

Application for Admission

Windsor Aged Care Services

This is an application for you to apply to enter Windsor Aged Care Services. (Referred to as our "Service").

Please read this application carefully. The information you provide with this application will help us determine if we can provide the care and services, you need and is necessary for us to determine your likely fees and charges.

This is not an offer of a place at our Service. We do not guarantee that as a result of completing this application we will be able to offer you a place at our Service or that all of the types of room you might inspect at the Service will be available when you wish to enter the Service.

This application is retained by the Service and is not provided to the Department of Social Services, Department of Veteran Affairs, Department of Human Services, Centrelink, or any other Government Agency.

If you wish to apply for admission to a residential aged care service, you must first obtain approval from the Aged Care Assessment Team. If you wish to have an assessment undertaken to determine whether you are eligible to obtain financial assistance to help pay for your care and accommodations costs, you should contact the Department of Social Services.

Further information is available on the My Aged Care website at www.myagedcare.gov.au.

Telephone 1 800 200 422

Application for admission

This application requires that you provide the following:

1. Personal information.
2. Information about your financial position that is necessary for us to determine your likely Fees and Charges.
3. Accommodation information – We have **attached** a Schedule of Fees and Charges that sets out the price we can charge for the rooms in our Service. The Fees and Charges in the Schedule attached are correct at the time we provide the application to you but are subject to change. You must make a choice about how you want to pay for your accommodation within 28 days after you enter the Service and we have included the form we will require you to execute after you enter the service to make that choice.
4. A Statutory Declaration stating that the information you provide to us in this application is true and correct.

If we can offer you a place and you decide you wish to enter the service, you will need to sign a resident agreement. We have attached a sample copy of our Resident Agreement and a completed version of which you will need to sign prior to admission. The Resident Agreement outlines your and our rights and responsibilities if you enter our Service.

The financial information you record in this application should accompany or be used in completing a 'Request for an Assets Assessment' or Income Assessments form (if necessary) to the relevant Agency (Department of Human Services, Centrelink, or Department of Veteran Affairs). This will enable Centrelink or Department of Veteran Affairs to work out how much you need to contribute to the costs of your care and accommodation. If you do not wish to provide us with any financial information you do not have to but if you do not provide that information, we will need to charge you the maximum amount permissible under the *Aged Care Act 1997* (Cth) for your care and accommodation.

We will comply with the provisions of the *Privacy Act 1988* (Cth) and the Australian Privacy Principles in dealing with the information you provide to us with this application. The information we collect may be used for any purpose that is directly related to our functions or activities as an aged care provider or as otherwise permitted at law. For more information on how we handle your personal information, you may review the Privacy Policy and Collection Statement. Both of these documents are available at our Service.

A decision to enter a nursing home is a significant decision. We encourage you to seek independent legal, financial, and other advice about the nature and effect of this application, the Resident Agreement and living in the Service.

If you wish to proceed, please complete the forms, and provide all of the information we have requested in this application and return it to us at:

Windsor Aged Care Services

26 Palmer St

WINDSOR QLD 4034

07 3357 9099

E: Reception@windsor.alzheimersonline.org

Checklist

Before you submit this application, please check you have provided us with all the information we need.

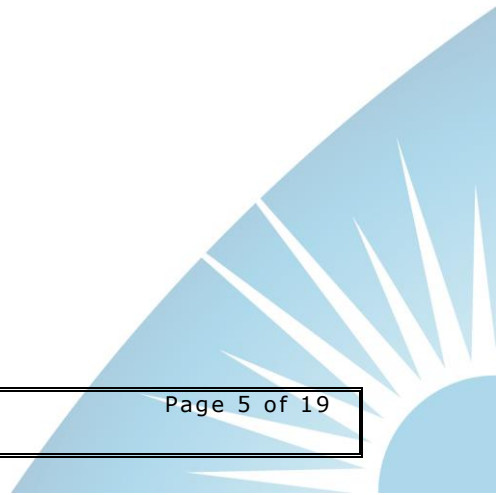
| Have you provided all of the following? | | Tick if completed |
|---|--|--------------------------|
| Step 1 - Personal Information | | |
| 1 | Your personal details | <input type="checkbox"/> |
| 2 | Your representative's details (if any) | <input type="checkbox"/> |
| 3 | Your billing contact | <input type="checkbox"/> |
| 4 | Details of who we should contact about this Application | <input type="checkbox"/> |
| 5 | Your pension and benefit details (if any) (with a copy of your Pension card) | <input type="checkbox"/> |
| 6 | Your medical details | <input type="checkbox"/> |
| 7 | Details of the care and services you currently receive (if any) | <input type="checkbox"/> |
| 8 | Your present living arrangements | <input type="checkbox"/> |
| 9 | A copy of your Aged Care Assessment Team approval | <input type="checkbox"/> |
| Step 2 - Financial Information | | |
| 10 | Have you received a Centrelink or Department of Veteran's Affairs means (income and assets) assessment? (please provide a copy) | <input type="checkbox"/> |
| 11 | Details about your assets | <input type="checkbox"/> |
| 12 | Details about your annual income | <input type="checkbox"/> |
| Step 3 - Accommodation Information | | |
| 13 | Have you reviewed our Schedule of Fees and Charges? | <input type="checkbox"/> |
| 14 | Have you read the Choice of Accommodation Payment Method Form? You must make a choice about how you want to pay for your accommodation within 28 days after you enter the Service. | <input type="checkbox"/> |

