



Adventist[®]
Senior Living

Jewells

information booklet

WELCOME TO ADVENTIST SENIOR LIVING - JEWELLS

WE ARE GLAD YOU HAVE CHOSEN TO LIVE HERE!

We trust you will find many friends here and enjoy many years of health and happiness.

We hope the following information will be helpful to you as you settle into a new life at Adventist Senior Living - Jewells.



CONTENTS

COMMUNITY CENTRE	4	PET REPLACEMENT POLICY	7
CHAPLAIN / SOCIAL WORKERS	4	PHONE AND INTERNET	7
ELECTRICITY RATES AND REBATES	5	POLICE	7
EMERGENCIES	5	RECURRENT CHARGES	8
GARBAGE COLLECTION	6	RESIDENTS COMMITTEE	8
GARDENS	6	SECURITY	8
GOLF BUGGY	6	SHOPPING AND AMENITIES	9
HIRING HELP, INCLUDING CONTRACTORS & HANDYMEN	6	SHOPPING TRIPS	9
HOLIDAYS/ABSENCE FROM VILLA	6	SOCIAL COMMITTEE	9
HOUSE CLEANING		SOCIAL EVENTS	10
/ IN-HOME CARE SERVICES	6	SOCIAL WORKER	10
LOCKED OUT	6	SPECIFICATIONS FOR BUILDING ADDITIONS AND RENOVATIONS	11
MAIL	6	STORAGE SHEDS	11
MAINTENANCE REQUESTS	6	TELEVISION SERVICES	11
MEDICAL FACILITIES	7	VOLUNTEER SERVICE	11
NEWSPAPERS	7	WATER USAGE	11
NUISANCE PHONE CALL REGISTER	7	VILLAGE RULES AND REGULATIONS	12
OWNER/OPERATOR INFORMATION	7		

Adventist Senior Living - Jewells is owned and operated by the Seventh-day Adventist Church. Our Jewells village is one of a series of Villages including Wyee Point, Avondale, Alstonville, Sugar Valley and Tweed Heads that fall under the banner of Adventist Senior Living.

COMMUNITY CENTRE

The Community Centre is situated in the centre of Adventist Senior Living - Jewells. The Community Centre may be booked by residents for private functions as an extension of your villa facilities. To book the Community Centre for a private function, please contact the Village Manager.

Please note:

Private Functions

- This building is NOT a public hall and cannot be booked for a function sponsored by someone who is not a resident of the village, as Council regulations and insurance coverage prohibit such use.
- Private functions are for residents, their families and friends. The resident booking the Community Centre must take full responsibility for the care of the Centre.
- All items required must be supplied by the resident booking the Centre. ie. tea towels, paper towel, tea, coffee, milk etc.
- The Community Centre must be left in a clean and tidy manner as soon as the function has finished. If it is not, a commercial cleaner may be required and the resident responsible for the function will be invoiced. If the function finishes after 10pm it is permissible to clean up the centre before 10am the following morning.
- Attending children must be supervised at all times.
- All functions in the Community Centre need to cease by 10pm. This ensures consideration is given to other residents in the village.
- Please ensure all lights, air conditioners and fans are turned off, all windows and doors are secured and locked when leaving the premises.

General Use

- Please use the Community Centre as you would your home. If you use something, please return it in the same fashion as you found it. Please leave the Community Centre clean and tidy.
- Tea and coffee facilities are available to all residents as well as fresh milk in the fridge.
- The Community Centre is open through the week from 8am to 4pm. For access outside of these hours use your electronic fob or a key which is located in the lock box next to the single glass door. Please ensure the key is put back after use.

Breakages and Damages

- All cutlery, plates and glass may be used, but any breakages must be paid for.

CHAPLAIN / SOCIAL WORKER

Pr Ernst William

Administration Office: 02 4977 0000
Direct line: 02 4977 0110
Email: ernstwilliam@adventistseniorliving.com.au

Social Workers

Sharna Browning

Administration Office: 02 4977 0000
Direct line: 02 4977 0149
Email: sharnabrowning@adventistseniorliving.com.au

Amanda Grey

Administration Office: 02 4977 0000
Direct line: 02 4977 0149
Email: sharnabrowning@adventistseniorliving.com.au

ELECTRICITY RATES AND REBATES

At Adventist Senior Living - Jewells the resident is responsible for arranging their own supply of electricity with their preferred provider.

