

RULES AND REGULATIONS OF BAYSWATER VILLAGE – ROOMS AND FRAIL

To ensure the efficient management of the Home, certain rules are necessary:

MEALS: are served as follows:

Breakfast	08h00	
Lunch	12h00	Tea: 10H00 & 15h00 in the tea room
Supper	16h30	

PLEASE ADVISE THE KITCHEN SUPERVISOR IF MEALS WILL BE MISSED. ESPECIALLY WHEN YOU ARE GOING ON HOLIDAY.

(When visiting the Hospital or the Doctor, lunch will be kept, if arranged.)

If you have guests for lunch, the Kitchen Supervisor must be advised **at least one day in advance**.

Meal tickets are available from the office at THE NORMAL COST.

When ill, please advise the Kitchen Supervisor so that meals can be sent to your room, **a maximum of two days will be allowed**. Otherwise the meals are served in the Dining Rooms. Please notify the Sister at Frail as well.

LAUNDRY:

The Laundry Attendant collects the laundry at 07h00 on a Monday.

All laundry must be marked with a SUITABLE LABEL and must be in a laundry bag.

Laundry lists can be obtained from the Attendant.

NO RESPONSIBILITY IS ACCEPTED FOR LOST OR STOLEN LAUNDRY!!

A washing and ironing room for personal use is situated on the south side of the resident's B passage opposite Room B28.

CLEANING OF ROOMS:

The Cleaners are contracted externally and thus not part of BWV staff. Rooms are cleaned on Tuesdays (B passage) and Mondays (Purchased Rooms.) Residents are asked to make their own beds, if possible. If unable to do so, arrangements will be made.

UNDER NO CIRCUMSTANCES SHOULD TIPS OR GIFTS BE GIVEN TO STAFF.

We do however allow donations over Christmas which will be received at the office and distributed/shared to all staff equally. Please note it is not compulsory.

TELEPHONES:

Bayswater Village is not responsible for the application, cancellation or transferring of telephones. It is the responsibility of each individual resident, however, we will gladly assist.

DSTV DISHES:

With approval from Management a DSTV dish may be installed. However, this dish will be a fixture and is **NOT** to be removed when vacating a room.

ROOM DECORATIONS:

Residents may feel free to furnish their rooms according to their preference, as long as it is in

accordance with the rules of Bayswater Village. Pictures against the walls are negotiable. We prefer residents/patients to use their own furniture if suitable for the type of care required.

Small non-slip mats in the Frail Care may be used with permission. No large carpets will be allowed in Frail Care. We do not encourage the use of small carpets in the rooms and the use thereof will be at the risk of the resident, children and family.

HAIRDRESSER:

A hairdresser is available, on site, on Tuesdays and Thursday mornings, at a very reasonable fee.

NURSING ATTENTION:

Residents requiring attention during the night must alert the Sister on duty by PRESSING THE PANIC BUTTON. Bedroom doors should be left unlocked during the night for emergencies (e.g. fires, sickness)

IN CASE OF EMERGENCY PLEASE PRESS THE PANIC BUTTON !!

It is the responsibility of the resident to check the PANIC BUTTON from time to time.

Residents will be required to recuperate in the Frail Care if necessary, after an operation or when seriously ill. **It will be at an extra daily tariff.** The amount can be obtained from the Manager or Admin Offices.

No regular or daily nursing services can be administered outside of the Frail Care. It is the decision of the Board that **NO private nursing** will be allowed in Bayswater Village.

LIBRARY:

The library is available to all residents between office hours. Please adhere to the rules of the library.

MEDICATION:

Residents are required to provide for their own medication.

DOCTOR'S APPOINTMENTS:

The sisters must be informed, at all times, of all residents' appointments, as well as the prescribed medication. The Sisters must at all times, be made aware of the medical condition of all the residents, in the event of a medical emergency.

CLEANLINESS IS NEXT TO GODLINESS:

Please be clean on yourselves. The Board has given the Sisters permission to inspect rooms, from time to time and if need be, to tidy rooms. **NO** boxes, suitcases etc, to be packed into the shower. Keep rooms uncluttered for own safety and hygiene.

BEDTIME:

Residents are free to go to bed whenever they wish. However, they are expected not to cause disturbance to fellow residents.

ABSENCE:

When leaving the Village for a weekend or longer, Management must be advised. **PLEASE SIGN THE REGISTER (AVAILABLE IN THE FRONT OFFICE) EACH TIME BEFORE LEAVING.**

Anyone taking someone out from the Frail Section, even for a short while, must please report to the Sister-in-charge.

FRONT DOOR OF MAIN BUILDING:

The front door is unlocked at 06h00 in the morning and locked at 19h00 (winter) and 20h00 (summer) in the evening.

FEES:

To be paid by the 3rd of each month either by cheque, cash or EFT.

DEVOTIONAL SERVICES:

Morning devotions are held in the Library every Monday, Wednesday and Friday at 07h30 (except during winter). Everyone is welcome to attend.

ALCOHOLIC DRINKS:

Not encouraged in bedrooms.

SMOKING:

Smoking is not allowed in bedrooms at all. If the habit cannot be controlled, smoke outside, away from other residents. Please bear in mind that there are smoke detectors located throughout the Village, which are connected to the local Fire Department.

REFRIGERATOR:

Feel free to use the fridge in the Residents' kitchen for snacks and tit-bits. All items must be marked. You place goods in the fridge at your own risk. **Bayswater Village does not accept any responsibility for goods that are lost or stolen.** Own fridges of residents in frail are not allowed without permission.

HEATERS:

No open heaters are allowed in rooms or flats. Oil heaters and panel heaters are allowed with necessary permission from the manager.

TEA:

For frail residents, tea and coffee will be served obviating the use of own kettles.

CANDLES:

Burning of candles in rooms for whatever reason is **STRICTLY FORBIDDEN.**

TOILET PAPER:

Up to six toilet rolls are provided to each resident at the beginning of the month.

MONTHLY ACTIVITIES:

A monthly program is available and a wide variety of activities are scheduled throughout the year. Residents are encouraged to take part in the activities.

PETS:

No pets are allowed on the premises.

VALUABLE ITEMS:

Valuable items, e.g. : jewellery, etc., should be kept locked away in your room. BWV does not accept **ANY RESPONSIBILITY** for any items that are lost or stolen.

REPAIRS AND MAINTENANCE:

Two journals are available where repair requests are recorded by residents. One is in the tearoom and the other at the sister's office. Please refrain from calling the handy man on his cellphone for repairs unless for an emergency.

GENERAL:

Safety is the responsibility of everyone at BWV. Please report any possible unsafe situation to management immediately.

Please note that NO resident or member of the public is allowed in the kitchen or any other controlled or hazardous area.

WE TRUST THAT YOU WILL ENJOY YOUR STAY AT BAYSWATER VILLAGE. IF WE CAN BE OF ANY ASSISTANCE, PLEASE DO NOT HESITATE TO CONTACT THE OFFICE.