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Welcome to Rynpark Association for the Aged

We would like to welcome you to our Rynpark family, thank you for choosing us as your preferred Caring facility.

Rynpark 1 was officially opened October 1982. Rynpark consist of 7 retirement villages, 128 bed Care Centres and a 39 bed Assisted living.

Our goal is to provide residents with an environment similar to living at home. This environment promotes your well-being and allows you to receive the care and treatment while you are kept safe. Rynpark is committed to provide high quality of service in a safe, clean and comfortable settling.

GENERAL GUIDELINES AND HOUSE RULES CARE CENTRES AND LIVING INN

GENERAL GUIDELINES

Food services

Three nutritious meals daily and snacks.

Breakfast	-	08H00
Lunch	-	12H00
Dinner	-	17H00

All meals will be served in the Dining Room. Should the sister find that you are unable to enjoy your meal in the dining room, she will make the necessary arrangements, and your meal will be served in your room.

Special diets if prescribed by a medical practitioner. The dietician will provide appropriate diet according to specifications/guidelines.

Tea is served to the residents during meals as well as

Early morning	-	06:00
Morning tea	-	10:00
Afternoon tea	-	15:00
Late evening	-	19:00

Residents of the *Living Inn Centre* can make tea in the lounge/dining room of the center. The following is available:

- Fridge
- Microwave oven
- Kettle

Visiting Hours

We encourage family members/friends to visit any time from 09H00 to 20H00. If any problems arise with this arrangement, the Sister in charge of the unit may use her own discretion as to what extent the stipulated times must be enforced.

Supporting Aids

The Care Facility has a limited supply of aids such as wheelchairs, walking frames, etc. Residents who utilize aids permanently must please provide their own.

Sickness, Death and Funeral Arrangements

The personnel are responsible for:

- keeping the family informed about the resident's state of health
- to bring any injury sustained to their attention
- to notify the family as soon as the resident is referred to a doctor or hospital
- to notify the family immediately on the death of a resident

The Association is not responsible for funeral arrangements.

Absence

- Residents must notify the Sister in Charge when they leave the Care centre and report back when they return.
- When residents plan to be absent for a while, the Sister in Charge must be notified in good time (\pm 24 hours) so that she can make the necessary arrangements regarding medication.

Transport Services

- Residents may utilize the Association's transport provided that they can still function independently.
- The necessary arrangements must be made with Rynpark 1 Reception.

Maintenance / Repairs

- Any requirements for repairs must be reported to the Sister in Charge of the section.
- No alterations such as wall to wall carpets, shelves, etc. may be effected without prior approval of the Maintenance Manager and Chief Executive Officer/Nursing Service Manager.
- Whenever goods such as carpets, shelves, TV antennas etc., are installed, they become the property of the Association and may not be removed.
- Nails and hooks will be provided by the maintenance team upon request.
- If the resident or his/her family maliciously damages the Care Facility or its equipment, they will be held responsible for total cost of the repairs.

Cleaning Services

- Your room will be cleaned daily and deep cleaned once a week.

CMS EMERGENCY SERVICES (LIVING INN)

- The panic button is pressed for 5 seconds
- Security will phone you to confirm that your emergency call was locked with CMS
- Emergency services will Assess and Evaluate you
- If evaluated as being serious you will be taken by ambulance to the hospital for treatment

Monthly Tariff

- On admission, a monthly tariff is payable immediately.
- The resident is obliged to pay the Tariff monthly in advance before the seventh of each month for the full duration of the Agreement, regardless of temporary absence due to illness, leave or any other reason.
- The tariff may be adjusted from time to time.
- The Association must give the Resident one calendar month's written notice of any adjustment in the Tariff.
- No discount will be granted for any absenteeism (hospital, long leave).
- The resident/responsible person is responsible for managing their own financials.
- The tariff must be settled via debit order. Use Name and Surname as reference.

Surety

- Surety is the guarantee of the debts of one party by another. A surety is the organization or person that assumes the responsibility of paying the debt in case the debtor policy defaults or is unable to make the payments. The party that guarantees the debt is referred to as the surety, or as the guarantor.

HOUSE RULES

Safety Measures

Residents must co-operate in ensuring a safe environment for both themselves and fellow residents.

- Make sure that heaters are switched off and taps are closed when you leave your room.
- No candles may be used during power outages. Residents must use torches. There are emergency lights in the passages that switches on automatically during power outages.
- Loose standing heaters must not be placed against curtains and it is strictly forbidden to dry or warm clothes or towels on the heaters.

Gifts and Favours (Reimbursement)

- No tips may be given to personnel in exchange for services.
- The Sister in Charge must be notified when residents wish to give anything to a staff member. A letter of permission must be completed whenever staff wish to remove anything that has been given or sold to them.

Laundry

- Personal Clothing and Linen on a weekly basis (or as need arise).
- All articles to be marked clearly (Initials & Surname).
- Two laundry bags, also clearly marked (Initials & Surname).
- Specific days are allocated to the different Care Centres.
- Control measures are in place for collection and receiving of laundry.

