

# Resident Handbook & Respectful Treatment of Staff

*...we care*

**Large print utilised in this document**



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## FOREWARD

The Buckland House was conceived and endowed by the late Sir Thomas Buckland, and commenced operation in 1936.

It originally operated as a hospital but over the years its role has slowly changed to the present stage where it holds Commonwealth funded licenses to operate as a residential aged care facility.

Buckland now provides residential care and services to 144 residents across the Buckland Nursing Home and the Donald Coburn Wing facilities. Each resident has a single private room with ensuite facilities.

Buckland is a "non-profit" public benevolent institution and a registered charity that is administered by an honorary Board of Directors. The Facility Manager and Care Managers oversee the day-to-day management of the Buckland residential aged care services.

All those that reside or work at Buckland, and any person who enters Buckland property, you are reminded that it is private property. Buckland requests acceptable behaviour by all those that live, work or visit our facilities.

**No photographs or recordings of conversations are permitted within the Buckland buildings or grounds without the written permission of Management.**

# **BUCKLAND VISION, MISSION & VALUES STATEMENT**

## **At Buckland We Care . . .**

### **Our Vision**

To be a leader in the provision of care to the aged

### **Our Mission**

To provide respectful and dignified care and services that acknowledges the value of each individual

### **We Value**

Honesty, loyalty and integrity

Respect for people

Professionalism

Effective, ethical leadership

Pride in everything we do

## CHARTER OF AGED CARE RIGHTS

The Commonwealth Government has enshrined in legislation the following rights for all residents.

### **Each resident has the right to:**

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

Buckland is committed to ensuring that each resident is afforded all his or her rights.

## THE CODE OF CONDUCT

### **The Code aims to:**

- Support your rights to personal choice, dignity and respect.
- Promote kind, honest and respectful behaviour.
- Keep you safe from harm.

### **What is the Code of Conduct?**

The Code of Conduct:

- Sets out how providers and the people providing your care must behave and treat you.
- Strengthens powers to protect you from services or workers that make you feel unsafe, taken advantage of or disrespected.

You should always be treated well and feel safe. Buckland and the people who provide your care must act in a way that is respectful, kind and consistent with the behaviours set out in the Code.

Buckland will also manage and respond to the behaviour of workers and governing persons that do not meet the Code.

### **Who is covered by the Code of Conduct?**

The Code applies to:

- Approved providers of residential, home care and flexible care services.
- Governing persons of approved providers (e.g., board members and Chief Executive Officers).
- Aged care workers of approved providers (includes volunteers, contractors and subcontractors of the provider).

Note: Flexible care includes the Transition Care Program, Multi-Purpose Services Program and Short-Term Restorative Care Program.

The Code does not apply to:

- Commonwealth Home Support Programme (CHSP) providers.
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) providers.



## **The 8 elements of the Code of Conduct – Summary for Aged Care Consumers**

This table outlines the 8 elements of the Code and provides examples of how the people providing your care and services should behave.

1. Act with respect for people’s rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2. Act in a way that treats people with dignity and respect and values their diversity.
3. Act with respect for the privacy of people.
4. Provide care, supports and services in a safe and competent manner, with care and skill.
5. Act with integrity, honesty and transparency.
6. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.
7. Provide care, supports and services free from:
  - I. all forms of violence, discrimination, exploitation, neglect and abuse, and;
  - II. sexual misconduct.
8. Take all reasonable steps to prevent and respond to:
  - I. all forms of violence, discrimination, exploitation, neglect and abuse, and;
  - II. sexual misconduct

If you have questions or concerns about the Code of Conduct, you can contact:

- Buckland
- The Older Persons Advocacy Network (OPAN) on 1800 700 600
- The Aged Care Quality and Safety Commission by:
  - completing our online contact form 822 951 1800 (free call)
  - [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)
  - Aged Care Quality and Safety Commission GPO Box 9819, in your capital city

## **RESIDENT GENERAL**

### **Facility Manager and Care Managers**

The Facility and Care Managers have the responsibility and obligation to ensure that the organisation meets the needs of the residents according to the guidelines set down by the Commonwealth Government.

Each resident has access to these managers during their hours of duty and it is expected that any resident and / or person/s responsible will inform them of any problem or concern that they may have.

### **Staff at Buckland – General Overview**

To ensure we attract the best staff, Buckland offers its employees excellent work conditions, a friendly and supportive team environment, family friendly and flexible hours and opportunities for career development.

Members of staff wear uniforms so they can be easily recognised. There are different uniforms for different roles including Registered Nurses, General services staff, Care Staff, etc. Name badges are worn to assist you with getting to know our staff.

### **Admission Process**

A prospective resident must first gain Commonwealth Government Department approval to enter Buckland. This is granted via the completion and approval of a form called an ACCR. The local ACAT (Aged Care Assessment Team) must complete this form and it is then sent to the relevant Commonwealth Department, Buckland also requires a copy of this form at the time of lodging an admission application.

### **Admission requirements:**

When you move into our service, please provide the following:

- Pension Card
- Medicare Card
- Veterans Affairs Card (if applicable)
- List of your current medications
- Diabetic Card (if applicable)
- Private Health Insurance details (if a member)
- Pharmacy Safety Net Card
- Direct Debit Form
- Signed Resident Agreement

## **Accommodation**

Upon entering Buckland, a resident will be allocated a room, which will be his / hers for the total period of their occupancy. However, from time to time it is necessary to move a resident within the facility itself. If this does occur the Facility Manager or Care Managers will discuss and fully explain the reasons for the move with the resident and / or the person/s responsible.

We provide single rooms (with ensuites) and we review your social, medical, and individual needs by talking to you and your family and by reading your medical and admission papers, so you receive a room that best suit your needs.

When a resident leaves their room, we ask that their family or friends collect their belongings within two days

In the event that you're nursing and care needs change, it may be necessary to move you to another more suitable section within the facility. The move will only take place after talking to you or your person responsible, then we will go in and talk about the circumstances where you may be asked to leave.

There are also circumstances in which the resident may be asked to leave the facility. Actions by the resident and / or person/s responsible hat include:

- Physical violence towards staff or other residents.
- Verbal abuse and aggression causing disharmony amongst residents and staff.
- Creating or being a threat to other residents' safety.
- Discrimination or unacceptable behaviour towards a staff member or resident related to their race, colour, religion or sexual orientation.
- Extreme disruption which continually upsets other residents, and
- Failure to pay the resident fees and charges.

Before a resident is asked to leave, they will be afforded their rights in accordance with the resident agreement.

## **Resident Agreement**

Each resident and / or person/s responsible is offered a Resident Agreement. This agreement covers conditions such as care and accommodation, rules and regulations, resident's rights, fees and charges, tenure etc. Residents and / or their representatives are encouraged to fully read this agreement and ask any questions in relation to it as necessary.