For rebates on your electricity you can fill out the 'NSW Low Income Household Rebate' form, found at: www.service.nsw.gov.au/transaction/apply-for-the-low-income-household-rebate-on-supply-customers

Residents will have to re-apply each year for this rebate. To be eligible you must have one of the standard concession cards such as pension, health, veterans' or War widowers.

EMERGENCIES

All residents are encouraged to use the INS LifeGuard Personal Alarms and Medical Monitoring system to contact any emergency service, including ambulance, fire brigade and police. INS will direct emergency services to the location of our emergency master key, notify next of kin and village management of the incident.

Alternatively, residents may contact emergency services via the contact numbers below.

BUSH FIRE EMERGENCY

Your emergency assembly area is located at the Community Centre. Please refer to your individual site evacuation map for your villa's assembly zone. If any emergency should arise, such as a fire, there is an Emergency Management Procedure. Fire Wardens have been trained in the emergency management procedure and have the authority to direct residents in all safety matters.

OTHER FIRE EMERGENCY

Phone 000

SECURITY, INTRUSION OR ROBBERY

1. Call 000 for an emergency or Belmont Police Station on 02 4942 9899.
2. Call 0448 262 749 to report to the Village Manager.

MEDICAL OR SECURITY EMERGENCY

INS LifeGuard Personal Alarms and Medical Monitoring

Phone 1800 636 226 or press your button on the INS LifeGuard unit.

An INS LifeGuard Emergency Call System is installed in each villa.

Each villa has as standard:

- INS LifeGuard's SmartHome IPD. This is the base station of the system that plugs into a power point. It contains a sensitive speaker and microphone. When INS LifeGuard receive an alarm from you, you don't need to get to the phone as they can speak to you on the speakerphone.
- 24/7 Monitoring. INS LifeGuard provide 24 hour a day seven days a week monitoring of your Emergency Call System. INS are staffed by nurses 24 hours a day, so every emergency call is answered by a nurse. INS also provide a Medical Information Line and Chat Line for non-emergencies that can be utilised by the residents 24/7.

GARBAGE COLLECTION

The general waste and recycling bins are collected from 8am fortnightly on alternating Tuesday mornings. Please place your rubbish in provided bins. For health and safety reasons you must ensure that your garbage is securely wrapped before placing it in the bin. You must not litter or leave rubbish on the property, other than in the bins provided.

Under no circumstances is the burning of garden waste permitted on any part of the property.

GARDENS

Please see Rules and Regulations for Adventist Senior Living - Jewells

GOLF BUGGY

The golf buggy is located at the Caravan parking area and is only to be used by the Village Manager, Adventist Senior Living staff, Fire Wardens and designated residents.

HIRING HELP, INCLUDING CONTRACTORS AND HANDYMEN

When hiring any contractors, handymen or tradespeople, residents must first seek the prior approval of the Village Manager and ensure all relevant insurances and checks are in place. Contractors must sign in and out at the Village Managers office at each visit.

HOLIDAYS/ABSENCE FROM VILLA

Residents must notify the Village Manager if they are going away for any period of time. This ensures Emergency Officers and the Village Manager are aware of who is in residence should an emergency arise.

HOUSE CLEANING / IN-HOME CARE SERVICES

In-Home Care Services are available on request. Please contact your Village Manager for full details.

In all cases, unless they are a family member working for free, ALL contractors on site must be registered, licensed, and insured in order to be eligible to offer services at Jewells.

LOCKED OUT

If you happen to be locked out of your villa, please refer to the Resident Committee members list for a list of members to contact in this instance. Resident Committee members have emergency access to the master key. During office hours contact the Village Manager to arrange access to your villa.

MAIL

Mail is delivered daily between the hours of 10am and 5pm. The mail boxes for each villa are located at the Community Centre.

MAINTENANCE REQUESTS

For any routine repairs and maintenance please complete a maintenance request form available in the Village Managers Office or in the Community Centre.

