



Dolphins Corner

ASSISTED LIVING & CARING GUESTHOUSE

VISION: That our haven will deliver the expectation to our guests what they desired during their last period of life.

MISSION: Our team will in all humanly circumstances make sure our guests are safe, respected, comfortable, assisted in their needs and keep them dignified as long as possible.

DEDICATION: We are all dedicated to take care of our guests, it does not matter what ailment conditions they suffer from or where and how they need to be assisted.

SERVICE DELIVERY: Management and staff will make all possible efforts to confirm a safe and comfortable environment for the guests.

Thank you for considering our facility as a live in option for your relative, we will do our utmost best to ensure that he/she will receive the best intended care, assistance, love, and attention that they deserve as dependant or elderly as a guest with our service.

WHAT WILL OUR GUEST RECEIVE AT OUR FACILITY

LIVE IN APPLICATION

A GUESTHOUSE SET UP AND LAYOUT FOR THE ELDERLY OF AGE OR A PERSON WITH AN AILMENT CONDITION ON A TEMPORARILY OR PERMANENT BASIS, WHERE STAFF AND MANAGEMENT ARE AVAILABLE 24 HOURS, 365 DAYS FOR ASSISTANCE IN WHATEVER THEY NEED TO BE CARED AND ASSISTED WITH.

- *WE DO DAILY VITALS ON BLOOD PRESSURE, OXYGEN, SUGAR, AND GENERAL OBSERVATION WHEN IT IS NECESSARY.*
- *OUR STAFF DO DAILY HYGIENIC ROOM CLEANING AND WASHING OF CLOTHING 7 DAYS A WEEK.*
- *GUESTS ARE ASSISTED WITH SHOWER, WASHING, DRESS AND GROOMING SESSIONS WHERE NEEDED.*
- *DAILY REPORTS ON GENERAL CONDITION, UNSTABLE VITALS AND HEALTH STATUS OF EACH GUEST.*
- *URINE DIP STICK TEST WHEN NEEDED OR NECESSARY.*
- *WE SERVE BREAKFAST, LUNCH, LIGHT SUPPER, SNACK, FRUITS, JUICE, COLDRINKS WITH THEIR FOOD AND SOME SWEET/SALTY SNACKS ON A DAILY BASIS.*
- *ALL ROOMS ARE PRESENTED WITH A ¾ BED, BEDSIDE CUPBOARD,*
- *WARDROBE, A CHAIR AND A TV WITH THE R125 DSTV PACKAGE (HIGHER PACKAGE IS OPTIONAL AND FOR FAMILIES ACCOUNT, BUT AVAILABE)*
- *OPEN GARDEN AREAS AND COVERED GAZEBO'S FOR VISITING WITH FAMILY AND RELAXING TIME.*
- *CHRISTIAN SERMON SESSIONS ON WEDNESDAY AND SUNDAYS WHICH IS A FREE WILL INVITATION.*
- *PUZZLES, GAMES, LIBRARY WITH AFRIKAANS AND ENGLISH BOOKS AND COLOURING IN SESSIONS FOR THE WILLING AND ABLE GUESTS.*
- *BASIC MANI AND PEDICURE TREATMENTS.*
- *DAILY WALKS AND ACTIVITIES, VERY LIGHT EXERCISES ON MONDAYS AND THURSDAYS WHERE THE GUEST CAN COMPLY.*
- *ASSISTANCE WITH EXERCISE MANAGED BY A PHYSIOTHERAPIST PROGRAM.*
- *WHERE IT IS NEEDED OR REQUIRED A GUEST WILL BE BED WASHED (FRAIL, SICK, BEDRIDDEN OR PALLIATIVE CARE)*
- *ER 24 MEDICAL RESPONSE - THE MEDICAL RESPONSE WILL ATTEND TO A SERIOUS MEDICAL CONDITION, STABILIZE THE PERSON AND SHOULD IT BE NECESSARY TO BE*



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TRANSPORTED TO A HOSPITAL THAT IS ALLOWED BY MEDICAL AID. SHOULD THE PERSON NOT HAVE A MEDICAL AID THE FAMILY MUST APPROVE THE TRANSPORT TO A HOSPITAL AND THE GUARDIAN WILL BE RESPONSIBLE FOR THE COST TOWARDS THE SERVICE WITH THE SERVICE PROVIDER.

