

METHODIST HOMES FOR THE AGED BLOEMFONTEIN

Trading as:

Bayswater Village

GENERAL RULES AND REGULATIONS



(051) 433-1748

reception@bayswatervillage.co.za www.bayswatervillage.co.za
<https://www.facebook.com/BayswaterVillageHome>

P.O. Box 28518, Danhof, 9310

2 Burgundy Crescent, Bayswater, Bloemfontein

002-763 NPO Fund Raising No. 077000640008 Reg. No. 1978/003036/08

VAT: 4540113513

Do not cast me away now that I am old; do not forsake me now that I am feeble Ps 71:9

Directors: J.P.E. Smith (Chairman), Mrs. M.F. Louw, B.A. Pienaar,
N.M. Armstrong, M.J. Coetzee, M.C. Greenland, Mrs. C.L. Zurnamer 08.2023

INDEX: GENERAL RULES AND REGULATIONS

1. GENERAL INFORMATION	1
2. COTTAGES AND FLATS.....	4
3. ROOMS AND FRAIL	7
4. BWV MAP	11

**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.**

Do not cast me away now that I am old; do not forsake me now that I am feeble Ps 71:9

Directors: J.P.E. Smith (Chairman), Mrs. M.F. Louw, B.A. Pienaar,
N.M. Armstrong, M.J. Coetzee, M.C. Greenland, Mrs. C.L. Zurnamer 08.2023

1. GENERAL INFORMATION

STAFF

Office	George Holmes - Manager Lizet van Straten – Financial Administrator Elmarie Robberts – Reception	
Nursing Sisters	Sr Annalie Grobbelaar Sr Riana Jansen Sr Sannet Hugo Sr Ina Dennis Sr Alda Booyens Alternate sister's contact: 064 783 5349	
Kitchen Supervisor	Carmen van der Schyff	
Maintenance	Mortimer Greenland	
Garden	Nico van Zyl	
Hairdresser (contracted)	Corlette Claase	084 668 9123
Security (contracted)	Invicta Head of security Guardhouse	051 492 4132 078 724 9725 071 207 0491

OFFICE HOURS

Monday to Friday,
08:00 to 16:00.

The office is closed over weekends and on public holidays.

MEALS: served in the dining rooms as follows

Breakfast	08:00-08:30
<i>Tea is served</i>	10:00
Lunch	12:00 – 12:30
<i>Tea is served</i>	15:00
Supper	17:00 – 17:30

AFTER HOUR ACCESS

The front door is unlocked at ±05:30 in the morning and locked at ±19:00 (winter) and ±20:00 (summer) in the evening. Access is available at the sister's station after hours. Please refer to the attached map.

Do not cast me away now that I am old; do not forsake me now that I am feeble Ps 71:9

Directors: J.P.E. Smith (Chairman), Mrs. M.F. Louw, B.A. Pienaar,
N.M. Armstrong, M.J. Coetzee, M.C. Greenland, Mrs. C.L. Zurnamer 08.2023

HAIRDRESSER

Available on-site from Tuesday to Friday, by appointment, at a reasonable fee.

LIBRARY

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

LOUNGE AREAS

Bayswater Village has 3 lounge areas available to ALL residents and are not designated for any specific residents or groups.

DEVOTIONAL SERVICES

Morning devotions are held in the library on Monday mornings at 08:30 or as arranged. All welcome to attend.

CHURCH SERVICES

Wednesday afternoon at 15:00 (3pm) in the hall/chapel. Services presented by different denominations. Communion served on first Wednesday of each month.

ACTIVITIES

Various activities are presented including bingo, quiz, croquet, carpet bowls, chairbics, 'purls of wisdom', etc. Days and times available on the monthly calendar.

PETS

NO PETS are allowed on the premises.

STORAGE FACILITIES

Storage facility is available for 1 suitcase of clothing (winter/summer), clearly marked.

KOMBI / TRANSPORT

The kombi takes residents who do not have own transport to either Northridge Mall or Preller Square twice per month. Notice placed on notice board with date, for names to be added.