Step 4 - Other

Have you read the Additional Information section?

Step 5 – Statutory Declaration

Have you signed the Statutory Declaration confirming the information provided is accurate and true?



Step 1 - Personal information

Your (Applicant) details

| | | |
|--------------------------------|-----------------------------------|------------------------------------|
| Surname | | |
| Given name | | |
| Gender | <input type="checkbox"/> Male | <input type="checkbox"/> Female |
| Date of birth | | |
| Age (years) | | |
| Current Address | | |
| Marital status | <input type="checkbox"/> Married | <input type="checkbox"/> Single |
| | <input type="checkbox"/> De-Facto | <input type="checkbox"/> Separated |
| | <input type="checkbox"/> Divorced | <input type="checkbox"/> Widow |
| Country of birth | | |
| Are you an Australian Citizen? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Preferred language(s) | | |

Your representative's details

| | | |
|--|--|------------------------------|
| Have you appointed a person to act on your behalf? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Does the person have an Enduring Power of Attorney or Guardian or Administrator? | Financial | <input type="checkbox"/> Yes |
| | Health: | <input type="checkbox"/> Yes |
| | Please provide copy of the POA or EPOA, or Administrator and Guardian arrangements | |
| Surname | | |
| Given Name | | |
| Address | | |
| Telephone | | |
| Mobile | | |
| Email | | |

Billing contact (Please write "as above" if same as representative)

| | |
|--|--|
| Surname | |
| Given Name | |
| Relationship to you | |
| Address | |
| Telephone | |
| Mobile | |
| Email (statements will be emailed to this address) | |

Who should we contact regarding your application?*Please write "as above" if same as representative's details*

| | |
|---------------------|--|
| Surname | |
| Given Name | |
| Relationship to you | |
| Address | |
| Telephone | |
| Mobile | |
| Email | |

Pension and benefit details*Please provide a copy of your Pension Card (if applicable)*

| | | | |
|--|--------------------------------|--------------------------------|-------------------------------------|
| Do you hold an Australian Pensioner Concession Card? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |
| | If yes , indicate type | | |
| | <input type="checkbox"/> Age | <input type="checkbox"/> DVA | <input type="checkbox"/> Disability |
| | <input type="checkbox"/> Blind | <input type="checkbox"/> Widow | <input type="checkbox"/> Overseas |
| What is your pension number | | | |
| Is it a full or part Pension? | <input type="checkbox"/> Full | <input type="checkbox"/> Part | |

| | | |
|---|------------------------------|-----------------------------|
| Are you an Australian ex-prisoner of war? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|---|------------------------------|-----------------------------|

Medical details

Full medical details will be required on admission or when signing the Resident Agreement

| | |
|---|--|
| Who is your current General Practitioner / Medical Professional? | |
| GP name and/or Practice name | |
| Telephone | |
| Address | |

COVID-19 details

| | |
|---|--|
| Have you received any COVID-19 vaccinations? | |
| First Dose - date received | |
| Second Dose - date received | |
| Booster Dose - date received | |
| Vaccination Type | |

Current Services

| | | |
|--|--|--|
| Do you currently receive or have you received any of the following | <input type="checkbox"/> Home Care Package | <input type="checkbox"/> Commonwealth Home Support Program |
| | <input type="checkbox"/> NDIS Services | <input type="checkbox"/> Residential Aged Care |
| If yes , to any of the above, please advise who provides the services | | |
| Provider Name and contact | | |
| Address | | |