## **Privacy**

### Personal information

We are required to hold personal information about you that is correct, complete and up-to-date. Please notify us as soon as possible of changes to your personal information. You can view your information at any time to check that it is correct.

We securely store your personal information in paper records and electronically on computer. We will do everything we can to protect your personal information from misuse, loss or wrongful access. We will also destroy any personal information about you that we no longer require. Usually this will occur seven years after its last use.

### Confidentiality

We treat all personal information as confidential and private. We will protect your personal information and your privacy. We follow the laws about privacy and confidentiality under the Privacy Act and the guidelines in the Australian Privacy Principles.

### Collection of sensitive information

We only collect information that we need to manage your care.

### Use and disclosure

We will only use your information, or provide your information to other parties, for purposes relevant to managing your health and care. We will not use or disclose your information for other purposes without your consent.

## **Fees and Payment Policy**

Details of fees payable will need to be determined for each resident dependent on their circumstances and in accordance with the Aged Care Act 1997.

## **Medications**

On admission, a resident is asked to bring with them all current medications that they are taking. Please give all the medications you bring with you to the Registered Nurse on admission. The admitting doctor will then include these medications in the resident's medication order chart / list, or make changes in the medication order as required. It is important that Buckland has a current listing of each resident's medications at any given time, including those residents that self-medicate. This will allow the facility to provide information to a hospital in the event of the need to transfer where the resident is unable to provide that information themselves.

This facility uses a robotic sachet medication package system supplied by pharmacy for dispensing medication for residents that require staff to assist them in the management and administration of their medications. Buckland uses an electronic medication management system and the national medication chart which acts as a prescription. Doctors and pharmacy have access to the system externally to ensure medications are ordered and received in a timely manner.

Residents that self-medicate are not required to use the dose administration system and may use the pharmacy of their choice but may still be charged a monthly fee for electronic medication management system used by staff, doctor and pharmacy for charting, dispensing and administering medications. All medications are to be locked in a secure drawer/reciprocal and locked at all times.

We utilize a preferred pharmacist who will make sure your medication is correctly dispensed in accordance with The Guiding Principles for Medication Management in residential aged care facilities, and relevant laws and regulations to ensure safe quality use of medicines and medication management. Please speak with the care manager /facility manager about your options and the process of purchasing your medication. Please note that you are required to pay your own pharmacy account.

The Registered nurse will ensure your medications are correctly stored. If you administer your own medications or need to change your medications, please consult with the Registered Nurse. If, for any reason, you do not wish to take your prescribed medication, please discuss the matter with us so we can inform the doctor.

Any resident has the right to refuse medication if they so desire. The staff will inform them of the risk involved in their action and then contact the resident's doctor so that they are aware of the situation. The refusal of medication is documented, signed and dated in the resident's records. Residents are asked not to dispense medications to themselves (unless they are self-medicating and assessed as able to do so) as it is important that all medications are approved by the treating doctor and written up on the medication chart/list.

Aged Care Quality and Safety Commission Standards require that Buckland have stringent policies and practice in place to reduce, manage and report on the number of psychotropic medications used and those deemed to be a chemical restraint.

Buckland also has a responsibility to reduce, manage and report on antibiotic usage called Antibiotic Stewardship

## **Care Services**

The staff of this facility includes registered nurses, enrolled nurses and care staff. It is the objective of management to create and maintain a staffing mix sufficient to provide the necessary care for all residents.

At all times a registered nurse is available in the facility. The registered nurse both provides and oversees the care provided by a combination of qualified and non-registered (care) staff within the facility. The facility also accesses external professional services such as dietician, speech pathology, physiotherapy, audiology, dental, optical and podiatry. Resident or person/s responsible are encouraged to assist with transport arrangements to external professional service appointments as Buckland's responsibility is to provide access to, not provision of those services. Buckland is not required to provide staff to assist with transport or to provide an escort. Residents and their representatives can request Buckland to arrange for an external nursing agency to provide transport; this is a fee for service that the resident is required to pay. In the circumstance where Buckland may be able to release a staff member to escort the resident, the full cost of that staff members' wages and expenses is payable by the resident, person/s responsible.

### **Resident Care Plans and Family Conferences**

By consulting with you / person responsible, we prepare a care plan to help manage your health and wellbeing. The plan helps you make choices about the best therapies and lifestyle programs for you. The plan is reviewed as your condition or needs change. You will have full access to the care plan that is devised

Residents and their representatives have the right to make suggestions regarding resident care and their comfort.

Care plans for residents encompass management programs which address such issues as:

- Pain management
- Palliative care and Advanced Care Planning
- Nutritional / dietary requirements
- Continence assessment and management
- Physical assistance and mobility
- Behavioural management and support plans
- Resident safety and use of safety devices
- Sleep
- Skin care
- Oral care

- Sensory losses and communication
- Social, cultural, emotional and spiritual requirements
- Dignity of Risk
- Restraint minimization and restrictive practices
- Antibiotic Stewardship
- Medication management – polypharmacy and psychotropic usage

All these areas of care are addressed through the admission process and ongoing assessment.

Buckland will endeavor to ensure that each resident is referred for appropriate health services when needed.

Buckland also seeks to provide alternative strategies where possible in addressing individual residents care needs (see Complementary & Alternative Therapies).

### **Safety and risk-taking – Dignity of Risk**

Residents have the right to take part in activities that may involve risk. It is part of our duty of care to do a formal risk assessment of the activity. We will discuss the possible risks with you or your person responsible, and your decision to take part in the activity will be respected.

The staff have a duty of care and responsibility to ensure that a resident taking risks only occurs after full assessment of the resident by members of the health care team and the final decision will rest with the Facility Manager and / or Care Manager in consultation with the resident's doctor and the resident or person/s responsible.

### **Medical Care**

Each resident is free to choose a doctor of their choice. It is expected though, that the doctor is able to meet the requirements of this organisation by way of providing adequate after-hours service and attending to routine consultation as necessary.

This organisation maintains its right to deny or cancel the visiting rights of any doctor who does not adhere to the facility's policies and guidelines or who does not provide the required level of service.

You are entitled to medical care provided by the doctor of your choice. However, if your doctor is not available, you or your representative can select a doctor from our list. Doctors who are not able to provide 24 hour service are required

to arrange a locum service to provide medical care over the period. Consultations with medical specialists, physiotherapists, podiatrists or other health professionals can be arranged following referral from your doctor

In order to ensure the ease of provision of medical and associated care it is essential that Buckland has timely access to each residents benefit cards. At the time of admission residents or the person/s responsible are asked to provide the resident's Medicare Card, Pension Card, details of any private health insurance fund, and the pharmacy safety net card (if applicable).

