

POLICY

REGE RESIDENCE
NURSING HOME



+36 30 446 1727



info@regeresidence.hu



1021 Budapest, Pálos u. 2.

PREAMBULUM

The Rege Residence Home for the Elderly (hereinafter referred to as the "Home for the Elderly") aims to provide its residents with comfortable and safe living conditions that guarantee independence.

This Policy applies to all residents of the Pension House, their visitors and all employees.

I. HOW TO CLAIM THE BENEFIT

The use of the Pension House is voluntary, at the request of the claimant, who must be at least 75 years old.

Applications can be requested at the Rege Residence Home for the Elderly secretariat or downloaded from the website www.regeresidence.hu.

The mandatory annexes to the application are:

- a **medication form** signed by the applicant's general practitioner or doctor
- a **certificate** issued by the applicant's general practitioner or treating doctor stating that the applicant is fit to live in the community because of his/her medical condition
- a **psychiatric report** no more than 2 months old

To move in permanently, the following documents must be attached:

- a negative **chest X-ray** not more than 6 months from the date of moving in
- a **negative faecal culture report** no more than 30 days from the date of move-in

Placement in a pension home is conditional on payment of the rent for the pension home apartment and the conclusion of a service contract with the health care provider. The starting date of care is the date specified in the service contract.

If immediate move-in is not possible due to a lack of vacancies in the Pension House, the order in which contracts are signed determines the order of progression on the waiting list.

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If a change in the resident's health status in the Pension Home justifies a transfer to a nursing care unit, or if the resident receives a psychiatric neurologist's opinion that he or she has moderate or severe dementia, the resident's care will continue after the transfer to the nursing care unit, according to the agreement governing these forms of care.

II. RULES FOR LIVING TOGETHER

In the Pension House, everyone is obliged to live according to the general norms of human relations - without disturbing the peace of others. Mutual respect, courtesy, understanding and tolerance are expected.

a) Relations between residents

Residents should adjust the volume of their entertainment electronics before 6am and after 10pm so that they do not disturb their fellow residents. They must carry out their activities in such a way as not to disturb the rest of others at any time of the day. Residents may visit each other. Any uninvited roommate who may be a regular nuisance should be reported to the care staff.

b) Free movement of residents

Residents of the pension home have free movement throughout the institution, can use its infrastructure to provide services, and can interact with each other in a peaceful coexistence. The residents of the pension home have free access to the outside. In the interests of their personal safety, they are required to report to the reception (lobby) of the pension building to indicate their departure by name, room number and expected arrival. They must also indicate their return in the same way as before.

There is a CCTV surveillance system on the premises.

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c) Contact with residents

I. Personal contact

For the peace of mind of the residents, they can visit the pension home between 7am and 8pm without disturbing the work of the pension home. In all cases, visitors must notify the reception desk of their arrival and state whom they intend to visit. The staff member on duty at the reception desk shall make a note of this in the registration system provided for that purpose.

With the prior permission of the Director General of the institution, visitors may stay overnight in the room of a resident of the pension house at a charge of HUF 15.000 per night. The Director General may charge a maximum of 10 may allow you to stay overnight. A maximum of one guest may be accommodated at any one time.

In the event of illness or epidemic, the Director-General may restrict access and contact as set out in the institution's disinfection action plan. In order to ensure that residents' right to information is fully respected, residents and their relatives are informed in advance of the details of the restriction, the planned duration of the restriction and the procedures to be followed.

I. Other contacts

Other forms of contact (telephone, mail) cannot be restricted. The use of electronic means is assisted by the staff of the institution, if necessary. Internet access (WIFI) is available in the apartment. All residents can receive mail by providing the address of the pension house (1021 Budapest, Pálos u. 2.) and their room number. The staff of our institution will assist you in sending mail.

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III. APARTMENTS, COMMUNITY SPACES

The integrity of the private property of both the residents and the pension home must be respected, and in the event of damage (whether intentional or negligent) to the property of another, the person who caused the damage must pay compensation. It is forbidden to enter a resident's room without the resident's knowledge and consent, except in the case of burst pipes, fire or extraordinary health events.

a) Furnishing of apartments

The standard fixtures and fittings of the apartment are attached as Annex I to the Handover Protocol.

Residents moving into the pension home may bring their own furniture, personal effects, medical aids and other equipment with them, after prior agreement with the Director General or the employee in charge of this task. Personal effects may be deposited only within the apartment. Any fitting work (hanging pictures on the walls, fitting light fittings, etc.) is the responsibility of the maintenance team.

Due to fire safety and fire safety considerations, apartments do not have their own kitchen. They do have a microwave oven, but no electric stove or oven.

