continued employment. Police Clearances are to be provided at the employee's expense but can be claimed as a taxation deduction. Forms can be obtained and processed at any Australia Post outlet.

➤ **Rate of pay**

Rates of pay are determined by *the Modern award and signed agreement*. Queries regarding your rate of pay should be referred to the Administration section.

➤ **Roster**

A roster is prepared in advance that indicates the required working hours and shifts per pay period. The roster is contained in the Roster File and is located in the Nurses' Station. Requests for time off should be made in advance and directed to the Facility Manager for consideration. A roster request book is available in the Nurses' Station.

Staff must not make changes to the roster. These requests should be directed to the Facility Manager or through the Supervisor.

Urgent requests should be directed to the Chief Executive Officer.

➤ **Start and Finish Times**

To be fair to our fellow workers it is important that staff are punctual and commence work at the rostered time. This includes going to and returning from rest and meal breaks. Staff are employed to work their rostered hours and must only leave work earlier with the knowledge and agreement of senior staff.

➤ **Salary Packaging**

Bedingfeld is a Public Benevolent Institution and can offer staff a fringe benefit – salary packaging. This is offered through an external agency 'Access Pay'.

You are eligible to apply for salary packaging after your three month probation period is successfully completed. Speak with Administration who will provide you with all the information you will need.

➤ **Superannuation**

Bedingfeld pays into the superannuation fund selected by each employee. The amount paid into this fund is guided by the superannuation guarantee legislation. Take an active interest in what is happening with the money in the fund.

➤ **COVID Vaccination.**

Mandatory COVID-19 vaccination applies to full time, part-time and casual residential aged care workers, volunteers engaged by a facility, and students on placement.

➤ **Influenza vaccine**

From 1 June to 30 September 2021 staff should not enter an aged care facility if they have not received a dose of the 2021 influenza vaccine, unless they meet the criteria under the exceptional and special circumstances.

This includes, but is not limited to nurses, kitchen, administration, cleaning staff, transport crews as well as any visiting volunteers or agency staff.

➤ **Time Sheets and the Pay Cycle**

The pay cycle is fortnightly. The pay cycle runs from Wednesday to Tuesday over a 2 week period and pays are processed on Wednesdays fortnightly. In order to be paid promptly and accurately, time sheets must be filled in on the day that each shift is worked.

Time sheets can be found in the administration section corridor. Queries should be directed to Administration.

Pays will automatically be deposited electronically into the bank account you have nominated. Depending on which bank you use, some people may be able to access their pay on Wednesday because this is the day the payroll is actually processed.

Taxation payments are automatically deducted from your pay. Superannuation payments are paid into your nominated fund.

Training and development.

➤ **Education Sessions**

Education sessions are held on a regular basis to assist staff in gaining and maintaining knowledge and skills to assist them to perform their duties.

Sessions are advertised on the staff noticeboard in the staffroom. Please discuss with the Facility Manager or supervisor should you wish to attend.

➤ **External Training**

Training opportunities are advertised via the staff notice board located in the staff room. If you are interested in attending external training, discuss your training request with either the Facility Manager or CEO. Bedingfeld encourages staff to further their education.

➤ **Mandatory Training**

Every year staff are required to attend mandatory training sessions. These training courses are essential to enable staff to maintain and improve their knowledge and skills in areas such as:

- Fire and other emergencies training
- Chemical Training
- Infection Control
- Manual handling
- Mandatory reporting

This training is scheduled in advance with at least 2 sessions being held to enable all staff to attend.

If attending scheduled mandatory training when not rostered to work, then staff will be paid to attend and should claim for the time on their time sheet.

Check the staff notice boards in the staff room on a regular basis find out what training is scheduled.

➤ **Training Resource File**

Located in the Nurses' Station, this File contains relevant reading material about a range of issues affecting life in a residential facility. Staff are encouraged to take time during their breaks to read the material.

➤ **Training Buddy**

During the induction and orientation phase of employment, new staff are provided with a 'training buddy'. This buddy has been assigned to support and assist new staff members to settle into the job.

The first two shifts will be rostered as orientation shifts.

You will be required to complete and return the Buddy Shift Checklist. Hand these to the Facility Manager.

➤ **Drug and alcohol policy.**

Any staff member who arrives at work perceived to be impaired by either alcohol or drugs will be sent home and you will not be paid for that shift. This will also result in disciplinary action which could result in termination of employment.