### Medical Specialists

Your visiting doctor may refer you to a medical specialist for consultation from time to time. It is necessary for a family member or friend to accompany you to outside appointments. For this reason, we encourage person responsible to where able arrange transport to these appointments in consultation with staff

You or your family must organize the appointment and transport. Buckland can in certain situation, offer transport for all residents who are able through the buckland home care service. If so, we can include this at a subsidized cost.

Please inform the registered nurse if assistance is required in this area. If you are involved in a medical emergency, we will phone for an ambulance who may decide to transport you to the nearest hospital.

### **Complementary and Alternative Therapies**

Buckland offers a number of complementary therapies in the day-to-day care and treatment of residents. These therapies can be extremely useful in assisting residents to manage pain, inducing restful sleep and generally improving health and wellbeing. These therapies include massage and nutritional supplementation. Other complementary and alternative therapies can be accessed at a cost to residents and they include naturopathy, herbalism, remedial massage, etc.

### **Special equipment (including wheelchairs)**

We have wheelchairs and other special equipment to assist all residents. This equipment remains the property of Buckland and is provided for the use of all residents. If you require your own wheelchair or other special equipment you are required to purchase your own. Our physiotherapist /Occupational therapist will help you to select the correct equipment for your needs. Equipment purchased by residents must be maintained by them. We will notify you, or your family, if repairs are needed.



### Motorised Wheelchairs/ Electric Scooters

Permission for this type of equipment will only be given in exceptional circumstances.

Should a resident request to use an electric wheelchair they will be required to undergo an assessment for function, coordination and response times before permission is given for them to use or purchase the equipment. If permission is given the resident will need to undergo an annual assessment (or more regularly if their condition requires) to determine if they are still capable of being in control of the wheelchair. All costs associated with the purchase, maintenance of the wheelchairs remain the sole responsibility of the resident and /or person/s responsible.

Under no circumstances is the use of motorised scooters permitted within the buildings.

### **Physiotherapy /Occupational Therapy**

Physiotherapy / Occupational Therapy is available to residents referred by a RN or doctor.

### **Medical and Care Records**

All details relating to the care delivered by the staff of this facility are retained within the resident's clinical file. Only those staff involved in direct resident care have access to these records and all information contained therein is confidential.

The resident's doctor and other external therapy staff who provide care or services to the resident are required to document in the resident's clinical file or provide a report to management.

Whilst the information on a resident's file relates to them, it remains the property of Buckland. A resident may seek to have access to their records only by arrangement with the Facility Manager or the Chief Executive Officer. Any request for medical records should be submitted in writing.

### **Activities and Programs**

Residents are encouraged to continue with their chosen interests and activities. The facility employs staff that work with residents in developing and supporting a program of diversional and recreational therapy that involves residents in activities both within the facility as well as in the wider community. Each month a copy of the proposed activities for that month are listed in the newsletter titled

“The Buckland Bulletin”. All relatives and friends are more than welcome to join in most activities with Buckland actively encouraging your daily involvement and participation. Residents are provided with a copy in their room.

## **Leave Entitlements**

**Day leave:** Resident can take an unlimited number of days leave from the facility as long as they return before midnight and then sleep over until the next morning. Buckland requires residents and their family members to inform the registered nurse in charge before they leave the facility as well as sign the resident out and in at the resident leave books located at either reception.

**Hospital Leave:** A resident can take unlimited days of leave for the purpose of receiving hospital treatment. However, after 30 days of continuous hospital leave, the basic subsidy payable by the Commonwealth may be paid at a rate below the resident's normal funding level.

**Social Leave:** A resident can take up to 52 days of leave in a financial year to be used for any purpose. During all periods of leave the usual resident fee is still payable. Any leave that is taken excess of the leave entitlement, or where government subsidy is either reduced or forgone by virtue of the leave taken, the resident will be charged that full fee or the difference forgone by the organisation.

## **Power of Attorney, Enduring Guardian and Wills**

Each resident is advised to have arranged someone to act as Power of Attorney for them if required, as well as appointing an Enduring Guardian who can make medical decisions on their behalf as required. Residents are also advised that it is prudent to have a current legal will. The advice of a legal representative such as a solicitor should be sought in the preparation of this document. Residents and/or person/s responsible should be aware that the staff of the facility are unable to witness any legal documents

## **Palliative Care and Advance Care Planning**

We will discuss your end-of-life decisions with you. If you are (or become) unable to talk about these decisions, we may discuss your wishes with the person you have nominated.

### Power of Attorney

We strongly advise that all residents arrange an Enduring Power of Attorney. It makes it easier for your family or representative to help you if you are no longer able to manage your own affairs.

### Funeral arrangements

In order to meet your wishes, we will need to know any arrangements you have made and how you want to be treated on the event of your passing.

Residents and / or resident representatives are asked to make suitable funeral arrangements at the time of the resident's entry. The reason for this is that, at the time of a loved one's death, it can be very distressing to have to think about these matters and make appropriate arrangements.

It is wise to take the time to contact several funeral directors and ask about the services they offer and the costs involved.

If a resident and/or person/s responsible does not wish to make these arrangements at the time of the resident's entry, a letter to that effect must be written to the Care Manager to be placed on the resident's file.

Buckland understands that decisions in relation to terminal and end of life care are often difficult for residents and/or resident representatives to make. Bearing this in mind it is important that where residents' wishes are known that they be formally related to the facility and its staff. Buckland utilises a form titled "Advance Care Directive" which is made available to residents and their representatives at the time of entry. It needs to be emphasised that Buckland does not seek to influence any resident or their representatives in relation to decisions relating to the care and treatments that can be offered in the final stages of a person's life. It is hoped that by providing relevant information at the time of a resident's entry, that some forethought may be given to firstly understanding the residents wishes in regard to their end of life care and the subsequent respect of those wishes by their representatives and care givers in the future.

## **Dignity of Risk**

Residents have the right to take part in activities that may involve risk. It is part of our duty of care to do a formal risk assessment of the activity. Your decision to take part in the activity will be respected.

The staff have a duty of care and responsibility to ensure that a resident taking risks only occurs after full assessment of the resident by members of the health care team and the final decision will rest with the Facility Manager and / or Care Manager in consultation with the resident's doctor and the resident or person/s responsible.

## **No Lift Policy**

The facility has a policy in place to protect the physical safety and wellbeing of staff. Staff are not permitted to lift or manually handle any residents without the use of the appropriate devices provided (slide sheets, lifters) The facility has an extensive range of mechanical lifters that can be utilised in lifting, positioning and transferring residents. The resident's need for this equipment will be assessed by a physiotherapist.

## **Restrictive Practices**

Restrictive practices include, chemical, environmental, mechanical, seclusion and social isolation.

The Australian Government has amended the Quality of Care Principles 2014 to provide greater clarity on informed consent for the use of restrictive practices where consumers lack the capacity to consent on their own behalf and there is no explicit legal avenue under state/territory laws for a restrictive practices substitute decision-maker to be appointed.