Present living arrangements

| | | |
|--------------------------|---|--|
| Present living situation | <input type="checkbox"/> Living with Family | <input type="checkbox"/> Own House/unit |
| | <input type="checkbox"/> Rented Accommodation | <input type="checkbox"/> Respite at Aged Care Service |
| | <input type="checkbox"/> Hospital | <input type="checkbox"/> Resident at Aged Care Service |

| | | |
|----------------|---------------------------------|-------------------------------------|
| Comments | | |
| | | |
| | | |
| Smoking status | <input type="checkbox"/> Smoker | <input type="checkbox"/> Non-smoker |

Aged Care Assessment Team approval

| | | |
|---|--|--|
| Do you have an approval for residential aged care from the Aged Care Assessment Team? | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| | If yes , please provide a copy of the approval and select one of the following: | |
| | <input type="checkbox"/> Respite Care <input type="checkbox"/> Dementia Care <input type="checkbox"/> Permanent Care | |

Step 2 - Financial Information

Overview

If you are applying to receive respite care, you do not need to complete this section of the Application.

The information we have requested is necessary for us to determine your likely fees and charges.

If you are applying for an income and asset test with the Department of Human Services, you will be required to complete and lodge the relevant form with them. The Department will make an assessment on your ability to contribute to the cost of your care and accommodation.

You are not required to apply for an income and asset test before entering our Service. However if you do not apply for an income and asset test, we will need to charge you the maximum amount permitted under the *Aged Care Act 1997 (Cth)* for your care and accommodation which is set out in the attached Schedule of Fees and Charges.

If you ask us, we can provide you with an estimate of the maximum amount we can charge you for care and accommodation. We cannot advise you of the exact amount you will be required to pay until the Department has completed the assessment of your ability to contribute to the cost of your care and accommodation.

Please ensure all questions are answered and that you do not leave any blank spaces. Please also make sure you sign the Statutory Declaration at the end of this application form.

Your means (income and assets) assessment

| | | |
|---|--|-----------------------------|
| Have you completed the Centrelink/Services Australia or Department of Veteran's Affairs means assessment? (Calculation of your Cost of Care Form SA486) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| | Please provide a copy of the resulting letter you received confirming fees | |

Your assets

| | | |
|--|------------------------------|-----------------------------|
| Have you owned your own home within the last two years? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Do you currently own your home, either by yourself or with others? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| If yes , do any of the following people reside with you? | | |
| Spouse | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Dependent child | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Carer (for more than 2 years) (<i>eligible for pension or income support</i>) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Close relative (more than 5 years) (<i>eligible for pension /income support</i>) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

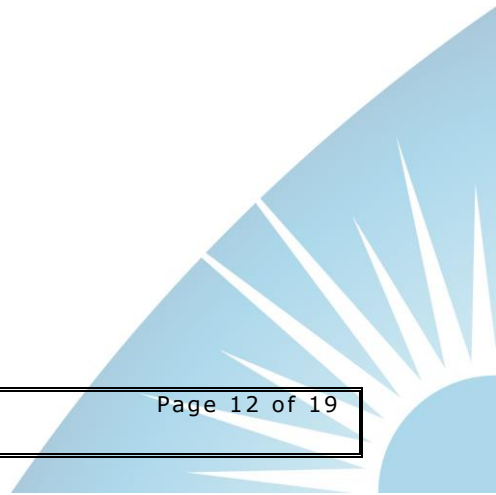
| | | |
|---|------------------------------|-----------------------------|
| What is the estimated value of your home, less any liabilities such as a mortgage or the value of another person's interest? | | |
| Do you own any other real estate? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| What is the estimated value of that real estate, less any liabilities such as a mortgage or the value of another person's interest? <i>(Please provide a real estimate and any supporting documentation)</i> | \$ | |
| *What is the value of your furnishings and personal effects? * Value taken to be \$5,000 if there is no evidence of another value. | \$ | |
| Please estimate the value of any other assets as listed (if applicable) | | |
| Bank, building society or credit union accounts | \$ | |
| Cash, term deposits, loans, and debentures | \$ | |
| Motor vehicles, caravans, boats, trailers | \$ | |
| Shares | \$ | |
| Managed investments, bonds, and trusts | \$ | |
| Investment collections | \$ | |
| Superannuation funds realisable as a lump sum | \$ | |
| Other: <i>(please specify)</i> | \$ | |
| If you have given away any assets in the last 5 years, please estimate the value of those assets. | \$ | |
| TOTAL | \$ | |
| LESS Loans and other debts | -\$ | |
| <u>TOTAL VALUE OF ASSETS</u> | \$ | |

*Married/De facto couples need only declare 50% of their assets.

