



THE BURGER CENTRE DAY PROGRAM

CLIENT HANDBOOK

**120 KING STREET
RANDWICK 2031
PHONE 8345 9147**

INDEX

About The Burger Centre.....	..3
Why should I come to The Burger Centre?.....	3
Am I eligible to come to The Burger Centre?.....	3
How can I come to The Burger Centre.....	4
What happens to the information.....	4
Transport to The Burger Centre.....	..5
The cost of attending The Burger Centre.....	..5
What to do if I do not speak English.....	5
Communication with The Burger Centre.....	5
What if I need to take medications while at the Burger Centre.....	6
What if I move to residential care.....	6
What other reasons would I stop coming.....	6
My Rights and Responsibilities.....	7
Advocacy.....	8
What if I am not happy.....	9
How is The Burger Centre funded.....	9
Other Services	9

Welcome to The Burger Centre Day Program.

A partnership between JewishCare and Montefiore Home

About The Burger Centre

The Burger Centre started operating in 1990, as a result of Mr David Burger making a donation to what was Jewish Welfare Services so older Jewish people in the community could meet with others and reduce the social isolation they were experiencing. A centre was built in Bondi Junction and programs operated from that site until 2007.

In March 2007, The Burger Centre relocated to its current location, adjacent to The Sir Moses Montefiore Home in Randwick. The Centre is now operated by JewishCare in partnership with Montefiore Home.

The Burger Centre is funded to provide Centre Based Day Care to people who live in the following local government areas:

- Waverely
- Woollahra
- Randwick
- Botany
- City of Sydney.

Why should I come to The Burger Centre?

The aim of the Burger Centre program is to help you remain active and independent members of the community, by providing social interaction and a program of activities suited to your needs and interests 5 days per week, Monday to Friday and some Sundays.

You will be entertained by programs within a Jewish cultural context, which means that all of our food is kosher and we are closed on Jewish holidays. Our hot food is made at Montefiore Home and delivered to us every day.

We celebrate Jewish festivals throughout the year and often have Rabbis from all persuasions attend and give a talk on something relevant. We aim to respect everybody's religious observance – if there is something you are not happy about, please speak to a staff member. We do not exclude people from any other religious background.

Am I eligible?

The Burger Centre is open to any older person who lives at home, and is frail and able to take part in a range of activities.

It is also open to people who have dementia, Parkinsons Disease or other conditions that mean people need some assistance. The Burger Centre can provide carers with respite from caring for a day a week, and monthly on a Sunday.

To be able to attend, the person must fulfil the following criteria:

- The person must be able to access the bus
- The person must be faecally continent
- Transfers and assistance are able to be accomplished effectively by one person.
- Behavioural symptoms do not adversely affect other clients attending the centre

If the prospective client has diagnosed dementia, prior to commencing, or as soon as practical afterward, a doctor's letter is provided that

- states that the person has dementia
- lists any other conditions the person has
- Lists all medication that the person is taking.

We request that you let us know whenever the medication changes, or if the person develops a condition of which we should be aware.

How can I come to The Burger Centre?

The first step is to call JewishCare FirstCall on 1300 133 660 and an intake officer will assess whether The Burger Centre is the best option for you. If it is, your details will be sent to the Manager of The Burger Centre, and you will receive a phone call asking you to attend for morning tea and an assessment of your needs.

The aim of this assessment is to gain a better understanding of your circumstances, needs and interests so that we can provide you with the most suitable service.

The Burger Centre uses the information you provide to develop the daily program and to report its funding body, the State and Commonwealth governments.

Your assessment also helps staff determine which day at the Burger Centre would be most appropriate for you.

The Burger Centre has regular days that target the following groups:

1. People who are frail aged or have a disability
2. People for whom their first language is Russian as many staff members and volunteers are bi-lingual
3. People living with dementia and various conditions associated with ageing including those recovering from the effects of a stroke. The Burger Centre provides dementia specific programs, special facilities and skilled staff to assist with these conditions.

Priority is given to people who do not attend any other day centre, are Jewish or whose carer requires some respite from their caring role.

What happens to the information I provide?

All information given by you is strictly confidential. Sometimes however, in order to provide you with the best service possible, it is necessary to consult with other health professionals and share some information about you. This is only done with your full knowledge and only after you have given permission. You are also able to revoke this permission at any time.

At the time of your assessment you will be asked to sign a declaration giving permission for some of your information to be passed on to the Department of Ageing, Disability & Home Care. This information cannot in any way identify you individually and is used to establish future funding requirements. If you feel uncomfortable about this you have the right to decline to sign this declaration. Doing this will in no way affect your attendance at The Burger Centre Day program as we respect your choice. Please contact the Manager of Burger Centre if you have any questions regarding this on 8345 9147. You also have the right to read your file.