Transport is also available to residents for doctor's visits in need, at AA rates or rates determined from time to time.

Do not cast me away now that I am old; do not forsake me now that I am feeble Ps 71:9

Directors: J.P.E. Smith (Chairman), Mrs. M.F. Louw, B.A. Pienaar,
N.M. Armstrong, M.J. Coetzee, M.C. Greenland, Mrs. C.L. Zurnamer 08.2023

REPAIRS AND MAINTENANCE

Two journals are available where repair requests are recorded by residents, one at the front office and one at the Sister's office. Please refrain from calling the handyman on his cellphone for repairs except for emergencies.

CLEANING OF ROOMS

- B-PASSAGE (B16-B29): cleaned by Dannies on Tuesdays and Thursdays
- B-PASSAGE (B30-B35): cleaned by Dannies on Mondays and Fridays
- D-PASSAGE (D1-D8): cleaned by Daisy daily
- CARE PASSAGE (A31-A41, C40-43, C50): cleaned daily by Emily
- CARE PASSAGE (C44-C49, B50-B57): cleaned daily by Patricia

FAMILY ACCOMMODATION

We have a flat available for rent for resident families when visiting, offering a double bed facility for a maximum of 2 adults. Unfortunately, no children. The flat offers a single bedroom, kitchen, and bathroom. Please enquire from the office regarding availability and cost.

RECYCLING

Bayswater Village supports recycling with a collection point located between cottages E1 and E13. Many residents contribute to the recycling on a regular basis and should you wish to contribute, please speak to the office.

2. COTTAGES AND FLATS

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

MEALS - served in the dining rooms as follows

- i. Lunch is served from 12:00 to 12:30
- ii. Meal tickets are available from the finance office. Please arrange with the Kitchen Supervisor if you would like to have meals on a regular basis in the dining room. Bulk buy offer available, please enquire at the finance office.
- iii. PLEASE ADVISE THE KITCHEN SUPERVISOR AT LEAST ONE DAY IN ADVANCE, IF MEALS WILL BE MISSED.
- iv. 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.
- v. When ill, please advise the Sister in Frail to arrange for meals to be sent to your cottage if necessary, a maximum of two days will be allowed.

NURSING ATTENTION

- i. Residents requiring attention during the night, or at any time, must alert the Sister on duty by PRESSING THE PANIC BUTTON (supplied). The panic button must ALWAYS be kept on your person. Please do not leave keys in the lock/keyhole to allow Sister access in case of emergencies (e.g. fire, sickness). If a security gate is installed, please let the Manager have a key (for emergencies)
- ii. IN CASE OF EMERGENCY PLEASE PRESS THE PANIC BUTTON !!!
- iii. It is the responsibility of the resident to check the PANIC BUTTON from time to time (to ensure effectiveness of device).
- iv. Residents will be required to recuperate in the Frail Care section if necessary, after an operation or when seriously ill, if available. This will be charged at an extra tariff. (This tariff can be obtained from the Manager or Admin Offices)
- v. No regular or daily nursing services can be administered outside of the Frail Care section. It is the decision of the Board that NO private nursing will be allowed in Bayswater Village.

NOISE

Residents are requested not to cause any unreasonable disturbances.

ABSENCE

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

Do not cast me away now that I am old; do not forsake me now that I am feeble Ps 71:9

Directors: J.P.E. Smith (Chairman), Mrs. M.F. Louw, B.A. Pienaar,
N.M. Armstrong, M.J. Coetzee, M.C. Greenland, Mrs. C.L. Zurnamer 08.2023

FEES

To be paid, in advance, by 3rd of each month preferably by EFT but cash is also accepted at the office.

MEDICATION

The Sisters must always be made aware of all medical conditions, in the event of a medical emergency.

ALCOHOLIC DRINKS

Not encouraged at all.

SMOKING

Smoking is NOT allowed in cottages/flats at all. If the habit cannot be controlled, smoke outside, away from other residents.