- **FAMILY TIME: FAMILY AND FRIENDS CAN BOOK A BREAKFAST, LUNCH OR DINNER WITH YOUR RELATIVE AT OUR FACILITY AT A VERY AFFORDABLE PRICE. FOR BOOKINGS PLEASE WHAT'S APP OR BOOK AT THE OFFICE ONE DAY PRIOR TO THE DATE.**
- **OUR STAFF WILL APPLY A HAIR COLOR FOR OUR GUESTS IF THE FAMILY SUPPLY THE APPLICATION TO USE.**
- **GAMES AND ENTERTAINMENT ON SATURDAYS.**
- **LAST WEDNESDAY OF THE MONTH - TEA GARDEN - GUEST CAN INVITE A FRIEND.**
- **LAST SATURDAY OF THE MONTH: MOVIE DAY WITH POPCORN AND A LIQUEUR AS OUR TREAT**

PHASE ONE

THIS AREA PRESENTS:

- **5 TWIN ROOMS, ENSUITE BATHROOM WITH A SHOWER, BASIN, AND PRIVATE TOILET TO SHARE, FACING AN INDOOR PASSAGE.**
- **3 SINGLE ROOMS WITH OUTSIDE WINDOWS, BATHROOMS IS ACROSS THE PASSAGE FROM THE ROOMS.**
- **2 ROOMS FOR FRAIL GUESTS WITH A TOILET AND BASIN, BED WASH OR COMMUNION SHOWER.**
- **3 ROOMS WITH ENSUITE BATHROOMS**
- **TWO DOUBLE ROOMS, DOORS LEADING OUTSIDE WITH ENSUITE BATHROOMS.**
- **LOUNCH AND THE DINING ROOM AREA WITH A 65" TV AND FULL DSTV APPLICATION**
- **OUTDOOR GARDENS TO SIT OR GO FOR WALKS**

PHASE TWO

THIS AREA PRESENTS:

OUR OFFICE IS BASED IN THIS AREA AND WE HAVE AN OPEN DOOR POLICY WITH CONSIDERATION WHEN IT IS OCCUPIED WITH ANOTHER VISITOR.

- **9 ROOMS WITH ENSUITE BATHROOMS TO SHARE BETWEEN TWO ROOMS.**
- **1 ROOM FOR THREE LADIES SHARING**
- **4 ROOMS WITH ENSUITE BATHROOMS**
- **OPEN DININGROOM WHICH IS AVAILABLE TO ALL GUESTS TO ENJOY THEIR FOOD SERVINGS AT ANY TIME.**
- **WE ENTERTAIN OUR GUEST WITH THEIR VISITORS FOR A BOOKED SERVING IN THIS DINING AREA.**
- **6 DIVISIONAL LUNCHES IN DIFFERENT SETTINGS WHERE OUR GUESTS CAN VISIT WITH THEIR VISITORS.**
- **OVERHEAD PROJECTOR FOR MOVIE DAYS, RUGBY, AND SPECIAL SHOWS.**
- **A CINEMA ROOM WHERE THE GUESTS CAN ENJOY MUSIC, DSTV OR MOVIES ON THEIR OWN OR WITH A FRIEND.**