In the case of apartments with balconies, the tenant is obliged to use the balcony according to its function. The balcony may not be used for storage of personal belongings (furniture, cardboard boxes). If the resident fails to comply with this point of the House Rules, the Director General shall be entitled to issue a notice to the resident, setting a time limit, to comply with this point of the House Rules. If the resident fails to comply with this notice, the Director General shall be entitled to take a report and place the resident's belongings in a locked place, where they will be found.

Possession of objects for non-routine use, in particular if they pose a risk to the physical safety of persons in the establishment, is considered as dangerous possession. The possession of such objects may be authorised or prohibited by the Director-General.

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The installation of air-conditioning equipment is possible and can only be carried out by the technical team of the institution. The cost of installation is borne by the resident. All installed equipment (including air-conditioning) is part of the dwelling and cannot be removed even after the termination of the service contract.

a) Community spaces

No equipment or signage may be placed on the building or its accessories without the written permission of the Director General. No satellite dish or any other object detracting from the architectural appearance of the building may be placed on the façade or balcony of the apartments.

Residents are required to keep their own plants and other objects in their living rooms to ensure that the handrails in the corridors are usable and that fire safety regulations are complied with.

Residents may store their own cars in the parking lot of the institution for an extra fee, up to the capacity of the parking lot. The vehicle must be parked in such a way that it does not obstruct traffic (in particular access to the ambulance entrance). The car park shall not be equipped with a rack or a light-weight built-in garage for the protection of the vehicle.

Common areas of the institution: salon, lobby, gym, chapel, salt room, corridor seating areas, beauty salon, courtyard, restaurant.

Residents may use the common areas and the equipment and objects belonging to the institution there at their own risk.

a) Flat key

There are 3 keys available for the apartment, of which one key is for the tenant's own use on move-in and two keys are kept in the safe at reception. Two keys are available for couples or partners. One key will always be kept in the safe in reception to ensure that in the event of fire, burst pipes, blockages or locks, the damage can be repaired in the absence of the tenant.

If a tenant loses a key for his/her own use, a new copy will be made for the tenant's use at the tenant's own expense.

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IV. MEALS

a) Institutional catering

Residents are entitled to five meals a day. The menu must be made known to the residents by the service provider in the week preceding the week in question, in the usual local way. Lunch is provided with a choice of menus A, B, C and D. The dietary diet is prepared by a dietician. Individual consultations with the dietician are possible for an additional fee.

The institution has its own canteen kitchen, and a cooking kitchen is currently under construction.

For epidemiological and food safety reasons, access to the kitchen area is strictly prohibited. The kitchen is not allowed to serve food to residents.

In the event of a question or comment about food, the resident may enter it in the Food Diary at the reception desk or verbally report it to any member of the institution's staff so that they can take the necessary action.

We also offer residents the possibility of requesting a meal in the restaurant. This must be notified to the secretary's office at the latest 3 working days before the event, specifying the menu choice and paying a fee.

The consumption of food and foodstuffs received in a parcel or from a visitor is allowed at the resident's own risk. Residents are responsible for their own storage and refrigeration.

The institution does not provide food barrels for residents.

b) Rege Restaurant, dining plan

Meals are served in the restaurant on the first floor. Exceptions are possible in the following cases:

- if the resident's state of health so warrants (in which case, with the permission of the head nurse, the meal will be served in the resident's apartment)

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New residents arriving at the restaurant will be offered a table for their meal by the restaurant staff, according to their condition, age and abilities. This place may be changed on request and for justified reasons. No dishes may be taken out of the restaurant. If a person takes part of his meal away, the institution is not obliged to provide a receptacle for this purpose.

Meal times:

- breakfast 7:30 - 9:00
- Lunch
- lunch 12:00-13:30
- snack
- dinner 17.00-18.30

Please respect the time of meals.

c) Other meals

The service provider does not take responsibility for the quality and quantity of external food brought to the institution, and does not take responsibility for its storage.

There is a coffee, tea and water vending machine that operates throughout the day and is available free of charge to residents.

V. SMOKING

Smoking is strictly forbidden in the rooms and apartments of the pension house for accident prevention, fire safety and public health reasons. Residents and visitors may smoke only in designated areas.

VI. ALCOHOL CONSUMPTION

Alcohol may be consumed in small quantities, provided that the behaviour of the person consuming alcohol does not disturb the order of the institution, the peace and quiet of the other residents, and unless the Director General, at the request of the institution's doctor, prohibits it in writing because of the medication taken.

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If, as a result of alcohol consumption, the resident violates the rules and standards of conduct of the House Rules, the Director General / Director of Nursing will issue a written warning. If, despite the warning, the resident continues to behave in a disruptive manner as a result of his/her alcohol abuse, the Director General is entitled to terminate the contract on the grounds of serious breach of the House Rules.