Consumption of alcohol at work is prohibited unless specific permission to do so is granted by the Chief Executive Officer.

➤ **Car Parking**

Car parking is available for staff at the following locations:

Day staff:

In the staff car parking area at the rear of the building.

In the Murray Districts hospital car park adjacent to the entry to the Facility. Park on the far side of the parking area.

Afternoon and evening staff are authorised to park in the carpark adjacent to the kitchen area.

➤ **Continuous Improvement Logs**

If you believe that the work place can be improved in some way that is beneficial to residents and/or staff, complete a Continuous Improvement Log. You will find the form either in the nurse's station or at Reception.

➤ **Grievance Procedure (Conflict Resolution)**

Conflict between people can be a normal consequence of human interaction, but as adults we need to respond appropriately and reasonably when these situations arise. Recurring conflicts can result in lowered staff morale and may impact negatively on resident care standards.

- Staff are to act appropriately to avoid conflicts or promptly report problems to their supervisor.
- Registered nurses and supervisors are responsible for mediating in conflict situations.
- Staff involved in recurring interpersonal conflicts will be counselled and if counselling is unproductive, disciplinary action will occur.

➤ **Infection Control**

At Bedingfeld we assume that the blood and body substances of all people are a potential source of infection, independent of diagnosis or perceived risk. Therefore it is very important that the following precautions are followed:

- **Hand washing**
 - Hands must be washed and dried immediately before and after any direct resident care.
 - Hands that have been contaminated with blood and body substances shall be washed immediately with soap and water.
 - Loss of skin integrity such as cuts, abrasions and exudative lesions must be covered with a waterproof dressing.
 - Fingernails should be kept short and clean.
- **Gloves**
 - Hands shall be washed prior to gloving and immediately after gloves are removed.

- Gloves shall be worn for direct contact with all resident's blood and body substances.
- Gloves are to be worn while performing any procedure where the skin will be penetrated.
- Gloves are to be worn while handling items or surfaces that have come into contact with blood or body substances.

➤ **Protective Eye Wear, Mask**

- Protective eye wear, mask or face shield is to be worn when aerosolisation or splattering or body fluid is envisaged.
- Protective eye wear, mask or face shield reduce the incidence of blood contamination of mucous membrane in the mouth, nose and eyes.
- A mask must be discarded once it has been worn.

➤ **Protective apparel – gowns, plastic aprons**

- A gown or apron made of impervious material must be worn while performing any procedure where there is a likelihood of clothing being splashed or contaminated with blood or other body substances.

Covid 19 Western Australia

The Visitors to Residential Aged Care Facilities Directions can be found on the [Western Australian Government Website](http://www.wa.gov.au/government/covid-19-coronavirus.gov.au). www.wa.gov.au/government/covid-19-coronavirus.gov.au

Please do not come to WORK if you:

- have been informed that you are a close contact of a person diagnosed with COVID-19
- have been outside of Australia in the past 14 days
- have not received a 2021 influenza vaccine if the vaccine is available to you (a vaccine is not available to a person with a medical contraindication or observing the recommended waiting period after receiving a COVID-19 vaccine)
- are a quarantine centre worker and have attended a quarantine centre in the past 14 days (unless you wear a face mask and maintain a distance of 1.5m from others where practicable)

DO Not come to work if you have one or more of any of the following symptoms:

- a temperature 37.5 degrees or higher
- a recent history of fever
- symptoms of acute respiratory infection including a cough, sore throat or shortness of breath
- loss of smell or taste.
- All workers must report to reception for temperature checks.

FLU VACCINATION

The Western Australian Government has made it compulsory for all staff, visitors and contractors to have an updated, 2021 influenza vaccine before entering a residential aged care

➤ **Kiosk**

Bedingfeld is fortunate to have a Ladies Auxiliary who provide and man on a voluntary basis a sales kiosk for residents and staff. The kiosk provides a range of cool drinks, lollies, chocolates and miscellaneous goods that can be purchased. All profits are donated by the Auxiliary to Bedingfeld to help provide necessary equipment to assist in running the Facility.

Payment for goods purchased can be either made at the time of purchase or on account at the end of each month (\$20 Max debt). Payment (in full) must be made to reception as soon as possible after the account is received.

➤ **Lost Property**

All lost property is to be taken to reception. If the item is considered valuable, the supervisor should be informed. A secure 'after hour box' is located at Reception for small items and money.