AFTER-HOURS MAINTENANCE:

If you have an URGENT after hours request please contact the Village Manager on 0448 262 749.

MEDICAL FACILITIES

Ambulance	000
Priceline Jewells	02 4948 5766
Belmont Hospital	02 4923 2000
John Hunter Hospital	02 4921 3000
Lake Macquarie Private Hospital	02 4943 3122
To obtain a district nurse, phone: Hunter Area Health Service	02 4959 4455

NEWSPAPERS

'The Senior' monthly newspaper is available for collection from the Community Centre. Personal delivery of newspapers can be arranged with the local newsagency at Jewells Plaza.

NUISANCE PHONE CALL REGISTER

To have your phone number placed on the 'Do Not Call' register (which should greatly reduce the number of telemarketing calls you receive) you can EITHER go online, Google 'Do Not Call Register' and then follow the link to the 'Do Not Call Register' and have your phone listed on the register OR phone 1300 792 958 and register by phone.

OWNER/OPERATOR INFORMATION

ADVENTIST SENIOR LIVING CORPORATE OFFICE

Cnr Freemans Dr & Central Rd, Cooranbong NSW 2265

Administrative Office		02 4977 0000
Chief Executive Officer	Andrew Bailey	02 4977 0000
General Manager Lifestyle Communities	Colin Smith	02 4977 0000
Jewells Village Manager	Simone Hancock	02 4947 1902
		0448 262 749

OPERATING HOURS

Monday to Thursday	7.30am - 4.00pm
Friday	7.30am - 11.30am

PET POLICY

Please refer to Village Rules.

PHONE AND INTERNET

Residents are responsible for organising their own telephone and internet connection accounts.

POLICE

Emergency	000
Belmont Police	02 4942 9899

RECURRENT CHARGES

Your recurrent charges cover the maintenance, repair and management costs of the following:

- 24 hours emergency call system
- All insurances for the village facilities – public liability, building structure and special risk
- Basic plumbing and electrical maintenance
- Community Centre maintenance
- Fire equipment monitoring and maintenance
- Garbage removal and waste management
- Gardening care of common gardens
- Maintenance of fly screens and security doors
- Maintenance of boundary fences
- Maintenance of emergency call system
- Maintenance of pumps in common areas
- Maintenance of sewage systems, fire systems and smoke detectors in all villas
- Maintenance of street and common security lighting
- Maintenance of paths and roads
- Mowing and edging of all lawns
- Operational costs and maintenance of activity areas and all facilities
- Pest control
- Repairs to fixtures, hot water system, oven, hot plate etc. (excluding dishwashers, air-conditioners and solar power system)
- Taxes and statutory costs
- Water rates/usage for all villas

Please note: Interior paint and carpet are not included.

Payments are to be made monthly via Direct Debit. Direct Debit is withdrawn on the 15th of each month (or the next working day), and is to be arranged as an incoming resident at the time of signing contracts.

RESIDENTS COMMITTEE

Please refer to the Resident Information Handbook Insert for information on current Resident Committee members.

Resident Committee meetings are held on a monthly basis with the Village Manager. Regular Resident Meetings are held with the Resident Committee. All residents are invited to attend these meetings.

SECURITY

If there is a security issue such as a break-in, assault, etc, please phone 000 (24 hours, seven days a week) in the first instance.

Please note that all security incidents must be reported to the Village Manager within 24 hours (by phone or in person). This is important to ensure that security related matters are properly investigated.

SHOPPING AND AMENITIES

Local Shopping Centres

Jewells Plaza

Ntaba Road, Jewells (one minute drive)

Coles, takeaway stores, cafes, pharmacy, bakery, butcher, variety store

Supermarkets

Woolworths, Coles and Aldi Belmont (10 minute drive)

Taxi Service

Taxi service (Newcastle Taxi Service)

13 33 00

Post Office

Belmont Post Office

13 13 18

18-22 Macquarie St, Belmont (10 minute drive)

Operating hours:

Monday to Friday 8.30am – 5pm

Saturday 9am – 12 noon

Redhead Post office

117 Cowlshaw St

Redhead NSW 2290

Large Shopping Centres

Charlestown Square (15 minutes drive)