There are five levels of the hierarchy – these are:

1. Nominee
2. Partner
3. Relative or friend who was a carer
4. Relative or friend who was not a carer
5. Medical treatment authority, who will best support care recipients who cannot consent themselves.

The Quality of Care Principles require providers to satisfy a number of conditions before and during the use of any restrictive practice:

- Providers are required to document the alternatives to restrictive practices that have been considered and used, and why they have not been successful. Where any restrictive practices are used, the consumer must be regularly monitored for signs of distress or harm, side effects and adverse events, changes in wellbeing, as well as independent functions or ability to undertake activities of daily living.
- The use of the restrictive practice must be regularly reviewed by the provider with a view to removing it as soon as possible or practicable.
- Providers are required to develop and implement a behaviour support plan for every consumer who exhibits behaviours of concern, or changed behaviours, or who has restrictive practices considered, applied or used as part of their care.
- Providers are required to have a clinical governance framework in place to minimise the use of restrictive practices.

## **Meals, Food Safety, Special Dietary Needs**

Our meals are planned so that they provide a diet that meets all nutritional requirements as well as being satisfying and enjoyable.

Meals are served in the dining rooms, main lounge and the resident's own room should their physical situation require it.

All aged care facilities are required to meet the legislative requirements of the Food Service to Vulnerable Persons Food Safety Scheme under the Food Regulation 2004. Important aspects of this scheme require Buckland to ensure that residents and their representatives are made aware of the safety issues around food purchased from take away suppliers, transporting food from your home to the facility, and specific food groups and types that are considered high risk foods for the elderly, etc. Residents and / or person/s responsible will be provided with food safety information at the time of entry.

### Snacks

If you wish to keep snacks, such as biscuits or sweets, in your bedside cabinet, please make sure they are stored in an airtight container to keep from going stale, and so that they don't attract insects and other pests.

### External Food

It is our duty of care to protect all our residents from risks to their health. A major danger to residents' health is from contaminated or infected food brought into the facility by relatives or friends. Foods that we consider the highest risk are external delivery services ricotta, chicken, and cold and preserved meats.

To minimise this risk, we reserve the right to inspect all food brought into the facility. If we believe that the food does not meet our standards we reserve the right to stop the

food being brought into the facility.

Food brought into the facility by your friends and relatives or personal delivery may only be eaten by you and must not be shared with other residents

Special diets are catered for and the resident's likes and dislikes are considered wherever possible. Dieticians review all menus to ensure we meet industry standards and a dietician review is conducted whenever there is an assessed need by the clinical staff e.g., poor intake or unexplained weight loss.

## **Clothing, Laundry and Maintenance**

All clothing for residents in the Buckland Facility will be marked with the organisation computer generated labels. A high heat iron press is used to secure labels to clothing and therefore items that are sensitive to heat including materials such as Polypropylene and Chlorofibre or are thermal in nature are not suitable for use within the facility.

### Labelling

*It is important to make sure all clothing and personal items, such as eyeglasses, dentures and hearing aids are clearly labelled with your name. We cannot take responsibility for the loss of clothing or other items if they are not adequately labelled.*

### Laundering

*Please don't send pure wool garments or items of sentimental value to the commercial laundry as they cannot be given individual attention they require and may be damaged.*

*Residents who make use of the Village's resident laundry for personal washing are asked to use the washing powders that are provided by the Village. If you prefer your clothes to be washed by a relative, please inform the person in charge. You (or your family) are responsible for garments that require dry cleaning.*

All clothing bought to the facility must be given to the receptionist or the registered nurse on duty who will arrange for it to be labelled. The washing of all linen and resident clothing is the responsibility of the facility; however, the cost of necessary dry cleaning must be paid for by the resident. It is suggested that clothing that washes well and is easy to put on and take off, is purchased. Repairs and maintenance to clothing is the responsibility of the resident or person/s responsible.

All care is taken in the laundering of residents clothing but any damage caused due to the unsuitability of the residents clothing to be processed in the organisation's industrial washing machines and dryers is the responsibility of the resident or persons responsible.

Any item of resident clothing that is not labelled and its owner cannot be identified is placed into interim storage and these items are then left on a trolley in the front entry for a period of time in the hope that the resident or person/s responsible may identify an unlabeled item. Residents and resident representatives are asked to check this trolley if they are aware that an item of clothing is missing. If found the item should then be given to reception who will arrange for its labelling.

### **Recommended Clothing Requirements**

It is essential that each resident has sufficient clothing available to them so that they are always dressed in a clean, tidy and comfortable manner. Resident representatives are asked to provide these minimum requirements at the time of the residents' entry and to ensure that they are replaced as necessary.

<b>Ladies</b>		<b>Men</b>	
Dresses, <b>OR</b>	8	Trousers / Track pants	8
Blouses / Skirts / Trousers	8	Shirts	8
Cardigans (non-wool)	6	Cardigans (non-wool)	6
Slips / Petticoats	6	Track tops	6
Singlet / Spencers	6	Singlets	8
Underpants	10	Underpants	10
Stockings / Socks	8	Socks	8
Dressing gowns	2	Dressing gowns	2
Nightdresses	8	Pyjamas	8
Shoes	2	Shoes	2
Slippers	2	Slippers	2
Tracksuits (optional)	4		
Bras (optional)	4		

Clothing in excess of residents needs cannot be stored by the organisation. Resident representatives are required to remove items that can't be comfortably stored in the resident's allocated wardrobes and drawers.

## **Toiletries**

The facility provides basic toiletry goods in accord with the resident agreement. If the resident desires a particular brand or style other than that supplied by Buckland they are responsible for its purchase. Please note that for safety reasons for both residents and staff, talcum powder is not permitted to be used by residents (inhaling of talc particles into the lungs, and a slip hazard on vinyl and tile floors).

## **Residents Rooms, Belongings and Valuables**

Residents are encouraged to bring in small personal items that may enable them to feel more "at home". Items such as pictures and paintings and small ornaments are all permitted so long as they are considered suitable to the resident and meet safety considerations. Buckland also reserves the right to limit the use of resident owned bedspreads, quilts, soft furnishings, etc., that may be deemed a fire hazard, Buckland is required and has supplied in each residents rooms items that have been risk assessed and deemed fire retardant or low fire risk.

Residents are not permitted to have cooking equipment in their rooms; this includes microwave ovens, jugs and kettles, sandwich makers, toasters, etc.

Whilst residents are encouraged to make their rooms comfortable and personal, Buckland does not allow residents or their representatives to fix or adhere any items to walls without prior approval. No other form of fixing including thumb tacks, nails or blu-tack can be used in the resident room or en-suite. Where picture rails are fitted in rooms, residents can hang pictures and items from them.