CANDLES

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

HEATERS

No open heaters are allowed in cottages. Oil heaters, panel heaters and gas heaters are allowed with permission from Management.

PETS

NO PETS are allowed on the premises.

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 the cottage or flat.

PRIVATE WORKERS

Identity documents of any domestic workers or garden workers must be handed in to the Manager. (copy will be made) Access and exit **ONLY** through main gate.

Do not cast me away now that I am old; do not forsake me now that I am feeble Ps 71:9

Directors: J.P.E. Smith (Chairman), Mrs. M.F. Louw, B.A. Pienaar,
N.M. Armstrong, M.J. Coetzee, M.C. Greenland, Mrs. C.L. Zurnamer 08.2023

ACCESS TO UNITS

We reserve the right to access any cottage/flat/unit for work to be done, or in case of emergency. Entrance will be limited to our Manager and/or Handyman, for inspection or repairs and/or Sister (for medical emergencies)

SECURITY

- i. Security gates of your residence (if installed) to be KEPT LOCKED AT ALL TIMES!
- ii. E-COTTAGES: Please wait for motor gate to ALWAYS close when leaving or returning to The Village. Please request family and visitors to do likewise.
- iii. Please refrain from opening the gate for hawkers or people unknown to you, refer them to the main gate. Please relay this very important message to your workers as well.
- iv. ALL workers to enter and leave via the MAIN GATE – NO EXCEPTIONS TO THIS RULE PLEASE.
- v. THIS IS FOR YOUR OWN SAFETY AND THAT OF THE OTHER RESIDENTS OF BAYSWATER VILLAGE.

GAS STOVES/HEATERS

It is the resident's responsibility to ensure that all gas installations and appliances be checked for leaks and safe operation every 12 months' as per gas certificate of compliance. Certificate to be provided to the manager for record purposes.

BWV GARDENERS

When the need arises for a gardener in your own garden, you can arrange with the supervisor for a gardener to assist for a short period. Should the work be more time consuming, you would need to arrange with the gardener in their own time to work for you in your garden at your expense.

GENERAL

Safety is the responsibility of everyone at Bayswater Village. 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.

Do not cast me away now that I am old; do not forsake me now that I am feeble Ps 71:9

Directors: J.P.E. Smith (Chairman), Mrs. M.F. Louw, B.A. Pienaar,
N.M. Armstrong, M.J. Coetzee, M.C. Greenland, Mrs. C.L. Zurnamer 08.2023

3. ROOMS AND FRAIL

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

MEALS - served in the dining rooms as follows

Breakfast	08:00-08:30	
Lunch	12:00-12:30	Tea is served @ 10:00 & 15:00
Supper	17:00-17:30	

- i. PLEASE ADVISE THE KITCHEN SUPERVISOR IF MEALS WILL BE MISSED, ESPECIALLY WHEN YOU ARE GOING ON HOLIDAY.
(When visiting the hospital or doctor, lunch will be kept, if arranged)
- ii. 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.
- iii. When ill, please advise the Sister in Frail to arrange for meals to be sent to your room if necessary, a maximum of two days will be allowed. Otherwise, all meals are served in the dining rooms.

LAUNDRY

Rooms:

The Laundry Attendant collects laundry (clothing) by 07:00 on Monday and returns your laundry by Wednesday, collects laundry (linen) by 07:00 on Wednesday and returns by Friday.

Frail:

Laundry is collected and done daily.

All laundry must be marked with a SUITABLE LABEL and must be in a laundry bag. Laundry lists can be obtained from the laundry attendant.

NO RESPONSIBILITY IS ACCEPTED FOR ANY UNMARKED LAUNDRY, LOST OR STOLEN!!

CLEANING OF ROOMS

Refer to General Information for more details.

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 equally among staff. Please note this is not compulsory.