Medication/Blister Pack

- In order for us to start you on a Blister Pack, you need to provide Rynpark with a prescription from your medical practitioner.
- All residents in Rynpark Care Centre's needs to make use of the Blister Pack.
- A copy of your medical aid card and a copy of your ID must be available.
- The registration form needs to be filled in by the Sister in Charge or a family member.
- All medication must be handed in to the Sister in Charge. Residents are not permitted to keep medication in their rooms or on their person.
- The Sister in Charge is responsible for ordering, administering and controlling all prescribed medicine.
- The Sister in Charge must be notified of any changes concerning prescribed medication so that the necessary adjustments can be made.
- No medication or treatment may be provided or delivered to residents without the permission or knowledge of the Sister in Charge by any person or establishment OUTSIDE the organization.
- Should residents break the rules concerning the abovementioned medicine controls, the Association and its staff will be completely indemnified from any liability or claims resulting from his/her transgression.
- Residents [on medical aid] are responsible for the provision and payment of their own medication, bandages, doctor and hospitalization.
- Residents not on a medical aid can see the District Surgeon when available and obtain medication on a state prescription. The choice is however limited and only certain medicines are provided. Any other stock must be provided by the resident.

Toiletries

- Resident/Responsible Person is responsible for providing their own toiletries.

Incontinence Wear

- Resident/Responsible Person is responsible for providing their own incontinence wear.

Furniture/Bedding

- Rynpark Association for the Aged offer our residents a warm, care centred environment that minimizes the sterile, institutional atmosphere. Rynpark subscribes to the Eden Alternative Principles.
- Residents are encouraged to create an environment similar to living at home. Please feel free to bring your own bed/mattress, curtains and bedding.
- Own Furniture – Sensible use of space – no clutter.
- Should your condition deteriorate, Rynpark will provide the necessary – i.e. a bed with cot sides.

Electrical Appliances

- Residents in single rooms or 2 bedrooms are permitted to use the following electrical appliances in their rooms, provided that they are in good working order. Space is limited. If you are sharing please take the other residents into consideration.
 - fridge
 - fan
 - heater
 - microwave
 - television and radio
 - kettle
- Residents must adhere to the necessary safety regulations when electrical appliances are used.
- The number of electrical appliances being used simultaneously must be limited as they affect the power supply (especially during winter).

Behaviour

All residents are expected:

- To have a friendly attitude towards fellow residents and personnel.
- To always behave in an exemplary manner and not to be a disturbance to fellow residents.
- To be neat and clean on their person and to keep the rooms of the Care Centre as neat as possible.
- Not to interfere in the administration of the Care Centre and in no way to hinder the personnel in the discharge of their duties but rather to co-operate with them in every respect.

Zero Tolerance on the Following Behaviour at Rynpark Association for the Aged

- Harassment of other residents or Rynpark staff members
- Verbal abuse
- Vandalism
- Noise Disturbance
- Racial abuse
- Smoking
- Drinking alcohol and Substance misuse

Harassment of Residents or Rynpark staff members

- Rynpark Association for the Aged are responsible for providing a caring environment to all residents and staff that are free of sexual harassment.

Verbal Abuse

- This includes any form- from loud rants to quiet comments; from obvious put-downs to not-so-obvious remarks that undermine the other person.

Vandalism

- Residents' action involving deliberate destruction of or damage to public or private property.

Noise Disturbance

- In the event of a noise disturbance by a Resident/Staff member, report immediately to Sister in Charge. In many places, normal sleeping hours are considered to be from 10pm to 6am when extra consideration is expected. Sundays and public holidays.

Racial Abuse

- **Racism** is discrimination and prejudice towards people based on their **race** or ethnicity. Rynpark has a Zero Tolerance towards any form of Racism.

Smoking

- **Roadmap to Tobacco Control Legislation:** The Tobacco Products Control Act 83 of 1993 is the primary tobacco control law in South Africa and governs many aspects of tobacco control, including, but not limited to, public smoking restrictions.
- Rynpark has an obligation to stay within the boundaries laid out in Legislation on Tobacco Control.
- Residents are strictly forbidden to smoke in their rooms, lounge, dining room or any other public place.
- Residents may only smoke in the designated smoking areas.

Alcohol and Drugs

- The Care Centres do not have the facilities to care for residents who are alcohol or drug dependent.
- The abuse of alcohol and drugs will not be tolerated and residents who are guilty in this regard run the risk of the Association terminating their accommodation agreement.

Termination of Contract

This Agreement terminates:

- upon the death of the Resident;
- after 1 (one) calendar months written notice by one party to the other party;
- once notice given, the resident/responsible person must settle the account in full before leaving the Rynpark Care centre.
- upon the issuing of a certificate by a Medical Practitioner that, having regard to the Resident's physical and/or mental condition, the facilities of the complex are inadequate;

- in the event of the Resident's mental condition is of such a nature that his conduct bears a safety risk for himself or other residents and the personnel;
- if at any stage the Professional Staff in the employ of the Association are of the opinion that they are unable to provide specialized care to the Resident due to the residents condition, and if the care facilities are inadequate. The Resident/Responsible Person will be responsible for arranging alternative accommodation in another Care Facility.
- Should Rynpark notice that you were dishonest in providing information pertaining to your application, Rynpark will reserve the right to terminate your contract with Rynpark.
- Should the account of the resident be in arrears longer than 30 days, legal action will be taken.

If:

- in the opinion of the Association, the Resident's conduct is of such a nature that he jeopardizes other residents in the Care centre; or
- fails to comply with the House Rules; or
- fails or neglects to pay the Tariff promptly; and persists with such conduct or failure after 7 (seven) days written notice; the Association shall have the right to cancel this agreement without further notice upon which the Resident shall be obliged to leave the Care Centre.
- Notwithstanding anything contained in this agreement, the Resident or his/her estate shall upon termination of this agreement remain liable for payment of all or any arrear amounts in respect of the Tariff or any other amounts due and the Association shall not be obliged to refund any portion of the Tariff paid in advance for a particular calendar month.