Within the Buckland Aged care Services all required furniture and fittings are supplied in resident's rooms. The organisation has undertaken a comprehensive risk assessment of the resident's rooms and the current Buckland allocated furniture allows staff to provide care with ease as well as protecting the safety of both residents and staff.

Residents may be able to bring small items of their own furniture or a special comfort chair once it has been risk assessed and limited to the amount that allows for the safe access of staff to provide care and service. Buckland will take all possible measures to ensure that residents' belongings are safeguarded but no responsibility can be taken for any loss or damage that the resident causes themselves. For example, the loss of dentures, hearing aids or spectacles, will not be replaced at the expense of Buckland. Residents and their representatives are encouraged to consider individual insurance coverage for their belongings.



Any item of reasonable monetary or sentimental value should not be bought to the facility as it is sometimes difficult to totally secure such items and prevent damage or loss.

Residents are generally advised not to keep cheques books, key cards, or excess amount of money etc. within the facility they should be maintained outside the facility by the person/s responsible.

Buckland cannot provide storage for items such as suitcases, equipment, furniture, clothing in excess of needs, etc. Where resident's personal belongings are not required for their day-to-day care and are not removed from the facility a weekly storage fee will be applied until the items are removed.

At the time a resident permanently vacates their room it is required that all belongings are removed within 24 hours. Where the resident or the person responsible is unable to undertake this within this 24-hour period, Buckland staff will pack these items, remove furniture, etc. and place them in storage for collection. Removing personal furniture is not the responsibility of Buckland staff. Donation of unwanted items is not encouraged and will only be considered under exceptional circumstances.

All residents who are discharging from Buckland and are transferring to another facility, returning home or have completed a period of respite care, are expected to vacate the facility by 11am on the discussed departure date. Where residents are unable to meet this departure time, an additional night's stay may be charged to cover any additional care that may be required.

## **Maintenance**

We have fulltime maintenance officer to repair and maintain our facility. A request for maintenance can be made by speaking to a member of staff or by completing maintenance request in the folder near reception. You are responsible for the maintenance and repair of your own property.

## **Electrical Appliances**

All electrical appliances must be approved by the Facility Manager and must be safe for their intended use and tested and tagged before placed in resident rooms.

Buckland retains the right to have items electrically tested and tagged to ensure they are safe, and there may be an annual charge for that service. No double power point adapters or power boards are permitted for use in the resident's rooms. If additional power points are required for CPAP machines, oxygen

concentrators, laptops etc. then please make a request to the Facility manager in writing.

No additional heaters are permissible. Residents are not permitted to have cooking equipment in their rooms; this includes microwave ovens, jugs and kettles, sandwich makers, toasters, etc. There may be exceptional circumstances where it is permitted to have an electric jug or kettle, after a risk assessment is undertaken prior to approval being granted.

There are refrigerators in each server which residents may use to store labelled items. Refrigerators in rooms is not permissible due to health and food regulations.

## **Pensions**

The resident and / or resident person/s responsible has the responsibility of informing Centrelink of any change in status or circumstances that may affect their pension.

## **Telephones and Communication Mechanisms**

Residents are able to arrange for the connection of a telephone in their room if they so desire but telecommunication provider (Telstra, Optus, etc.) arrangements and full associated costs are the responsibility of the resident and/or person/s responsible. These costs will include the telecommunication provider connection costs as well as a connection cost within the residents room if a telephone line has not previously been installed in that room (residents and/or person/s responsible can ascertain if a previous connection has occurred in a specific room by speaking with the receptionist). Buckland will supply a cordless phone for resident use. Phones that have an attached hand piece cannot be removed from the residents' bedside table. Residents are also able to arrange wireless internet connects for computers at their own cost and upkeep.

Should circumstances warrant a change of room sometime in the future then all relocation costs in relation to the phone are to be met by the resident.

Internal communication mechanisms include, direct contact to either the Registered Nurse, Facility Manager or Care Managers for information, queries, complaints etc., and the regular monthly meetings where ideas can be put forward to management for consideration.

Mail is delivered to the residents daily, and any outgoing mail can be deposited in the mail slot at the reception desk in Buckland Nursing Home or the mail box in the entrance foyer at the Donald Coburn Wing. Stamps are available for

purchase from the kiosk. Any external mail that is addressed to the resident should be prefixed with the facilities name (Buckland Nursing Home or the Donald Coburn Wing) and then the resident's room number, to avoid the mail going to the retirement village.

Residents and / or the resident person/s responsible can arrange for any periodicals, etc. to be delivered but all costs are to be met by the resident.

### **Residents and or Person/s responsible**

It is essential that Buckland is able to contact each resident's person/s responsible at all times and in the case of an emergency. The name, address, telephone number and email of the next of kin or person/s responsible/ is required at the time of the resident's entry. Any changes must be notified promptly to the registered nurse in charge or the Care Managers so that records remain current.

If the nominated person/s responsible are not available e.g., due to holidays, etc. it is necessary that the facility be contacted and an alternate person nominated and their details provided.

Person/s responsible are advised if you wish to have a special birthday (90, 100, 105) or wedding anniversary (60<sup>th</sup>, 65<sup>th</sup>, 70<sup>th</sup>, etc.) acknowledged for a loved one by the Queen and/or the Governor-General contact needs to be made with the Federal Member for Macquarie. Buckland has been advised that it cannot undertake this on behalf of a resident.

### **Residents / Person/s responsible Meetings**

The CEO /facility manager ensures that resident and relative meetings are held regularly. An annual schedule of these planned dates are published and displayed. The meetings allow you to comment on lifestyle and areas that may need improving. This helps us learn how we can improve our services to you

All residents, person/s responsible and friends are extended an invitation to attend the monthly meetings as they provide the ideal venue to air your views and opinions or to have a say as to how they feel about various aspects of the facility and to partner in the development of care and services.

The minutes of these meetings are provided to the Facility Manager and Care Manager who then deals with any issues raised.

## **Person/s responsible Participation and Visiting Hours**

It is the philosophy of Buckland that residents continue to live their life in a manner that is as normal as possible. This includes the continued support and care of their relatives and friends. Buckland encourages family and friends to be actively involved and partner in the day-to-day care of the residents and activities of the facility.

Buckland has a policy of flexible visiting hours, with visitors being welcome from around 9.00am in the morning to 8.00pm in the evenings. It is possible for visitors to come outside these hours but we would request that the Facility Manager or Care Managers be consulted beforehand. Buckland reserves the right to restrict access to relatives and person/s responsible where this access has the potential to impact on the care of the resident or other residents or the work health and safety of the staff.

If the building is locked at the time of your visit, access can be gained by pressing the intercom button located on the left side wall of the front entrance at Buckland Nursing Home or using the access code on the gates at the Donald Coburn Wing.

All visitors are required to sign both in and out each time they visit the facility. This is essential so that in the case of an evacuation or emergency those within the facility can be accounted for.