Do not cast me away now that I am old; do not forsake me now that I am feeble Ps 71:9

Directors: J.P.E. Smith (Chairman), Mrs. M.F. Louw, B.A. Pienaar,
N.M. Armstrong, M.J. Coetzee, M.C. Greenland, Mrs. C.L. Zurnamer 08.2023

DStv DISHES

DStv (single view) dish installations will be provided, however this dish will be a fixture and neither the dish nor decoder is to be removed when vacating the room.

ROOM DECORATIONS

- i. Residents may feel free to furnish their rooms according to their preference if it is in accordance with the rules of Bayswater Village. Pictures against the walls are negotiable. We prefer residents to use their own furniture, if suitable for the type of care required.
- ii. Small non-slip mats may be used in the frail section, with permission. No large carpets will be allowed in the frail section.
- iii. The use of large carpets in rooms is not encouraged as the use thereof would be a risk for the resident, family, and staff.

NURSING ATTENTION

Residents requiring attention during the night, or at any time, must alert the Sister on duty by **PRESSING THE PANIC BUTTON** (supplied). The panic button must **ALWAYS** be kept on your person. Bedroom doors must be left unlocked during the night for emergencies (e.g. fire, 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 (to ensure effectiveness of device).

Residents will be required to recuperate in the Frail Care section, if necessary after an operation or when seriously ill. This will be charged at an extra tariff. (This tariff can be obtained from the Manager or Admin Offices)

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

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 necessary, tidy rooms. **NO** boxes, suitcases, etc. may be stored in the shower. Rooms must be kept uncluttered for own safety and hygiene.

Do not cast me away now that I am old; do not forsake me now that I am feeble Ps 71:9

Directors: J.P.E. Smith (Chairman), Mrs. M.F. Louw, B.A. Pienaar,
N.M. Armstrong, M.J. Coetzee, M.C. Greenland, Mrs. C.L. Zurnamer 08.2023

BEDTIME

Residents are free to go to bed whenever they wish. They are however expected not to cause any disturbances to fellow residents.

ABSENCE

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

FEES

To be paid, in advance, by 3rd of each month preferably by EFT but cash is also accepted at the office.

MEDICATION

Residents are required to provide their own medication, for the Sisters to administer.

ALCOHOLIC DRINKS

Not encouraged in the rooms.

SMOKING

Smoking is NOT allowed in bedrooms/flats at all. If the habit cannot be controlled, smoke outside, away from other residents. Please bear in mind that there are smoke detectors throughout the Village.

CANDLES

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

HEATERS

No open heaters are allowed in rooms or flats. Oil heaters and panel heaters are allowed with permission from Management. All rooms are equipped with a wall heater.

ELECTRIC BLANKETS

The use of electric blankets is STRICTLY FORBIDDEN.

Do not cast me away now that I am old; do not forsake me now that I am feeble Ps 71:9

Directors: J.P.E. Smith (Chairman), Mrs. M.F. Louw, B.A. Pienaar,
N.M. Armstrong, M.J. Coetzee, M.C. Greenland, Mrs. C.L. Zurnamer 08.2023

TEA

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

TOILET PAPER

Six toilet rolls are provided to each tenant (rental room) in B-passage and 'semi-care' (A30-A41) at the beginning of each month. Toilet rolls are available to purchase in the Tuck Shop (Snoepie) should additional toilet rolls be required.

PETS

NO PETS are allowed on the premises.

VALUABLE ITEMS

Jewelry and any other valuable items should be locked away in your room. Bayswater Village does not accept ANY RESPONSIBILITY for any items lost or stolen.

