

ACCOMODATION SERVICES

Provided to low and high care classification

<u>Care or Service</u>	<u>Content</u>
1 Administration	General operation of the Care Facility including maintenance of resident documentation.
2 Maintenance of all buildings and grounds	Adequately maintained buildings and grounds.
3 Accommodation	Utilities such as electricity and water.
4 Furnishings	Except where a resident chooses to provide them: Bedside lockers, chairs with arms, containers for personal laundry, dining, lounge and recreational furnishings, draw-screens (for shared rooms), resident wardrobe space, towel rails.
5 Bedding	Beds and mattresses, bed linen, blankets and absorbent or waterproof sheeting.
6 Cleaning services, goods and facilities	Maintain cleanliness and tidiness of the Care Facility. However, this excludes a resident's personal area where he or she chooses and is able to maintain it himself or herself.
7 Waste disposal	Safe disposal of organic and inorganic waste material.
8 General laundry	Provision of heavy laundry facilities and services, the provision of personal laundry services, including laundering of clothing that can be machine washed. However, this excludes cleaning of clothing that requires dry cleaning or other special cleaning process and personal laundry where a resident chooses and is able to do this himself or herself.
9 Toiletry goods	Bath towels, face washers, soap, toilet paper.
10 Meals and refreshments	10.1 Provision of meals of adequate variety, quality and quantity for each resident, served each day at times generally acceptable to both residents and management, generally comprising 3 meals per day plus morning tea, afternoon tea and supper. 10.2 Supply of special dietary requirements having regard to either medical need or religious or cultural observance. 10.3 Provision of food, including fruit of adequate variety, quality and quantity, and non-alcoholic beverages, including fruit juice.
11 Resident social activities	Programs to encourage residents to participate in social activities that promote and protect their dignity and to participate in community life outside the facility.
12 Emergency assistance	At least one responsible person is continuously on call and in reasonable proximity to render emergency assistance.