If a resident or person/s responsible or friend have any questions or suggestions in regard to any aspect of the operations, they are urged to make use of the Feedback and Quality Improvement Systems Buckland has in place or to contact the Facility Manager.

Feedback forms, suggestion forms and quality improvement forms can be found around the facility and in the main foyer and placed in the collection box in the foyer. This helps us to continually review and improve the care and services provided.

## **Infection Control**

Buckland has a comprehensive infection control program that aims to provide the very highest standards of protection to the residents, staff and all other visitors to the facility.

Visitors to the facility have a significant role to play in maintaining good infection control practice within Buckland.

It is essential that visitors do not come into the facility if they are suffering any

infectious condition. These conditions include colds, runny noses, sore throats, infected eyes, stomach upsets, vomiting, diarrhoea, Covid 19 etc. An important aspect that must be remembered is that conditions that make a younger, healthy person feel quite ill has the potential to be fatal to a frail, elderly person.

All visitors to the facility are asked to be conscious of the requirement to cleanse their hands on entering and also when they leave. A waterless hand cleaning station is located in the front foyer for visitors to use. From an infection control perspective, the simple task of cleansing your hands is seen as the most effective way to limit the spread of many infectious conditions.

## **Work Health and Safety (WHS)**

Buckland has a duty of care to provide care and services to its residents. It also has legislative requirements that it must meet in relation to the work health and safety of its staff. Staff are entitled to a working environment that is both physically safe and free of emotional abuse and / or harassment. Buckland will not accept any intentional action by a resident, or person/s responsible or visitor that causes or has the potential to cause physical and / or emotional injury to its staff. If and when a matter related to the work health and safety of staff is identified, and it is associated with either resident or person/s responsible behaviour, this will be formally raised with that person. Buckland reserves the right to initiate appropriate actions and restrictions on any person where their behaviour impacts on the health and safety of staff. If and when this action is seen as necessary the relevant person/s will be formally advised in writing. This notification will identify the inappropriate behaviour and / or actions and the relevant action that could or will be taken.

***Please also see at the end of this handbook the Work Health & Safety (WHS) Respectful Treatment of Staff policy (Appendix 1). It is essential that residents, resident representatives and visitors to Buckland read, understand and comply with this policy.***

## **Volunteers**

Buckland welcomes family members and friends of residents as well as community members to volunteer their services to the organisation. Volunteers make a valuable contribution to the wellbeing of the residents and greatly improve their quality of life. Volunteers are encouraged to take part in recreational and diversional therapy programs, visits to residents without regular community contact and with our fund-raising activities. Those wishing further information on ways in which they could contribute should contact the Facility Manager. Volunteers are required to have the same security checks as staff and

contractors: that is a valid NDIS check (this needs to be discussed with the Facility manager or Diversional Therapist).

## **Surveys and Questionnaires**

Residents and person/s responsible will from time to time be asked to participate in quality improvement surveys and questionnaires. This feedback on the quality of service that Buckland provides is very important to the organisation and we would encourage you to participate.

## **Giving gifts to staff and volunteers**

We do not allow staff or volunteers to accept gifts from residents. Please do not put staff into difficult situations by offering or giving gifts. Chocolates /flowers are welcome.

## **Complaints, Comments and Suggestions**

### **Buckland welcomes all feedback**

This organisation does have a comprehensive complaints handling system and the organisation welcomes the opportunity to speak with any resident, resident representative, relative or interested party in relation to concerns that they may have.

The Customer Liaison Service Folder and Suggestion Box are located in the front foyer and throughout the facility and residents, person/s responsible and visitors are encouraged to utilise these mechanisms to make comments, compliments, complaints and suggestions.

### Complaining to external bodies

While we aim to resolve any matter within Buckland, if you have any enquiries or complaints that have not been satisfactorily resolved using the above processes, we advise you may wish to take the issue to one of the official services listed below.

Concerns and issues should always be directed to the Facility Manager who will deal with the issues raised. If a complaint is not resolved to your satisfaction, you have access to:

**The Aged Care Quality and Safety Commission on 1800 951 822.**

## **Aged Care Advocacy Services**

The Commonwealth Government funds aged care advocacy services to give independent advice about your rights and help to exercise your rights. These Advocacy services, which are operated by community-based organisations, encourage policies and practices that protect residents. You can access these services at Seniors Rights Service on:

Ph: 02 9281 3600

E: [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)

Website: <http://seniorsrightsservice.org.au>

## **Emergency Procedures**

Staff are trained in fire and safety procedures. In the event of a fire, the brigade will be automatically contacted via the "fire protection system" that is in place.

The registered nurse on duty would be responsible for organising an initial staged evacuation of residents. Should the Fire Brigade arrive before evacuation has been completed, the Officer in Charge of the Fire Brigade will take over the responsibility of evacuation.

Resident representatives and visitors are asked to make themselves aware of the fire procedures for Buckland; these will be explained to you at the time of entry of the resident and are also outlined below.

## **Fire and other Emergency Procedures**

All staff members are trained in fire safety, use of fire equipment and evacuation procedures. We hold fire drills regularly. Emergency exit plans are available at all key locations. Please make sure you familiarise yourself with the fire safety program and location of exits

### Precautions

There are safety signs displayed in the facility to help you to identify and avoid hazards and risks. Please take notice of all safety signs, for instance, wet floor signs, and take note of where the exit signs are located.

Buckland is well protected against fire with a fully operational fire alert system and firefighting equipment (sprinkler system, extinguishers, etc.) being on hand. In the unlikely event of a fire, the sprinkler system will activate in the area of the fire and in normal circumstances would bring any blaze under control very quickly.

Residents and others should also be aware that staff are trained in the actions

to take in the event of a fire, with Buckland undertaking regular sessions every year in firefighting and evacuation. This training sees our staff well prepared to react appropriately in the event of a fire or emergency situation.

So what should residents / relatives / visitors do if the fire alarm is activated?

- Firstly, you should know that Buckland has an emergency and evacuation plan in place to ensure that residents, relatives, staff and visitors who may be involved in any emergency are protected.
- The facility is fitted with smoke and heat detectors, which will initiate an electronic impulse to the fire indicator panel. The alarm is then activated and the Fire Brigade is automatically notified. They in turn will visit the facility to investigate.

The registered nurse in charge or the trained Fire Safety Officer will assess the situation and advise staff, residents and visitors of the appropriate action to take. You should remain as calm as possible and do as instructed. The first priority in the event of a fire is personal safety and no unnecessary risks will be taken.

- **DON'T SHOUT or PANIC** (as panic may cause injury more serious than that caused by the fire).
- In the first instance, you should stay where you are and await the direction of the registered nurse who is the initial response person. In the event of you being able to see either fire or smoke you should leave the building (and if practical remove other persons in immediate danger) by the closest available exit and then go directly to the closest evacuation holding site.