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- *A LARGE VARIETY BOOKS IN OUR LIBRARY TO CHOOSE FROM.*

ADDITIONAL COST ON OPTIONAL SERVICES ON REQUEST

- *THURSDAYS -HAIRDRESSER DAY WITH A QUALIFIED HAIRDRESSER - COSTS ACCORDING TO HER CHARGE. CURRENTLY R110 FOR A CUT AND R130 FOR A DO.*
- *ADVANCE MANICURE, PEDICURE AND FACIALS CAN BE BOOKED WITH A THERAPIST ON REQUEST.*
- *SPECIAL FOOT AND IN GROW TOENAIL TREATMENT BY A PEDIATRIST ON REQUEST.*
- *QUALIFIED MEDICAL SISTER ON REQUEST.*
- *BLOOD TESTS, INR, URINE TESTS AND OTHER LABORATORY SERVICES BY PATHLABS (CLAIM FROM MEDICAL AID)*
- *DR GEORGE EHLERS IS A GENERAL PRACTITIONER THAT VISITS OUR FACILITY ONCE A WEEK (CLAIM FROM MEDICAL AID)*
- *PHYSIOTHERAPIST EVELYN IS ON CALL TO THE FACILITY WHEN NEEDED. (CLAIM FROM MEDICAL AID)*
- *WOUND SISTER IS ON CALL FOR ANY INTENSIVE WOUND MANAGEMENT (CLAIM FROM MEDICAL AID)*
- *SNACK TROLLEY TO CHOOSE SNACKS FROM ON MONDAYS AND FRIDAYS (EACH FAMILY CAN DETERMAN THE BUDGET FOR THIS TREAT)*
- *ARTAND CRAFT CLASSES EVERY SECOND FRIDAY @ R125 PER CLASS.*
- *FIRST 400MB IS INCLUDED THEREAFTER R400.00*

MEDICAL AND MEDICATION

- Dis-Chem Olivewood and the Falls Pharmacy is our preferred suppliers where a dedicated person manages the guest medication with blister packing, they deliver all medication and stock on order to the facility.
- Transpharm is also one of our suppliers where we can get over the counter medication a little bit cheaper. We will do the purchase and invoice the family members therefore.
- These pharmacies do blister packs for the medication which will be delivered to the facility on a weekly basis. There is a cost of Dischem R150 and Falls R50-00 per month, this is a preferred and more managed method for the medication distribution at our facility.
- Should this be the choice for the family there must be a debit account at Dis-Chem and a credit account with Falls, forms can be sent and completed by a family. The amount for the estimated monthly expense must be paid to the Dis-Chem account for the medication and Falls expenses will be specified on their invoices and statement for toiletries or other products when needed.
- When we need chronic, acute or a script medication for a guest, we will notify the family of the request and await confirmation that we can order. It is very important to ensure that there is always money available in the Dis-Chem account to cover the costs of the purchase, Falls will send an invoice which will show proof of the purchase.
- Please take into consideration that it takes up to two days for a money deposit to appear on the Dischem account.
- Dis-Chem does not release any medication or product from their store if it is not paid for, should an account not have enough money to cover the expense we will not receive what was ordered.
- Falls Pharmacy will send medication as requested with proof of purchase.



- All other general medication for the guest must be discussed and handed to the supervisors or senior staff on duty of the facility. All medication will be administered according to the script.
- Any changes on medication must be discussed and handed to the manager/owner of the facility in writing.
- It is in order if a Family and/or guests with the abilities to manage or pack their own medication but Dolphins Corner will not take any responsibilities towards the intake or management of the medication when it is not handled or managed by our own staff.
- No medication other than what is prescribed by a doctor or recommended by the family will be given to the guest.
- Standard medication must be supplied with the intake of the guest for the treatment of basic common conditions like flu, cough, tummy cramps, nausea, running tummy, constipation, heartburn, plasters, ointment for cuts and ache and pain gel is required should the guest need the application. This stock will be stored in the guest's medication container and administered as needed, if this is not available, we will serve it from the facility stock and charge at cost price according to each serving.
- Any serious conditions that are identified will be reported to the family to have it investigated the facility doctor or the guest must be taken to their own practitioner.

We are **not** a medical facility, but we offer the following services for each guest.

- See to the guest's basic conditions that can be treated with self-help or over-the-counter medication that is supplied with admission or from the facility stock.
- 4 qualified care workers are on site to see to the comfort and need of the guests.
- 4 to 6 Students in training to become care workers daily.
- 24/7 care workers that will take care of nappy changes, toilet routines or any other ailments or conditions during the day and night.
- Medical assistance where the need arises for the different conditions or ailments that come to our attention.
- ER24 is our preferred medical response team that will assist with any serious medical conditions that is a concern.
- Qualified Sister on standby when needed and her call out will be charged for according to the care that is given.
- Urine and blood tests will be done by a laboratory when needed.
- Dr. George Ehlers is the doctor and visit the facility every Wednesday on request to see to any complaints or conditions that we have identified with the guests, he will charge a visit to the available medical aid and if there is no medical aid, he will charge the treatment to the family/guest.
- The family or guardian for the guest must supply any medical or mobile aid for the application of deteriorated conditions to assist the guest in their ailment condition as it is reported to be necessary.