Your annual income

| | |
|-----------------------|----|
| Aged pension | \$ |
| Other pension | |
| Superannuation (net) | \$ |
| Dividends (net) | \$ |
| Bank account interest | \$ |

| | | |
|---|--|----|
| Provide details of any other income you receive (Net) | | \$ |
| | | \$ |
| TOTAL ANNUAL INCOME | | \$ |



Step 3 - Accommodation Information

Schedule of Fees and Charges

Outlined below is our Schedule of Fees and Charges that sets out the price we can charge for the rooms at Windsor Aged Care Services. The Fees and Charges are correct at the time we provide the application to you but are subject to change.

The maximum price for rooms at Windsor Aged Care Services (fully secure site) are:

Windsor (single rooms)

| | |
|----------------------------------|--------------|
| Refundable Accommodation Deposit | \$450,000 or |
| Daily Accommodation Payments | \$61.64* |

A combination of both (for example):

| | |
|----------------------------------|---------------|
| Refundable Accommodation Deposit | \$225,000 AND |
| Daily Accommodation Payments | \$30.82* |

Windsor (shared rooms):

| | |
|----------------------------------|--------------|
| Refundable Accommodation Deposit | \$375,000 or |
| Daily Accommodation Payments | \$51.37* |

A combination of both (for example):

| | |
|----------------------------------|---------------|
| Refundable Accommodation Deposit | \$187,500 AND |
| Daily Accommodation Payments | \$25.68* |

A refundable accommodation deposit is paid as a lump sum amount. A daily accommodation payment accrues daily and is paid monthly. A combination payment includes both a partial lump sum accommodation payment and daily accommodation payments.

Further information about the Fees and Charges you will pay for your accommodation and services at the Service is available on our website and the My Aged Care website.

* Using the maximum permissible interest rate as prescribed under the Aged Care Act; currently 4.07%

Choice of Accommodation Payment Method

You can choose to pay the Accommodation Payment or Accommodation Contribution for your accommodation at the Service by one of the following methods:

- (a) Daily Payments;
- (b) a Refundable Deposit;
- (c) a combination of a Refundable Deposit and Daily Payments; or
- (d) a combination of a Refundable Deposit and Daily Payments with Draw Downs.

You must make a choice about how you want to pay for your accommodation within 28 days after the Entry Date.

If you choose to pay a Refundable Deposit, then you do not have to pay the full Refundable Deposit amount before six months from the Entry Date.

Acknowledgment by the you (or your Representative)

I acknowledge that:

- (a) I understand the nature and effect of making a choice about how I wish to pay for my accommodation.
- (b) I have made this choice freely and voluntarily and without any influence from the Approved Provider.
- (c) I do not have to make this choice before the Entry Date.
- (d) After payment of the Refundable Deposit I will retain assets of more than \$52,500.

Choice of payment

I confirm that I wish to pay my Accommodation Payment or Accommodation Contribution as follows:

| Options | | Select One | Refundable Deposit | Daily Payment |
|----------------|---|--------------------------|---------------------------|----------------------|
| Option 1 – | Refundable Deposit | <input type="checkbox"/> | \$ | |
| Option 2 – | Daily Payments | <input type="checkbox"/> | | \$ per day |
| Option 3 – | Combination of Refundable Deposit and Daily Payment | <input type="checkbox"/> | \$ | \$ per day |
| Option 4 – | Combination of Refundable Deposit and Daily payment with Draw Downs | <input type="checkbox"/> | \$ | \$ per day |

Signed by the Care Recipient or Care Recipient’s Representative:

Signed: Date:.....

First Name: Surname:

Step 4 - Additional Information

Within 7 days of receipt of a written request from you, we will provide you with information and documents set out in the Act about our compliance, storage and use of Refundable Deposits and Accommodation Bonds for the previous financial year of when you enter into a Resident Agreement.