➤ **Paging System**

All carers must carry a pager whilst on duty. Supervisors will issue pagers to care staff at the beginning of each shift. Pagers alert care staff to residents requesting assistance. Requests should be attended to in a timely manner.

Pagers also alert other carers to an emergency or distress call in a resident's room. This is activated by pressing the call button on the wall in the resident's room 3 times and indicates that something is wrong and that a carer needs to go to that room to assist immediately. Once the call bell is pressed in the room it will come up on the carers pager three times which alerts them to the room and resident.

The paging system is also linked to Bedingfeld's Fire and Emergency Panel and will signal an alarm in an emergency. Batteries for pagers are available in the Nurses Station.

Pagers must be returned to supervisors at the end of each shift.

➤ **Personal Belongings**

All personal belongings are the responsibility of each staff member. Lockers are provided in the area adjacent to the staff room. Please provide your own padlock. Lockers must be emptied at the end of each shift and the locker left open. Staff are encouraged to keep to a minimum any valuables or money brought into the workplace. No responsibility is taken by management for the loss of personal belongings.

➤ **Policies and Procedures**

A Policies and Procedures Manual is situated in the Nurses' Station. Staff should familiarise themselves with the contents of the Manual as they provide information about the way Bedingfeld Park operates. Policies are reviewed on a regular basis.

➤ **Residents Handbook**

New residents to Bedingfeld Lodge are provided with a Resident Handbook which is similar to this manual but provides information to residents and their representatives about the Facility. Staff should familiarise themselves with the contents of the Handbook in order to be able to assist residents with their enquiries.

➤ **Staff Amenities**

Bedingfeld provides coffee, tea, sugar and milk for use by staff. The staff room is to be kept neat and tidy at all times. Staff are required to wash, dry and put away their own dishes and cutlery.

A fridge is available in the staffroom. To ensure that the fridge is kept in a clean and presentable manner, food and other consumables should not be kept in the fridge longer than a week. The fridge is cleaned every 2 weeks.

➤ **Smoking Area**

Bedingfeld provides a staff smoking area adjacent to the staff room. Staff are required to use the ash trays provided and to keep the area clean and tidy. Ash trays are to be emptied regularly by staff who are smokers.

➤ **Social Media**

Bedingfeld acknowledges that employees have the right to contribute content to public communications on websites, blogs and business or social networking sites such as Facebook and Twitter. However, inappropriate behaviour on such sites has the potential to cause damage to Bedingfeld as well as its residents, their representatives, other employees, business partners, suppliers and the wider community.

For this reason all employees must agree to not publish any material, in any form, which identifies them as being associated with Bedingfeld or its residents, business partners or suppliers.

Employees must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:

- is intended to (or could possibly) cause insult, offence, intimidation or humiliation to Bedingfeld or its clients, business partners or suppliers;
- is defamatory or could adversely affect the image, reputation, viability of Bedingfeld, or its clients, business partners or suppliers; and/or
- contains any form of confidential information relating to Bedingfeld or its clients, business partners or suppliers.

Disciplinary action may be taken should staff inappropriately use social media to the detriment of Bedingfeld.

➤ **Staff Entry, security and key fobs**

The staff entrance is located next to the reception area. Use the security fob provided to enter and exit the building. Ensure that the door has closed behind you to ensure security of the premises.

The fob issued is your personal responsibility. Lost fobs will incur a \$75 replacement fee.

Sexual, Verbal or Physical Assault to Residents (Compulsory Reporting)

It is compulsory that all staff report to supervisors and the Chief Executive Officer if they feel that a resident has been physically, verbally or sexually assaulted.

Senior staff will take reasonable measures to protect the identity of any staff member who makes a report and to protect them from victimisation.

Compulsory reporting and protection requirements commenced on 1 July 2007 following amendments to The Aged Care Act 1997 (the Act).

The Act's Guidelines explain the compulsory reporting requirements for approved providers to:

- Report to the police and to the Department of Health (the Department), incidents involving alleged or suspected reportable assaults.
- The report must be made within 24 hours of the allegation, or when the approved provider starts to suspect a reportable assault.
- A reportable assault is defined in sub section 63-1AA(9) of the Act and in section 3 of the Guidelines and includes unlawful sexual contact and unreasonable use of force.
- Management must take reasonable measures to ensure staff are aware of their obligation to report their suspicions

The Chief Executive Officer or delegated senior staff member is responsible for ensuring that the reporting requirements are completed.