WELFARE

- We can and will care for the guest as far as it is medical and humanly possible, any medical, mental or welfare situation beyond our control will be reported to the



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family to have the condition attended to by a professional specialist, therapist or any other aid that might be needed.

- Family members must visit as frequently as possible, we can accommodate all needs, but we cannot fill the open space of unattended family, we do not have visiting hours which makes it easy for family and friends to visit at any time.
- All edibles given to the guest must be reported to the owner of the facility, we need to control the intake of sweets and biscuits since the guests are spoiled with treats already at the facility and we cannot control treats in the room. We have a severe ant problem, and spoils might get bad, be old and guest will eat it, be sick from it and we will not know what the cause was.
- All edibles must be stored in a closed containers.
- Too many sweets and treats in the room will also interfere with the guest's food intake.

GENERAL

- We have a What's app group for all families to notify everybody about updates or news at the facility.
- Each guest will also have a private what's app group for any news, requests, updates, or queries that only involve the guest.
- Our small farm with animals entertains the guests on their daily trips.
- Our indoor pool can be heated up for our guests that is looking for some swim or splash activities.
- Our facility does not have visiting hours and our guest can have as many visitors as they can handle, we will just appreciate a message when a large group visits our guest.
- Should the guest be taken out for the day or have plans for a holiday away from the facility, we must be advised by e-mail, SMS or what's up message of the leave and return time and date.
- The facility personnel do not manage or control any visits to the guest, should any visitors be restricted by the family for any reason, the guest's guardian must present the limitation in writing to the facility manager.
- A feedback report can be sent to the family to notify them of the guest's general condition where needed and requested by the family.
- Each guest has their own book, all vitals, notes, stock in and if something is taken must be written in this book, family are welcome to write comments or take the book to browse, all gifts, clothes, snacks, sweets, or anything for guests must be reported when it is brought to the guests.
- All personal items and clothes must be marked with a permanent marker or appropriate indication of personal belonging.
- Any special requests must be discussed with the facility manager to confirm clarity on allowance of applications and supply to the living space of the guest. No nails in walls or fixtures, additional power using equipment or alterations in the guest rooms is allowed.
- Payment for the accommodation may not be later than the 3rd of each month.
- We cannot accommodate large amounts of personal items due to space limitations; any personal items that the guest would like to have in their room must be discussed and approved by the facility manager.



- No four-legged animals are allowed - the facility has a small dog by the name of Peace, all guests could connect and play with Peace when they want.
- Inside of our facility is a strictly NO SMOKING ZONE, but allocated areas are available outside.
- The terms and conditions issued to a live in guest or guardian is only valid if it is issued by the facility management to the guest or guardian, any terms and conditions received by any other party will not be accepted as a valid document.
- The guest will have a list of normal house rules to ensure their own personal space, items and security at the facility are respected and honored.
- Dolphins Corner has a welfare lady Mrs. Alicia du Plooy that will visit the facility from time to time to inspect and consult with guests that might have any complaints or problems that they want to bring under the attention of a different face that is not connected to the facility, her contact number can be given on request.

LIABILITY

All our staff are trained and has experience to care for the elderly of age or our guests with ailments in a sincere and caring manner and as per the above notes and we will all attend and assist the guest in any way possible to make their daily lives as comfortable and acceptable as possible to retain their dignity. Please note that no employee or staff or owner and manager of the facility will be responsible for any of the below specified rules:

- The management and staff will not be held liable should the guest fall or hurt themselves by their own capabilities or a blatant accident. The guest must always have the correct shoes on to ensure that they do not slip or trip with loose or any shoe does not support their ability to move.
- The management and staff will not be held liable for any medication administrated that was not communicated correctly to the facility manager.
- The management and staff will not be held liable for any damage, loss or harm to the guest caused during treatment or care sessions.
- The manager and staff of the facility will not be held responsible if the guest refuse to eat, take medication or use a mobility aid and there are consequences towards their decision. When this situation occur the facility manager will notify family about the situation immediately.
- When a guest goes into palliative care it is the decision of the family if the guest must be transported to a medical facility, we do not mind to manage the steps towards the final moments of life but we do not have the medical equipment to resuscitate or medical assist the guest to prolong their lives, there is an additional clause to this agreement that will be handed to the family to be signed to exclude the facility manager and staff from any blame or regret by the family at a later stage when the guest pass away at the facility.
- Please take note of our liability disclaimer set up around the facility.