If your Accommodation Payment or Accommodation Contribution includes payment by Refundable Deposit, then in addition to the above, we will also provide you with a copy of your entry in the refundable deposit register made in accordance with the *Aged Care Act 1997 (Cth)*.

If you become a permanent resident of our facilities this information outlined above, will be provided to you on an annual basis as in accordance with the Fees and Payments Principles 2014 (No 2).

Any overpaid accommodation payments or contributions will be refunded in accordance with the Fees and Payments Principles 2014 (No 2).

The refundable accommodation deposit will be refunded within the timeframes prescribed under the Aged Care Act.

Step 5 – Statutory Declaration

Iof.....do solemnly and sincerely declare that the information I have included in this application is true and correct and I acknowledge that:

- (a) I have received a copy of the Resident Agreement, the Privacy Policy and information about the maximum amount the Service can charge me for a room or part of a room.
- (b) I have read the information in this application, the Privacy Policy and all information provided to me by the Approved Provider in relation to costs of living at the Service.
- (c) I understand:
 - (i) the nature and effect of this application;
 - (ii) my rights and responsibilities with respect to privacy and the reasons why my information must be collected;
 - (iii) I am not obliged to provide any information requested of me, but if I do not provide that information the Service will need to charge me the maximum fees and charges permitted under the Act; and
 - (iv) the Maximum Accommodation Price that is payable for a room or part of a room is the amount as set out in the information available on the website for the Service, My Aged Care website and the Schedule of Fees and Charges given to me by you.
- (d) I have been advised to seek independent legal and financial advice about the nature and effect of this application, the Resident Agreement and living in the Service and I have had an opportunity to do so.
- (e) I have been given the opportunity to inspect the Service.
- (f) If I have executed the Choice of Accommodation Payment Method Form, I have done so freely and voluntarily and without any influence from the Approved Provider.
- (g) I have not received or relied upon any representations or promises that are not set out in the Agreement or this document.
- (h) If I am signing this as the Care Recipient’s representative, I state that I am duly appointed according to law with the authority and capacity to bind the Care Recipient.
- (i) I understand that a person who intentionally makes a false statement in a statutory declaration is guilty of an offence under section 11 of the *Statutory Declarations Act 1959* (Cth), and I believe that the statements in this declaration are true in every particular.

Signature of declarant.....

declared at.....

.....
Full name, qualification, and address of person before whom the declaration is made

.....
Signature of person before whom the declaration is made

A statutory declaration under the *Statutory Declarations Act 1959* may be made before–

| | |
|--|--|
| <p>a person who is currently licensed or registered under a law to practise in one of the following occupations:</p> <ul style="list-style-type: none"> • Chiropractor • Dentist • Legal practitioner • Medical practitioner / Nurse • Optometrist • Patent attorney • Pharmacist • Physiotherapist • Psychologist • Trade marks attorney • Veterinary surgeon <p>A person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described); or</p> <p>Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public</p> <p>Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the Consular Fees Act 1955)</p> <p>Bailiff</p> <p>Bank officer with 5 or more continuous years of service</p> <p>Building society officer with 5 or more years of continuous service</p> <p>Chief executive officer of a Commonwealth court</p> <p>Clerk of a court</p> <p>Commissioner for Affidavits</p> <p>Commissioner for Declarations</p> <p>Employee of the Australian Trade Commission who is:</p> <ul style="list-style-type: none"> • in a country or place outside Australia; and • authorised under paragraph 3 (d) of the Consular Fees Act 1955; and • exercising his or her function in that place <p>Employee of the Commonwealth who is:</p> <ul style="list-style-type: none"> • in a country or place outside Australia; and • authorised under paragraph 3 (c) of the Consular Fees Act 1955; and • exercising his or her function in that place <p>Fellow of the National Tax Accountants' Association</p> <p>Finance company officer with 5 or more years of continuous service</p> <p>Holder of a statutory office not specified in in this list</p> <p>Judge of a court</p> <p>Justice of the Peace</p> | <p>Magistrate</p> <p>Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants, or the National Institute of Accountants</p> <p>Member of:</p> <ul style="list-style-type: none"> • the Parliament of the Commonwealth; or • the Parliament of a State; or • a Territory legislature; or • a local government authority of a State or Territory <p>Minister of religion registered under Subdivision A of Division 1 of Part IV of the <i>Marriage Act 1961</i></p> <p>Notary public</p> <p>Permanent employee of the Australian Postal Corporation with 5 or more years of continuous service who is employed in an office supplying postal services to the public</p> <p>Marriage celebrant registered under Subdivision C of Division 1 of Part IV of the <i>Marriage Act 1961</i></p> <p>Master of a court</p> <p>Member of Chartered Secretaries Australia</p> <p>Member of Engineers Australia, other than the grade of student</p> <p>Member of the Association of Taxation and Management Accountants</p> <p>Member of the Australasian Institute of Mining and Metallurgy</p> <p>Member of the Australian Defence Force who is:</p> <ul style="list-style-type: none"> • an officer; or • a non-commissioned officer within the meaning of the Defence Force Discipline Act 1982 with 5 or more years of continuous service; or • a warrant officer within the meaning of that Act <p>Permanent employee of:</p> <ul style="list-style-type: none"> • the Commonwealth or a Commonwealth authority; or • a State or Territory or a State or Territory authority; or • a local government authority; <p>with 5 or more years of continuous service who is not specified in another item in this list</p> <p>Person before a statutory declaration may be made under the law of the State or Territory in which the declaration is made</p> <p>Police officer</p> <p>Registrar, or Deputy Registrar, of a court</p> <p>Senior Executive Service employee of:</p> <ul style="list-style-type: none"> • the Commonwealth or a Commonwealth authority; or • a State or Territory or a State or Territory authority <p>Sheriff</p> <p>Sheriff's officer</p> <p>Teacher employed full-time at a school or tertiary institution</p> |
|--|--|