Westfield Kotara (25 minutes drive)

Hospital

Belmont Hospital (15 minute drive)

02 4923 2000

John Hunter Hospital (25 minute drive)

02 4921 3000

Lake Macquarie Private Hospital (10 minute drive)

02 4943 3122

Physiotherapist

Lake Macquarie Physio, Gateshead (10 minute drive)

02 4942 1322

Medical Centres

Medical Centre (Jewells) Ntaba Road, Jewells (two minute drive)

02 4948 6266

SHOPPING TRIPS

A bus is provided every second Thursday to take residents shopping. To register your interest please write your name on the board in the Community Centre.

SOCIAL COMMITTEE

Adventist Senior Living - Jewells has an active social schedule if you choose to participate. The social calendar will be included in your monthly newsletter. Please refer to the Resident Information Handbook Insert for your current Social Committee Coordinator.

SOCIAL EVENTS

There are regular social events held each month, check your monthly calendar and the board at the Community Centre for times. These include:

Day	Activity
Monday	Croquet Snooker Resident Happy Hour & BBQ
Tuesday	Exercise Class Singing Group Aqua Fitness Ukelele Group Art Class
Wednesday	Yoga Walking Group
Thursday	Bus Trips Games nights
Friday	Bible Study Croquet
Sunday	Cards

All events are held in the Community Centre unless otherwise advised. Additional social events will be advertised prior to the event.

SOCIAL WORKER

Adventist Senior Living has permanent part-time social workers employed to provide services to all residents across our group of villages. A social worker can assist residents and their families to identify and voice concerns and difficulties in many aspects of their lives. Areas of assistance may include practical help at home, emotional support and counselling, advocacy for disadvantaged residents, and information/education on relevant issues. Contact your Village Manager to book an appointment.

Hours of service: Monday to Thursday 8am – 4.30pm

02 4977 0149

SPECIFICATIONS FOR BUILDING ADDITIONS AND RENOVATIONS

Any structure within a villa boundary must be approved by the Village Manager and Adventist Senior Living Management.

All work is to be done by professional and licensed tradesmen.

Windows Roller blinds – to match external colours

House Numbers Black numbers only

House names Individual signs allowed

Plants Standard hedge plants and flowers

Storage sheds Allowed at rear of property only

All building additions and modifications must be discussed with the Village Manager and a scope of works approved. All additions and modifications must be in keeping with the overall aesthetics of the village and all works must be performed by licensed trade people with suitable reference checks and insurances. All contractors MUST report to the Village Manager's office to sign in immediately upon arrival onsite.

STORAGE SHEDS

Storage sheds may be permitted after consultation and authorisation from the Village Manager.

CARAVAN & BOAT STORAGE

A number of caravan & boat parking bays are provided in our undercover powered storage shed. These can be applied for through the Village Manager at the cost of \$15 per week. This storage area is for the use of residents only.

TELEVISION SERVICES

Commercial Channels

National ABC, SBS, NBN, Channel Nine, Prime (Channel Seven), and Channel Ten are received. If you experience difficulties with any of these contact the Village Manager.

VOLUNTEER SERVICE

Volunteering is a great way to meet people and stay active in the village. At Adventist Senior Living - Jewells there are a wide variety of jobs from assisting with gardening, maintenance and landscaping, to running activities and events, to visiting those who find it difficult to get out and about. To participate please contact your Village Manager. You will be asked to complete some paperwork which will give you some insurance options as you go about your work. We encourage you to lose yourself in the service of others.

Contact the Corporate Office of Adventist Senior Living for an appointment.

WATER USAGE

Water usage is covered by the monthly recurrent charges. Residents are requested by the Village and Hunter Water not to waste water and to be conservative with their water use. This helps both the Village with costs and helps the environment. All residents are asked to adhere to the latest Hunter Water regulations and water wise rules in force throughout the region.

VILLAGE RULES AND REGULATIONS





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Senior Living

ADVENTIST SENIOR LIVING - JEWELLS
7 Ntaba Road
Jewells NSW 2280
P 02 4947 1902

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