THEFT AND ABUSE

- Dolphin Corner staff understand the consequences of any suspicion of theft and usage of guest's stock, unfortunately we have a culture and behavior status, and we will not be able to control it if we are not aware of it.



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- If any complaint on this matter is reported to you, please do not hesitate to discuss it with the facility manager as soon as it is identified.
 - All incidents will be investigated, and all matters will be considered as serious but please note that we have guests with different conditions and some unexplained occurrences happen at times. We also have had situations of misplaced or items put in the trash can by guests with memory conditions in the past, goods were mostly found but at times we could not find it at all.
 - Unfortunately, our guests also forget what they had and might not have anymore and will at times blame staff for losses they suddenly remember, should this be a problem we will discuss it with the family member to ensure the matter is explained to the guest.
- It is preferred that should a guest not be responsible for any valuable items in their care, that they should not have it at the facility, we will not be responsible should the guest lose any items, borrow, or give it to someone we do not know about.
- Should any valuable item be held in the room please ensure you have a photo of the item and that it is written in the guest book for future reference.
- The guests do not need any money for purchases at the facility, if they ask for something we will present it or let the family know to bring it for them, any cost involved an outing or entertainment we will discuss it with the family and if agreed add it to the bill.
- No word badgering or physical abuse by guests or staff members towards other staff or guests will be tolerated and must be reported to the facility owner immediately.
- Our staff members may not accept any gifts, payment, clothes or any gesture from any guest, visitor, or guardian of the guest if it has not been pre discussed with the facility manager.

DAMAGES AND CLAIMS

Should the live in guest caused any damages by tampering, fiddling or deliberately break any equipment or cause damages to any application at the facility, we will have the right to claim for the damages after discussion with the responsible person which will be expected to be paid within 7 days from date of invoice.

GUEST TO BRING ALONG

Personal items

- Some winter and summer clothes, just enough to fit the closet in the room but clothes can be exchanged from time to time.
- Wool blanket for afternoon naps and a small blanket for legs
- Warm socks and comfortable slippers (no slip on, slippery shoes or - slippers)
- One Waterproof mattress cover, if the guest has an uncontrollable bladder.
- One waterproof cover
- Warm fleece blanket
- Two large and two small towels
- Face cloth
- Personal items - hairbrush and comb.
- Hair dryer, curlers, or any other tools for beauty treatment were needed.
- Container for false teeth and Sterident powder



- Special pillow where needed.
- An electric gel bag for aches, pains and as a bed heater in the winter.
- Emergency light for power failures
- A small fan for their room on the hotter days.
- Sunglasses
- Mosquito gel, spray, or cream
- Sunblock

Medical and other supplies

- Nappies or pull up nappies where needed - Each guest is responsible for their own nappies, family can bring it, have it delivered, or the facility can provide the nappies and charge it to the bill according to what the guest use.
- Wet wipes - must be supplied or can be charged for when used.
- Any special prescribed medication for the guest must be supplied.
- Chronic medication in blister packs delivered to us by Dis Chem Olivewood or Falls Pharmacy
- General medication for common conditions (headache, stomach cramps, nausea)
- One box of plasters
- Ointment (Vicks, Vaseline, germaline and/or zambuk)
- All medical applications, medication and other special medication needs must be discussed and given to the manager in writing.
- Any medical support equipment where needed.
- Toiletries - powder, body spray, body cream, perfume, toothbrush, toothpaste, face cloth, shower cap, shampoo, conditioner, tissues, bath soap, ear buds, shower gel, hairspray, savlon and any other toiletries the guest may need for their personal hygienic use. These items will be kept in their own wardrobe for their own use.
- A standard supply of 4 to 6 rolls of double ply toilet paper per month is required, this also depends on each guest personal use of toilet paper. If the guest is bed ridden the usage might be substantial more during bowl action procedures. We can also supply toilet paper and charge the guest per usage.

