



<b>Author/Reviewer:</b>	<i>Executive Project Officer</i>	<b>Review date:</b>	<i>21/04/2009</i>
<b>Endorsed by:</b>	<i>Board of Management</i>	<b>Review due:</b>	<i>21/04/2012</i>
<b>Validated by:</b>	<i>CEO</i>	<b>Original date:</b>	<i>21/04/2009</i>
<b>Policy replaced:</b>	<i>N/A</i>	<b>Distribution:</b>	<i>Intranet/Policy Manuals</i>
		<b>Applies to:</b>	<i>Guests of the Manse</i>

**Related Policies & Procedures:**

*Governance Form 1.25a – Manse Accommodation Agreement*

**Reference(s):**

**Policy**

The Manse is an accommodation facility managed by Maryborough District Health Service (MDHS). The Manse has a priority listing for guests.

**Accommodation**

The Manse provides affordable accommodation to:

- Relatives of patients in hospital
- Outpatients with special circumstances
- Medical students on placement with MDHS
- Allied health students on placement with MDHS
- Nursing students with special circumstances with MDHS
- Students on placement with organisations other than MDHS
- Locums, when the cost is being met by MDHS.

*(The above priority listing may change at the discretion of the CEO.)*

In recognition that The Manse does not provide medical or nursing services, this policy aims to optimise guest safety and minimise the risk of preventable incidents and adverse events.

The policy outlines the bookings process, safety of guests, invoicing and the rights and obligations of guests.

**Bookings**

Bookings for a short term stay at The Manse are made through MDHS Reception during business hours.

Room allocation and entry is always at the discretion of MDHS.

MDHS Reception will record details of the guest and room register.

On “checking in” the guest will report to MDHS reception on Clarendon Street, during business hours (Monday to Friday, 8.30am-5.00pm). The guest will be escorted to The Manse and will be given the keys and an orientation of the facility. If guests are “checking in” outside of business hours, they will be advised of the mobile phone number for the After Hours Nursing Supervisor whom they can contact upon arrival. A key deposit of \$50 will be payable upon “checking in”; this will be returned to the guest when the key is returned.

On “checking out” the guest will return the keys to MDHS reception and will receive an invoice for payment, which must be paid on departure, unless otherwise agreed to prior to the stay.

If the keys are not returned, the \$50 deposit will not be refunded.



### **Security, Safety and Emergency**

To optimise the safety of guests, their property, staff and the facility, MDHS will ensure there is a process in place and that guests of The Manse are informed of what to do in the event of an emergency.

External doors to The Manse are always locked. Access to The Manse is by guest allocated keys only.

A telephone is located in the study and the hospital switchboard can be contacted during business hours. Only internal calls and local land line calls can be made on this telephone. Guests needing to report disturbances after hours can ring the After Hours Nursing Supervisor; guests will be given the mobile phone number/extension number upon checking in.

In the case of an emergency, guests will be informed by the Chief Fire Warden to vacate The Manse.

If necessary, the police will be used to evict guests or visitors who have been identified as a disturbance, risk or nuisance. A list will be held by the Chief Executive Officer of people who are no longer deemed acceptable to stay at The Manse.

### **Medical Emergency**

In the event of a medical emergency, guests must dial ext 0 on the house phone for an outside line followed by 000. Guests must remember that if they are not covered by ambulance subscriptions, charges will be incurred.

Nursing staff from the hospital are unable to attend medical emergencies at The Manse.

### **Invoicing**

MDHS will ensure invoices and payments for The Manse are timely and accurate and meet requirements

Invoices will be given to guests prior to their departure.

The Director of Finance is responsible for invoicing guests at The Manse.

From time to time arrangements for payment, alteration to and waiving of tariffs may be entered into at the discretion of the Director of Finance, in order to meet patient and guest needs.

### **Receipting**

All monies received from guests at The Manse will be accounted for in The Manse cost centre.



## **Guests' Rights and Obligations**

### **Rights**

- To have access to a quiet environment at The Manse.
- To have access to a clean, fit facility in good repair.
- To be confident that all issues with regards to occupational health and safety have been complied with.
- To feel secure at all times.
- Privacy is maintained.

### **Obligations**

- Not to interfere with the comfort of other guests.
- To respect the privacy of other guests.
- Not to smoke within the Manse or on MDHS property.
- Responsible for ensuring individual bedroom and bathroom is kept clean.
- Responsible for helping to ensure that the whole house is kept clean and tidy.
- Responsible for ensuring that the dishes are washed daily.
- Not to damage the facility or other guests' property.
- Not to remove any items from the Manse that belong to MDHS or other guests.
- To report any damages or issues with building or contents.
- To pay for all damages.
- Not to become intoxicated whilst a guest at The Manse.
- Not to park in staff allocated areas.
- To ensure that any visitors of guests vacate The Manse by 11.00pm.
- To pay \$50 deposit for the key, upon "checking in".
- To pay for the accommodation on receipt of invoice, unless prior arrangements have been made.
- In the event of a key being lost or not returned, the \$50 deposit will not be refunded.