Further information is available on the Aged Care Quality and Safety Commission website at www.agedcarequality.gov.au

➤ **Standard Forms**

Most of the forms used throughout the Facility to record information concerning resident care are standardised. These are controlled documents. When a form is required, do not photocopy the old form. Request a new form from reception. This ensures that the most up to date form is being used at all times.

➤ **Telephone System**

Throughout the facility there are several telephones. If the phone is ringing, it is answered (during business hours) by administration staff and after hours by the supervisor.

When answering the phone the appropriate telephone response is:

“Good morning/afternoon Bedingfeld Park, this is (name) speaking, how may I help you?”

To place a call on hold, press one of the (park) lines (1 – 2).

When transferring a call to another section, announce the caller if possible.

To make an intercom announcement using the phone:

1. Lift the hand set

2. Press 'PAGE PHONES' or 'PAGE ROOMS'
3. Wait until you hear a 'beep'
4. Make your announcement in a loud, clear voice
5. Replace the handset

To make an [external call](#), lift the handset and dial '0' to get an external line and then dial the number. To hang up replace the handset.

[Urgent Personal calls](#) can be made and accepted with the knowledge and agreement of the supervisor. Do not abuse this privilege. Do not give your work phone number as a contact unless required for emergency contact ie school, child care.

➤ **Volunteers**

Bedingfeld has a great team of dedicated volunteers who provide a range of assistance to residents and the Lodge. These include assisting with activities such as:

- Visiting residents
- Playing games
- Arts and crafts
- Outings
- Gardening
- Pampering – include fingernail care
- Taking residents for walks
- Aged Care Games
- Ladies Auxiliary
- Board of Management

Please treat our volunteers with the respect they deserve.

➤ **Occupational Health and safety**

Bedingfeld will, as far as practicable, provide a safe work environment for the health, safety and welfare of our employees, contractors, visitors and members of the public who may be affected by our work.

To do this, Bedingfeld will:

- develop and maintain safe systems of work, and a safe working environment
- consult with employees and health and safety reps on safety
- provide protective clothing and equipment, and enforce its use
- provide information and training for employees
- assess all risks before work starts on new areas of operation, for example, buying new equipment and setting up new work methods, and regularly review these risks
- remove unacceptable risks to safety
- provide employees with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas)

➤ **Accident/incident Reporting**

Accidents are an occurrence which involves actual or perceived physical injury to a resident, visitor, staff member or an attending health professional or other visiting service provider.

Incidents are an occurrence which has potential for negative consequences to the Facility. Incidents may include, but not exclusively, resident or visitor complaints, loss or damage of property or equipment, or external threats.

All accidents and incidents are to be immediately reported to a supervisor or senior member of staff. An accident/incident report is to be accurately completed as soon as the situation is under control.

If the incident involves a resident, their next of kin (NOK) is to be notified unless specifically request not to be.

Conflict Resolution

Conflict between people can be a normal consequence of human interaction, but adults are expected to respond appropriately and reasonably when these situation arise.

Staff are expected to act quickly to avoid conflict and refer problems to their supervisor if unable to be resolved by themselves.

Maintenance Requests

The maintenance/orderly handyperson carries out an important and busy role servicing both the Facility and adjacent independent living units. Requests for maintenance should be put on the 'Request for Maintenance' form located in the Nurses' Station. If the issue is urgent, the request should be fast tracked to the handyperson or to a senior member of staff. The Chief Executive Officer should be consulted prior to the request being referred to an external service provider.

➤ **Safety Data Sheets (SDS)**

Prior to using any chemical within the Facility, staff are required to read the appropriate SDS. These are placed throughout the Facility in places where the chemical is in use. SD Sheets describe the key ingredients in the substance, its appropriate use and alerts staff to any hazards and subsequent protective equipment required when using the product.

Manual Handling

It is Bedingfeld's policy to provide all employees with a safe and healthy workplace by identifying, assessing and controlling manual handling risks.

While management is responsible for the health, safety and welfare of all staff, all employees must report potential and actual manual handling hazards.

Never lift or manually handle items larger or heavier than you can easily support. If you are in any doubt, do not hesitate to ask for help.

Achieving a safe system of manual handling involves staff teamwork at all levels of the organisation. The organisation's Policy 2.8 refers to Bedingfeld's requirements for Manual Handling. Care staff will be assessed to ensure that they are using equipment in the correct manner and following the organisation's Policy requirements.

