

OLIVEDALE RETIREMENT VILLAGE INFORMATION TO ASSIST NEW RESIDENTS ON ARRIVAL

Website Address: www.olivedalerv.co.za

Useful Phone numbers:

Beauty Salon	5192
Emergency - After Hours (John Grobler)	076 363 5311
Doctor's Rooms/Nursing Sister	5495
Frail Care Office	5010
Frail Care Reception	5011
Hair Salon	5496
Kitchen Office	5494
Kitchen Orders	5493
Laundry	5238
Reception and Manager	9/5500
Security	5400/2005
Tuck Shop	5492

Reception

- Check office hours (8:00 – 16:00, closed over lunch time. Note - Saturday a.m. only, closed on Sunday)
- To hand new residents a Welcome Pack on arrival.

This includes:

- Outside keys and security gate keys to your unit. (Check that indoor keys are in the doors and have duplicates).
- Panic button in working order
- Meal Tag for booking meals in the dining room
- Post Box key (post boxes are on the ground floor for units and on various floors of the apartments)
- Electricity Card (see below)
- Lever to open louvre roof of patio
- Remote control/s for garage
- Remote control for entry/exit gates
- Welcome Letter from Management
- Forms to complete (see details below) – Emergency information/Next of Kin/Medical Information Form, copy of Medical Aid card, any Medicine Prescription, Pet Application, Living Will (if relevant), and Personal Information Form. All forms can be completed online, except the Living Will.
- File “Guide to Village Life” to be issued by Management. (To be updated annually)

Meals: 12 meals/unit/month. Cost thereof included in levy

- Meals to be booked or cancelled at least 24 hours prior to the particular mealtime at the computer stations in the dining room.
- Menus are available in the dining room or online. Diabetic and vegetarian meals are available.
- Ask for booking assistance from kitchen staff.
- Any meal top-ups e.g. for extras such as soup, rolls etc. as listed on the menu, or tea and coffee, may be done using a debit/credit card (Ask Kitchen staff to assist.)
- Bring your own well-marked containers for takeaways, to be collected between 11.00 – 11.30 or after 14:00 (not during mealtimes)
- Kitchen Office times for queries are before 11:00 and after 14:00.

Health & Wellbeing Committee, Oct 2016

- Extra charge for delivery to units or polystyrene containers (use top-up facility)
- Tea and coffee cost extra (use top-up facility)

Any problems with your Unit

- Report these to reception, e.g. repairs to shower, wall plugs, etc. as soon as possible. Do this in writing

House Phone:

- Ask for telephone list (electronic - free, or hard copy – R5.00)
- Airtime for use as an outside line. Internal calls are free.

Electricity:

- Purchase electricity from Reception, Spar, garages, or on line from bank. Least expensive from Reception. (R500.00 lasts at least 2 months.)

Rates (owners):

- Register at Randburg Rates Office (Old Magistrates' Court). Take a copy of proof of residence (Reception will provide this), copy of ID document, copy of Deeds of Sale of Unit if relevant.
- Over 70s do not pay rates, but still need to register, as you will pay for Pikitup refuse removal, just over R100 per month). Form available from Reception, online or from the Rates office. (Pensioner over 60s may receive a reduction in rates).

Forms:

In a plastic envelope stuck up (e.g. with "Prestik") behind your bedroom door, place the following:

- A copy of the completed up-to-date Emergency/Next of Kin/Medical Information form
- A copy of your current Medical Aid card
- Copy of any current medicine prescription/s
- Copy of your Living Will (if relevant. A copy may be obtained from Health & Wellbeing Committee chairperson or online).

Personal Information Form:

- This is to be completed and left with Reception.

Front door keys:

- Please leave a copy of your front door and front security door keys at Frail Care. There are to be signed in, and are kept under lock and key.

Medical Assessment:

- Every new resident is to make an appointment for a brief Medical Assessment with the Village Sister as soon as possible after arrival.

Notice Boards at Service Centre

- To see what current events are happening, see the notice boards. These are updated regularly. Also see the television in the dining room and the library for notices.

Refuse Removal

- Wheelie bins for the houses are put out for removal early on Tuesday mornings. Recycling bags (paper, as well as glass, tins etc.) may be placed in these as well.
- Refuse for the apartment must be placed outside your door early in the morning to be removed.

Remember, this is a pedestrian and pet-friendly village. The speed-limit is 15 kph. Please take serious note of the stop-streets.

For further queries, contact Lesley Fox, Director/Chairperson, Health & Wellbeing Committee, Ext. 5043