VII. LIVESTOCK

In all cases, the resident must notify the Director General in writing of his/her request for the keeping of animals before bringing them into the establishment. The staff of the institution will assist in the preparation of the relevant written notification. In all cases, prior authorisation from the Director-General is required.

The maximum number of animals per apartment is as follows:

- a dog weighing not more than 10 kg
- ornamental fish in an aquarium with a maximum capacity of 60 l
- two finches or wavy/parrot type ornamental birds
- a piece of cat

Animals may be brought to the establishment only after presentation of a certificate of the required vaccinations and a valid health book.

The tenant must take full and detailed care of the animal's upkeep, and its proper feeding and cleaning must be supervised by a service provider.

All costs related to the keeping of pets are the responsibility of the tenant. Pets are only allowed in the owner's apartment, except for health walks. Animals are not allowed to run free in the establishment or in the yard.

Keeping animals on the balcony is strictly forbidden.

If the keeper of the animal becomes unfit to keep it for any reason (illness, dementia) or is unable to keep it as required, the Director-General may order its removal.

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VIII.AGENDA OF THE PENSION HOME

a)Customer reception, reception hours

Secretarial reception:	Tuesday and Thursday 10.00-12.00
Medical	Monday and Wednesday 8:00 - 10:00
Director-General's reception:	Wednesday 13:30 - 15:00
Director of Nursing reception:	Monday-Wednesday 15:00-17:00
Mental health reception:	Tuesday and Thursday 14:00-16:00

b)Cleaning order

Apartments are cleaned once a day (mopping, bathroom cleaning, dusting furniture, emptying waste bins), with a full cleaning of windows and curtains, and a full dusting every quarter.

A garbage bin is located next to the building.

c)Washing order

Each resident who needs laundry can receive a room numbered laundry bag from the mental health team after moving in. The resident will then have the opportunity to wash their clothes on site, in the case of textiles and clothing with a washable room number.

Residents' clothes are washed once a week according to the above schedule. The laundry bags are collected by the caretaker on duty and delivered to the laundry collection point. The clothes are washed and ironed and returned to the resident's room no later than three working days after collection.

d) Maintenance

Maintenance requests for the equipment that is part of the apartment and the equipment installed can be registered in the "Maintenance Logbook" kept at the reception. The pension home is equipped with a television and internet network, which are free of charge.

Personal effects can only be stored inside the apartment. In case of breakdown, the residents are responsible for repairing them at their own expense, with the assistance of the maintenance team of the pension home if necessary.

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IX. PROCEDURE FOR LEAVING AND RETURNING TO THE PENSION HOME

Residents must notify the reception desk of their absence 2 working days in advance. Any change to the time of return must be notified to the reception by telephone or email:

Telephone: +36 30 446 1727

Email: info@regeresidence.hu

X. SAFEKEEPING, MONEY AND ASSET MANAGEMENT

Residents have the right to keep cash and valuables with them or in their apartment, but the pension home is not liable. The Pension House is only liable for valuables and property received at the secretariat. The limit of value accepted for safekeeping is HUF 1,000,000. Receipt of valuables is subject to the receipt of a receipt. Valuables may be received and deposited during the opening hours of the secretariat.

XI. SERVICES AVAILABLE FOR A FEE

Some of the services listed here are subject to a fee and their prices are available on the premises or can be obtained from the employee providing the service.

- female male hairdresser
- pedicure, manicure, cosmetics
- medical massage
- catering
- individual physiotherapy in the resident's apartment
- taxi service
- parking
- individual psychological counselling
- event organisation (birthday, wedding anniversary)

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XI. DATA MANAGEMENT AND DATA PROTECTION

The pension home keeps records of residents' personal data along the contracts between the pension home and the resident, where residents' data are processed. All data relating to residents is handled in accordance with the principles of purpose limitation, data economy, limited retention, fairness, appropriate legal basis and accuracy.

XII. FUNCTIONS RELATING TO THE CARE OF THE DECEASED

In order to arrange for a testamentary disposition to be made in accordance with the resident's wishes, the testamentary disposition form must be completed and submitted during the service contract, and the staff member of the pension home who is responsible for this task will arrange for the testamentary disposition to be made in accordance with the resident's wishes.

XIII. PUBLICATION OF POLICY

A copy of the Rules is posted in a prominent place in the pension home and forms an integral part of all service contracts concluded, and the resident's signature confirms his/her acknowledgement of the Rules. Any changes to the policy shall be notified to the residents, employees and relatives by the general manager of the pension home or an employee entrusted with this task.

Budapest, 19 June 2023.

Dr. Viktor Nagy
Director General