How will I get to and from the Burger Centre Day Program?

The Burger Centre has a fleet of buses including access for wheelchairs that can pick you up and drop you home each day. If you are unable to use the buses, alternative arrangements can be made. This will be discussed with you at the time of your assessment. If your situation changes at any time please advise the Co-ordinator, Support Services who will endeavour to accommodate your changing needs. We appreciate that those who can transport themselves, do so.

If you are unable to attend on a particular day, we ask that you let us know as soon as possible.

It is also preferred that you make your doctor/hospital appointments on days other than your Burger Centre day, although we understand this may not be possible.

How much will The Burger Centre cost?

There is an initial administrative fee of \$50, invoiced after the first month; and there is a small daily fee

You can elect to pay a higher fee, if you have the financial capacity and wish to do so, but this is not solicited by The Burger Centre.

If you have difficulty paying the fees, a financial assessment will be carried out by the JewishCare case work team, and the fee waived or reduced if appropriate. No one will be refused a service due to inability to pay.

The fees that are charged to attend The Burger Centre are a contribution towards the cost of providing a quality service which includes access to transport to and from The Burger Centre, provision of morning tea and a hot 3 course lunch, a wide range of speakers and entertainment and trips to locals areas, all provided by a team of professional staff.

What if I do not speak English?

Staff members at The Burger Centre speak many community languages such as Russian, Hebrew, Yiddish, Polish, Hungarian and German. If you speak one of these languages, and need to, your orientation and assessment will be completed by one of our bilingual workers, otherwise our skilled staff will be assisted by a confidential interpreter service. Due to the diversity of backgrounds of our members it is likely that while at the Centre you will find another client who speaks the same language as yourself.

How can I find out what is happening at The Burger Centre?

All clients are assigned a member of staff who will be their key worker. This means that on a regular basis the staff member will meet with you to note any changes there may have been in your circumstances, and listen to any comments you may have.

There is also a suggestion box in the reception area at the front of The Burger Centre, and we welcome any suggestions or feedback you may have.

The Burger Centre prints a monthly newsletter, **Nu? What's New?**

This newsletter includes a program of activities for the upcoming month, news, information and announcements of simcha's. If you have stories, jokes, information or simchas that you would like to share with other Burger Centre clients, you are most welcome to contribute to the Newsletter.

Photographs

For identification purposes (for example, if a client should be missing from the centre and searchers alerted), we take a photograph of every client attending The Burger Centre, which is kept filed in the administration department.

Sometimes we take photographs of clients participating in activities at the centre or on outings. We do this so that we can share these memories together afterwards, and also to share with family members, who may not otherwise have the opportunity to witness these occasions. Usually we display these photographs on the noticeboard. The purpose of these photographs is social. Please let the staff know if you do not want photographs to be taken and used for social purposes.

What if I need to take medications when I am at The Burger Centre?

If you require medication during the hours that you attend the Centre we request that you look after the medication yourself. If you require assistance, you will need to provide The Burger Centre with a letter from your doctor (please ask at reception for a form that your doctor can complete). Bring the medication with you in its original package with the pharmacy label attached, or in a Webster pack. Your or your carer will need to sign a medication record and give the medication and doctor's letter to the escort on the bus. At the

appropriate time an activity officer will give you your medication. At the end of the day the medication will be returned to you.

What if I move into residential care?

If a nursing home or hostel becomes your preferred accommodation option, The Burger Centre will be unable to continue to provide its services to you. If you are thinking about moving to a nursing home please discuss this with the Manager of The Burger Centre as soon as possible.

Why else would I stop coming to The Burger Centre?

Services may be withdrawn if:

- The person no longer requires the service
- The person's functional disability, as a result of their dementia or other illness, becomes severe
- The person requires high dependency care which
 - strains the resources of the centre to be able to provide appropriate service to all clients attending
 - Requires two people to assist with transfers
- The person becomes faecally incontinent
- The person's behavioural symptoms adversely affect other clients in the centre AND behavioural management strategies prove ineffective
- The person develops a condition that staff at The Centre are not qualified or able to manage

Any decisions about arranging alternative services will be made with you and your family or another advocate if you wish. Other professionals may also need to be involved, e.g. the Aged Care Assessment Team or your doctor. If you would like more detailed information about The Burger Centre exit policy, a copy will be given to you on request.

If you feel you no longer want to keep attending The Burger Centre, or it is not meeting your needs you may stop coming by giving two weeks notice in writing. Stopping attending The Burger Centre will not exclude you from receiving a service from JewishCare if your needs change in the future.