### **Alcohol and Smoking**

- Residents are permitted to drink alcohol. This will be agreed upon after liaison with the GP and associated risk assessment. Within the Buckland Nursing Home its storage will normally be restricted to a central area. If a nursing home resident wishes to consume alcohol, he / she should make a request to the registered nurse in charge.
- Abuse of alcohol cannot be allowed and its consumption will be limited to normal social use.
- Smoking in resident's rooms, common areas or any area within the buildings is not allowed.



- Smoking residents are allocated an outside area in which to smoke in both the Buckland Nursing Home and the Donald Coburn Wing. Visitors to Buckland are not permitted to smoke within the grounds of the facility.

## **Banking and Shopping**

Residents are encouraged to maintain the responsibility for their own personal financial dealings. If a resident is unable to manage their own affairs and the resident person/s responsible or responsible person is unable or unwilling to take on this responsibility, arrangements can be made for a Guardian to be appointed under the Guardianship Act, 1989 (NSW). Information regarding this can be obtained directly from the NSW Trustee and Guardian or from the Care Manager.

Residents are able to purchase items from the in-house kiosk and vending machines. Serveries are well stocked for resident use.

Residents who are able to do their own shopping in Springwood via the weekly shopping bus or orders through Coles online by contacting the Diversional Therapists. Residents must have the means to pay for supplies ordered. The purchasing of food outside the facility is discouraged for food safety control. All required food, snacks and drinks are provided by Buckland.

## **Pastoral Care, Cultural Customs, Diversity and Inclusion**

Each resident has the right to practice and maintain their own personal religious beliefs. Ministers of religion are always welcome to perform church services. Any specific, resident requested visits are also welcomed.

Our chaplain is available on site to provide pastoral care and support throughout the week. We also welcome ministers and pastoral carers from all denominations. We will assist any faith that is providing you with pastoral support.

Any cultural custom that the resident wishes to observe or practice is permitted so long as it does not interfere with the rights and comfort of fellow residents. Buckland has access to interpreters who will visit the facility on request. Residents and / or the person/s responsible should speak with the Care Manager if they wish to access the services of an interpreter. No burning of incense is permitted due to fire regulations.

## Resident Language Needs

We aim to provide the best care possible to our residents with different cultural and language needs. Our staff speak English, and several other languages.

Buckland has legal and ethical responsibilities and obligations in regard to cultural safety, diversity and inclusion in dealing with consumers, staff, the public and other stakeholders.

Buckland commits to providing culturally safe care and services to consumers with special needs as identified under the Aged Care Act 1997.

- (a) People from Aboriginal and Torres Strait Islander communities.
- (b) People from culturally and linguistically diverse backgrounds.
- (c) People who live in rural and remote areas.
- (d) People who are financially and socially disadvantaged.
- (e) Veterans.
- (f) People who are homeless or at risk of becoming homeless.
- (g) Care-leavers.
- (h) Parents separated from children by forced adoption or removal.
- (i) Lesbian, gay, bisexual, transgender and intersex people.
- (j) People of any specified in Allocation principles.

Buckland is committed to being inclusive, culturally aware and responsive to the needs of individuals and this is reflected in our policies and practices.

## **Voting**

All residents are encouraged to vote at all government elections. Residents and/or resident representatives should notify the Electoral Office of the resident's entry to Buckland and the change of address.

The Electoral Commission will notify Buckland if they intend to set up a polling facility within the Buckland complex.

## **Television and Radio**

We provide televisions in common areas and in your room. If you wish to bring your own television you need to discuss this with the facility manager to ensure the television is appropriate and if it can be mounted safely.

So you don't disturb other residents, your personal radios and televisions must be used at acceptable noise levels. We do not accept any responsibility for loss or damage to your electrical items.

## **Library**

A large print library is located in Dining Room upstairs and in the central sitting room at the Donald Coburn Wing, residents can borrow books as they desire.

## **Hairdressing**

A qualified hairdresser attends the facility regularly. All arrangements for Buckland Nursing Home haircuts can be arranged through the hairdressing book located at the respective nurse station.

You or your family are required to pay for these services.

## **Car Parking**

Visitors to the facility are asked to park their cars in the marked car parking bays surrounding the facility. The circular drive immediately outside the Buckland Nursing Home front entrance is exclusively reserved for emergency vehicles.

Visitors to the Donald Coburn Wing have access to a car park opposite the main entry.

## **Pet and Animal Visits**

Buckland is required to meet the requirements of NSW Health in relation to a number of public health matters. NSW Health has strict guidelines in relation to animals visiting health care facilities, including aged care. No animal including dogs and cats can enter a Buckland building in normal circumstances. In exceptional circumstances (very limited) individual animal visits can be arranged with the approval of the Facility Manager. Residents can individually visit with pets in the outside gardens and grounds, but under no circumstances can other residents access these animals at that time. This policy does not apply to guide dogs or others assistance animals covered under relevant legislation.

POLICY  
&  
PROCEDURE

WORK HEALTH &  
SAFETY (WHS)  
Respectful  
Treatment of Staff

*...we care*

*Buckland*  
AGED CARE SERVICES

## **PREFACE**

This policy has been developed to outline what constitutes inappropriate and unacceptable behaviour towards staff by those visiting Buckland, and sets in place guidelines for dealing with such behaviour.

Buckland understands that as individuals we have all experienced different life situations and have our own understanding in relation to what we believe is appropriate and acceptable behaviour. Whilst it is not Buckland's desire to make judgements on what may be acceptable for an individual in their interactions with their family, friends and acquaintances outside Buckland. It does have requirements, guidelines and standards in relation to the interaction that it deems inappropriate and unacceptable with its staff.

Buckland also has legislative responsibilities under the *Work Health and Safety Act 2011*, to provide a safe workplace for staff. These responsibilities include providing a workplace that is free of all forms of inappropriate and unacceptable behaviour that has the potential to impact on a staff members' health and safety.

## **BUCKLAND IS COMMITTED TO:**

1. Creating a working environment for staff that is free from any form of inappropriate and unacceptable behaviour and where they are treated with dignity, courtesy and respect.
2. The maintenance of policies, procedures and strategies to ensure that all staff members have their work health and safety rights respected.
3. Encouraging the reporting of behaviour which breaches this policy.
4. Responding appropriately to staff complaints of inappropriate or unacceptable behaviour.
5. Providing a work environment that promotes appropriate standards of conduct at all times.

## **WHAT CONSTITUTES INAPPROPRIATE AND UNACCEPTABLE BEHAVIOUR BY VISITORS TO BUCKLAND**

Inappropriate and unacceptable behaviour is any harmful behaviour that is conveyed via attitudes, actions or words towards staff.