ROOM DESCRIPTIONS / KEY FEATURES STATEMENTS

All our residents benefit from Alzheimer's Queensland distinctive knowledge, skills, and expertise in dementia care. Our staff undergo ongoing and regular training in dementia care to ensure that their skills are maintained and that their care reflects our underlying philosophy based on the value and individual choices of our residents. We are a leading provider in all aspects of dementia care, and we provide specialized dementia training to services providers throughout Queensland.

Through our wellness and re-enablement approach we offer access to a range of professionals including physiotherapist, speech pathologist, occupational therapist, podiatrist, and exercise physiologist.

Everyday familiar activities are incorporated in the lifestyle program. Further to this, our unique lifestyle program offers a range of group and individual activities for residents including cooking, music programs, art appreciation, art classes, and flexibility and fitness sessions. These are provided in addition to regular shopping and dining trips, pet therapy and happy hours.

Continuing with the Association's philosophy of care, all meals are prepared on site and the home cooking allows the smells and activity to create an environment reminiscent of everyday home life and can act as a sensory cue to enhance appetite.

All rooms are equipped with a nurse call system that allows residents to call staff if needed at all times ensuring an efficient response to resident needs.

As expert dementia care specialists we understand the importance of a familiar environment for residents to enhance feelings of safety and well-being. Therefore we encourage residents to tailor their rooms with precious and treasured keepsakes ensuring memories and experiences are maximised.

The interior design and choice of colours, lighting, textures, and furnishings have been chosen with reference to the latest in dementia design studies. The design choices utilised in our common areas follow our organisations philosophy to promote choice, minimize confusion and maximise independence. These choices promote a sense of well-being and calmness and assists new residents to settle in well. Our small familiar environment mirrors the rhythms and routines of home life.

Windsor Aged Care Services offers a secure residence across two traditionally designed buildings (Palmer and Thorne). The décor is classic and traditional providing residents with a homelike feel.

Rooms are bright and airy with large picture windows offering views of the city or landscaped gardens, allowing natural light and ventilation. Both buildings are fully air-conditioned.

Resident rooms are mix of single and twin share and have been designed to provide a balance between privacy and access for care needs. Thorne wing has 25 beds including a mixture of single and double bedrooms with ensuites. Palmer wing has 36 beds, and all are shared rooms.

The common areas have been specifically designed to enhance quality of life and maximize health outcomes and wellbeing. The open plan of our home allows ease of physical and visual access to promote positive clinical outcomes. Additionally these areas have been designed to optimize everyday living experiences, promoting independence and mirroring home life.

All the communal areas at Windsor incorporate both living and dining rooms that are centrally located with direct access from all bedrooms, reflecting a home like environment allowing people with reduced mobility to access all areas freely. Given the different experiences of our residents, the sitting areas have been subtly divided into warm and inviting zones that can be used as quiet areas for intimate family gatherings or for larger social activities.