After the guest has been admitted check list will be completed for all personal items brought along and a copy will be given to the family.

All personal items must be marked with a permanent marker; all clothing must be marked with a name sticker or permanent marker.

All intake stock will be registered and controlled; your enquiry is welcome should you have a concern.

MONTHLY PAYMENT TERMS

Our standard monthly live in fee will include all the above specified services, excluding any optional services and optional services specified above.

PLEASE TAKE THE CLAUSE BELOW IN CONSIDERATION TOWARDS THE MONTHLY FEE.

We will evaluate the guest to determine the condition and care that is needed, should we found that the guest's condition requires more assistance and hands on treatment



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than normal circumstance of care the monthly rate will be adjusted to accommodate the demand.

General assistance where needed, frail care to palliative care for a single guest is R----- per month payable in advance, R----- for an additional person as a couple in one room.

It is required that a terminally ill person must be registered with Hospice Benoni for the necessary support for the person with the condition, their family, medication, application for comfort and acceptance during the process and consequences of the decease or condition.

Hospice Benoni number is 011 422 1231.

The monthly invoice with the pro rata monthly fee will include optional extras that was agreed to by the family and is payable every month by the 3rd.

Monthly invoices will be submitted to the responsible person for payment each month.

TERMS AND CONDITIONS ON MONTHLY FEES

Notice period - We do not enter into a permanent agreement, but we require a one month's written notice on resignation from the facility, except where death has occurred.

Notice month - This is the last month of stay or passing month at the facility after notice was given or the month the guest pass away.

Notice can be given to the guest by the guardian or the facility owner for whatsoever reason may be acceptable according to the terms and conditions of this agreement.

Monthly fee - This is the monthly fee for the accommodation at the facility for the guests to live in at the facility and is payable in advance by the 3rd of each month; Should the monthly fee be paid and the guest pass before the fee can be dedicated to the accommodation, this payment will be considered as the notice month, and it is not refundable.

Refunds - The facility does not accommodate any refund of fees except if there was an administration mistake from either party where a double fee was charged or paid.

Advance payments - All fees are payable before the guest move into the facility.

Annual increase - All live in fees will increase once a year with 8% to 10% depending on demanding escalation on salary increases, food prices and Eskom escalations.

1. As soon as the guest's mental ability (when the guest is a danger to themselves, staff and or other guests), dementia or frail tendency deteriorates in such a way that the staff ability and caring aid in our current situation cannot provide sufficiently for the guest the facility owner will reconsider the guest's accommodation and discuss alternative arrangements or recommendations with the family.



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2. On acceptance of the terms and conditions the month's fee is payable in advance to secure the accommodation for the guest.
3. The guest or responsible person must give one month's written notice to terminate their accommodation.
4. Should sudden death occur, or the guest want to leave the facility due to legit proven unfair behavior by the facility staff or personnel the prorated notice month fee is due and valid.
5. Should a guest be given notice by the facility owner, the pro rata payment will serve as the notice months' accommodation fee and the guest will be expected to vacate the room by the end of the notice month.
6. Should the guest be removed from the facility for no reason, no refund requests will be honored on any moneys paid whatsoever towards the live in fees.
7. Should a guest become in a frail state it might be needed to move the guest to another room which will be more accommodating for the facilities' operation and planning.

On the acceptance of the specifications and to apply for a room at Dolphins Corner you will receive the application form and terms and conditions that must be completed by the guest or surety holder for the guest.

THANK YOU FOR TRUSTING US WITH THE WELFARE, CARE AND LIVE IN ADVANTAGES OF YOUR LOVED ONE, WE DO NOT OVERSELL OUR SERVICES OR UNDER DELIVERY ON OUR COMMITMENT.

I _____ have read, understand, and accept the above specifications.

Signed on this _____ day of _____ 20____ by
_____ and would like to apply for accommodation for my
_____.

SIGNATURE