Hazard Management

In order to provide a safe and healthy workplace for staff and home for our residents, staff are encouraged to actively maintain a clean and tidy Facility. If a hazard is found, it should be brought to the attention of the Supervisor. If necessary an 'Out of Order' tag should be put on any appliance or piece of equipment before someone is injured using the equipment. Complete a hazard identification form as soon as it is safe to do so.

➤ **Fire and Emergency Procedures Manual**

The Fire and Emergency Procedures Manual can be found in the Nurses' Station. The manual contains valuable information such as:

- Fire procedures
- Map of the Facility
- Emergency phone numbers
- What to do in a power outage
- Flood, wind or storm damage procedures
- What to do in case of a break-in
- Bomb threat procedures
- Location of hose reels, fire extinguishers, fire hydrants and manholes
- Residents who are smokers
- Residents on oxygen concentrators
- Resident evacuation list and contact details
- Jacaranda Court Resident details
- Procedures for:
 - the facility main door operation
 - re-lighting of gas water heaters
 - security of the Alcoa Unit veranda security gate
 - kitchen hot water supply unit – start up procedures

➤ **Charter of aged care rights.**

All staff should read this manual on a regular basis.

➤ **Occupational Health and Safety Committee**

The OH&S Committee meets regularly under the direction of the OH&S Coordinator, **Heather Haddow**. Each area of the Facility is represented on the Committee. If you are interested in the area or have any queries they should be directed to Heather.

➤ **Personal Protective Equipment (PPE)**

Bedingfeld provides PPE such as gloves, aprons and safety glasses which are to be used when conditions such as infections warrant.

Providers have responsibilities to support consumers to understand the new Charter (below) that comes into effect from 1 July 2019.

From 1 July 2019, providers must give consumers a copy of the new Charter signed by the provider, and ensure that the consumer or their authorised person has been given a reasonable opportunity to sign a copy of the Charter.

The purpose of requesting the consumer's signature is to allow them to acknowledge they have received the Charter and had assistance to understand it. Consumers are not required to sign the Charter and can commence, and/or continue to receive care and services, even if they choose not to sign the Charter.

I have the right to:

- 1. safe and high quality care and services;*
- 2. be treated with dignity and respect;*
- 3. have my identity, culture and diversity valued and supported;*
- 4. live without abuse and neglect;*
- 5. be informed about my care and services in a way I understand;*
- 6. access all information about myself, including information about my rights, care and services;*
- 7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;*
- 8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;*
- 9. my independence;*
- 10. be listened to and understood;*
- 11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;*
- 12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;*
- 13. personal privacy and to have my personal information protected;*
- 14. exercise my rights without it adversely affecting the way I am treated.*

History of Bedingfeld Park In August 1975, some members of the then Murray District Hospital Board saw a need for a hostel type accommodation in the Murray Shire, and so formed a separate Board of Management to establish the Murray District Aged Person Homes (Inc).

This Board, under the Chairmanship of the late Mr Howard Taylor, worked tirelessly over the ensuing years to secure necessary funding from Local and State Governments and in February 1983 the first residents moved into Bedingfeld Lodge which provided residential care for 35 low care residents.

Expansion continued in 1990 with the construction of the first 10 independent living units built as a Joint Venture with Homeswest, which became known as Jacaranda Court. Another 10 units followed in 1994. These units are rental accommodation for low income frail aged persons.

In 1997 the Aged Care Act was introduced through Government which changed aged care in Australia.

In 2000 Bedingfeld Lodge adopted the “ageing in place” policy allowing residents to remain at Bedingfeld even as their care needs increased.

In 2001 The Board of Management embarked on a capital fundraising program and raised enough money to commence an expansion and refurbishment program to increase the Lodge to 45 suites and upgrade the existing facility.

The refurbishment program included building a new kitchen and laundry, expanding the Administration area, a new wing with suites designed to care for High Care residents and a secure dementia unit able to accommodate 8 residents.

In 2004 the new wing was officially opened by the then Minister for Health & Ageing, Hon. Julie Bishop MP. In 2011, Bedingfeld Park Inc purchased 13 hectares of land on Bedingfeld Road.

Wallace House is a 25-bed addition which was opened in November 2020. This wing is a dedicated memory support unit and was made possible through funding from the State and Commonwealth Governments.

Bedingfeld continues to provide quality care to the frail aged residents of the Peel Region.

Bedingfeld Park Inc. is a community owned Not for Profit Incorporated Body registered under the Charitable Collections Act 1946, and is a registered Public Benevolent Institution