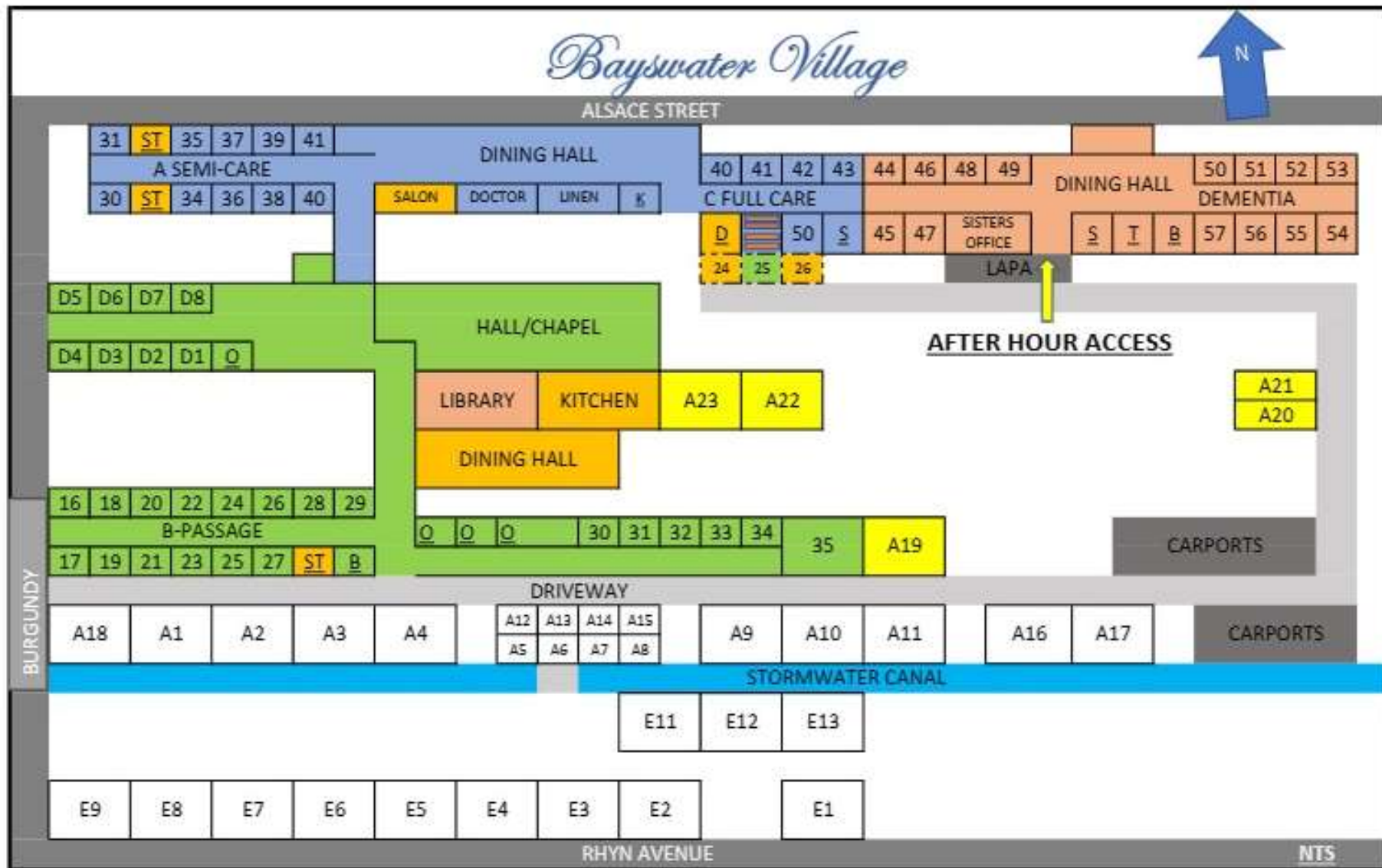
REPAIRS AND MAINTENANCE

Two journals are available where repair requests are recorded by residents, one at the front office and one at the Sister's office. Please refrain from calling the handyman on his cellphone for repairs except for emergencies.

GENERAL

Safety is the responsibility of everyone at Bayswater Village. 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.

4. BWV MAP



Do not cast me away now that I am old; do not forsake me now that I am feeble Ps 71:9

Directors: J.P.E. Smith (Chairman), Mrs. M.F. Louw, B.A. Pienaar,
N.M. Armstrong, M.J. Coetzee, M.C. Greenland, Mrs. C.L. Zurnamer 08.2023