Behaviour that is considered inappropriate and unacceptable, includes but is not limited to;

Touching, Bullying, Shouting, Threats, Intimidation, Harassment,  
Swearing, Racism, Coercion, Sarcasm, Use of force

Visitors to Buckland need to be aware that any of these attitudes, actions or use of words can be extremely destructive to the person they are directed to and create an unhealthy and unsafe workplace for staff.

## **UNDERSTANDING WHY CERTAIN BEHAVIOURS ARE INAPPROPRIATE AND UNACCEPTABLE**

Where inappropriate and unacceptable behaviour occurs, it can negatively impact on the health and safety of staff.

**Touching** others without first seeking their approval has the potential to make them feel violated, intimidated or devalued. Overly familiar actions, such as cuddling, rubbing and kissing is generally inappropriate.

**Bullying** means behaviour which is offensive, intimidating, intended to humiliate or threaten, and is directed at a staff member or a group of staff members, and occurring in the course of their work. Bullying behaviour can take many different forms ranging from shouting and physical confrontations to using an abusive or aggressive tone when speaking to staff.

**Shouting** is often utilised to intimidate someone who is deemed weaker, or can be a response to frustration and anger. Regardless of the reason, shouting at a staff member is always unacceptable.

**Threats and intimidation** may take many forms and are always considered a very serious matter. The use of a threat, or to act in an intimidating manner towards a staff member will always be treated seriously. These actions have the potential to include the notification of the police.

**Harassment** can take many forms, but in essence it is the repeated tormenting and verbal attacks on staff.

**Swearing** at staff is offensive and an unacceptable way to express oneself.

**Racism** is any attitude, action or words that are directed towards a staff member because of their place of birth or origin. Racism is a totally unacceptable form of behaviour. All staff members have the right to be treated the same, regardless of their race, religion or culture.

**Coercion** is to force someone against his or her will. Where staff feel they are being coerced to act in a way that has the potential to harm themselves or others this is unacceptable.

**Sarcasm** is harsh or bitter ridicule that is undertaken by one person to demean another. Sarcasm is hurtful and undermines a persons' self-worth.

**Use of force** against a staff member is a serious matter. An incident of this nature would require intervention by Buckland and has the potential for a notification to the police.

## **INDIVIDUAL'S RESPONSIBILITIES**

All those within Buckland have a responsibility to prevent any form of unacceptable or inappropriate behaviour from taking place.

## **MANAGEMENT RESPONSIBILITIES**

The responsibility of the Chief Executive Officer (CEO) and managers (Finance, Facility, Care and Maintenance) is to:

- Monitor the workplace to ensure that appropriate standards of conduct are observed.
- Provide the appropriate model of behaviour themselves.
- Promote the organisation's policy and make it known.
- Implement where possible appropriate strategies to prevent inappropriate and unacceptable behaviours.
- Treat all staff complaints of inappropriate and unacceptable behaviour seriously and take action to investigate and resolve the matter.
- Ensure all actions taken to manage a complaint of inappropriate or unacceptable behaviour are appropriately documented.

- Provide appropriate avenues for the person the complaint is made about to respond.
- Refer complaints to another manager if they feel that they are not the best person to deal with the case (e.g. if there is a conflict of interest or if the complaint is particularly complex or serious.)
- Deal with all complaints fairly and impartially and to review all relevant information prior to a decision on the action to be taken, being made.

## **STAFF RESPONSIBILITIES**

The responsibilities of the staff members include the need to:

- Take responsibility for their own action and not act in a manner that has the potential to illicit inappropriate or unacceptable behaviour by others.
- Offer support to any staff member who has found themselves the victim of inappropriate and unacceptable behaviour and advise them to speak with their manager.
- Immediately report any behaviour that is considered inappropriate or unacceptable to their manager so that it can be investigated and appropriate action taken.

## **PREVENTION OF INAPPROPRIATE AND UNACCEPTABLE BEHAVIOUR IN THE WORKPLACE**

### **A Risk Management Approach:**

Where there is a potential or foreseeable risk of inappropriate or unacceptable behaviour occurring, this should where possible be;

- Formally identified,
- Assessed,
- Risk controlled (such as early notification of potential outcomes for the person, e.g. exclusion from visiting, etc.)
- Monitored, reviewed and evaluation of any control measures.



## **MANAGING INAPPROPRIATE BEHAVIOUR COMPLAINTS**

Staff who feels that they have been subjected to any form of inappropriate or unacceptable behaviour, will have it addressed by management.

### **Informal complaints:**

Are constituted by the staff member asking advice or information on what may be consider inappropriate or unacceptable behaviour from the CEO or relevant manager. The staff member may request that no formal action be taken at this time.

At this stage the CEO or manager will make some documentation of the issues and details of the matter.

For the purposes of monitoring particular behaviour by those visiting Buckland, records may assist Buckland in determining whether an incident is isolated or forms part of a pattern. For this reason, some details will be retained.

Due to the potential serious outcome that any inappropriate or unacceptable behaviour may have in the future, the CEO or manager having assessed the risk may deem it necessary to take appropriate action.

### **Formal complaints:**

Formal complaints are instituted when the staff member believes that they have been subjected to some form of inappropriate or unacceptable behaviour by a resident or visitor to Buckland and provides this information to the CEO or manager, a written statement setting out the details of the behaviour is filed.

This document will contain details of the alleged inappropriate or unacceptable behaviour including dates, witnesses, etc. In all cases, the person making the allegation must use their own words and where possible write the statement themselves.

The CEO will then undertake themselves or delegate as appropriate a review of all the circumstances.

### **Resolution Process:**

The staff statement or complaint in relation to alleged inappropriate or unacceptable behaviour will be fully reviewed and investigated. Interviews and statements will be sought from other relevant parties as deemed appropriate

and/or necessary. A formal response will be sought from the alleged offender prior to the decision making.

Where on review and investigation the details of the alleged behaviour are clearly established as being factual, a formal letter outlining the complaint and the results of the review process will be provided to the person. At this time, it may also be considered as appropriate to meet with the person to discuss the matters outlined in the formal letter.

This letter will state that any future inappropriate or unacceptable behaviour will result in the provisions of the *Inclosed Lands Protection Act Property Act 1901* being instigated and the person excluded from further access to Buckland property.

## **Quality Statement**

At Buckland, we ensure that the quality of service and care outcomes reflect our commitment to the vision mission and values statement of the organisations expectations of the community we serve.

## **Accreditation**

For Buckland to receive funding from the government we must be accredited by the Australian Aged Care Quality and Safety Commission. The agency sends auditors to measure and review our work and our processes. They judge whether we meet the laws and standards for aged care. They also assess whether we have a quality program in place.

As part of the accreditation review, a number of residents are asked to talk about our services or complete a survey. Please provide honest answers so that we know how well we are achieving our goals and how to improve our services.