If you do not attend The Burger Centre for more than 3 months, we will notify you that your place has been relinquished. You may reapply in the future should you wish to.

LIMITED RESPONSIBILITY

The management and staff aim to care for your family member/friend as well and holistically as our knowledge and resources permit.

Responsibility is not accepted for the loss of any valuables during your attendance at The Burger Centre.

Due care is taken to prevent such accidents or injuries, but no further responsibility than this can be taken.

Staff at the centre are not medically qualified or trained. Therefore we cannot give medical treatment or give medical advice, however a number of staff are trained in First Aid.

In the event of accident or injury, the person, Hatzollah will be notified, as will the next of kin..

What are my rights and responsibilities?

As a client of The Burger Centre you have the following Rights:

- To be involved in deciding which services are the most appropriate to your needs
- To be given a written individual service plan
- To receive services that take account of your lifestyle, cultural and religious beliefs and preferences
- To be treated with dignity and have your privacy respected
- To make a complaint about the service you receive without fear of losing the service or being disadvantaged in any way, and to have the complaint dealt with in an appropriate and timely way
- To chose a person to speak on your behalf for any reason
- To be assisted through the use of an interpreter or relevant staff member if English is not your first language
- To have access to your personal information held on file
- To withdraw your consent for release of personal information at any time
- To appeal decisions made about your service provision

As a client of The Burger Centre you have the following Responsibilities:

- To treat Burger Centre staff members, volunteers and other clients with respect consideration and courtesy
- To let the Manager or Coordinator know of any changes in your circumstances
- To inform the Manager of Coordinator if you are going to be away temporarily or wish to cease services
- To pay agreed fees or charges according to ability or inform the Manager if you are unable to pay for any reason; service will not be refused if you are unable to pay due to genuine financial hardship.

Can someone else speak on my behalf?

Yes. You can ask a family member, a friend or another person of your choice to advocate on your behalf. An advocate is there to represent your views and concerns and to support you in any complaints process in which you may become involved. There are also a number of outside organisations who can act as an advocate;

- Council on Ageing (NSW) on 9286 3860
- Commonwealth Carelink on 1800 052 222

What if I'm not happy with the service provided?

We aim to provide a high quality service and would like to know if you have any concerns about any aspect of the service you receive at The Burger Centre. It is your right to make a complaint or to voice any concerns you may have about the service or services received from The Burger Centre.

If you feel your rights are not being respected or if you have any other concerns about the services you are receiving, you can take any of the following steps:

- Put a written suggestion in our suggestion box at reception;
- Discuss the situation with the member of staff concerned. This may lead to quick resolution of your concerns;
- If you don't feel comfortable with that or it fails to resolve the matter, you can contact the Manager directly on 8345 9147
- If your complaint is still unresolved you may contact the Chief Executive Officer, JewishCare on 9302 8000 or The Chief Executive Officer of Montefiore Homes on 8345 9100.
- If all that fails to resolve the matter, you can go to an external body, The Aged care Complaints Investigation Scheme 1800 550 552

This is an independent body run by the State government.

Be assured that any service you are receiving will continue, while your concern(s) are being resolved.

How is The Burger Centre Day program funded?

The Burger Centre receives funds from

- The Home and Community Care Program (HACC)
- National Respite for Carers program (NRCP)
- A share of the funds collected by the Jewish Communal Appeal (JCA)
- Daily/membership fees and donations

The amount received from these sources is not enough to provide the range and quality of services we offer, so we rely heavily on the generosity of the community by way of donations and bequests.

If you wish to discuss donations and bequests please call either:

**Maureen Mendelowitz, Manager, Bequests and Donations, JewishCare on 9302 8003 or
Roni Faktor, Director of Foundation, Montefiore Home on 8345 9110**

Other services provided by Community Aged Services Division of JewishCare:

As a member of The Burger Centre Day Program, there are many other services you are able to access including:

- Counselling
- JCare private care workers
- Bereavement Counselling
- Home Support Program - packages of care to support people in their home
- Volunteers
- Russian speaking community workers
- Herta Meuller Cassette Library for visually impaired

Apart from Aged Care, JewishCare also provides services and programs for people with a disability and a wide range of programs for families and the general community

If you would like any information about these other services offered by JewishCare please phone FirstCall on 1300 133 669.

**The Sir Moses Montefiore Jewish Home
Montefiore Home can offer**

- HomeCare
- Respite care

If you would like to know more about what Montefiore Home can offer you, please call Melanie Lindenberg, Admissions Manager on 8345 9102.