



## Genesis

Breaking away from the unified joint family and hectic pace of life has led to neglect of the elderly and loss of the vital family support senior citizens rely on. In present day times Homes for the aged provide a happy, healthy, and balanced environment to this invaluable segment of society where our elders can live together in an emphatic community.

DIVYA CHAYA TRUST, founded in 1984, has its registered office in 8B, MIDDLETON STREET, KOLKATA-700 071. It has made a concerted effort to promote and sponsor a safe and stable 'haven' for the elderly. This 'home' away from home would enable the aged persons to lead a self reliant, dignified and secure life free from the hassles of daily chores.

## Location

The Old Age and Day Care home is located in C-1 Block of the residential colony, Palam Vihar, Gurgaon, Haryana, India.

## 1. Aims and Objectives

- a. Provide a peaceful and congenial environment for like minded individuals who may share mutual interests.
- b. Arrange for and provide living space where the elderly may live independent of their children.
- c. Establish patterns of a healthy routine for the residents to include yoga, talks by Guest Speakers, meditation, cheerful celebration of festivals with sobriety.
- d. Conduct internship for child volunteers from nearby schools to nurture the precious bond between the young & old.
- e. Support a Child Development Centre for the underprivileged children with voluntary involvement of elders.

## Rules & Regulations

### 1. Title and Commencement.

- a. These rules maybe called the DIVYA CHAYA SENIOR CITIZENS HOME and Day Care Center Rules, 2007.
- b. These rules shall come into force with effect from March, 2007.

### 2. Management of the Home

The home will be controlled and managed by a Governing Body. Residents will use the premises on the express permission of this body.

- (a) A Managing Committee consisting of 11 members (appointed / nominated by the DIVYA CHAYA TRUST) will supervise the home. The Managing Committee will discharge the following duties:
  - i. Take policy decisions regarding management functioning and control of day to day affairs of the home.
  - ii. Supervise day to day affairs of the home and issue guidelines and instructions through circulars for efficient functioning of the home.
  - iii. Examine applications, scrutinize and approve admissions of the applicants who have registered for admissions.
  - iv. Appoint and terminate staff and regulate the strength of the employees in the home.
  - v. Issue guidelines and instructions from time to time to the caretaker/superintendent of the home for smooth functioning.
  - vi. Take decisions regarding all financial aspects of the home.
- (b) A Superintendent shall be appointed by the Managing Committee. He/She is responsible for the overall maintenance and administration of the home. The following duties are to be performed by the Superintendent.
  - i. To comply with and carry out the instructions issued by the Management and the Governing body.
  - ii. To maintain discipline and control on staff and ensure congenial atmosphere with the cooperation of residents
  - iii. Establish and maintain good public relations. Communicate/interact and coordinate with the concerned authorities relating to the matters concerning the functioning of the home
  - iv. Maintain daily records of attendance of staff and residence
  - v. Keep financial records of the daily expenditure incurred in the home
  - vi. Ensure efficient functioning of the home and supervise all maintenance
  - vii. Coordinate all other functions necessary on the basis of the need in the interest of the home and welfare of residents

### 3. Mode of Admissions



## (a) Eligibility

All applicants for the Chiranjiv Karam Bhoomi Senior Citizens Home must fulfill the following conditions to be eligible.

- i. Minimum age 60 years.
- ii. Not be severely physically handicapped nor suffer from any infections or communicable disease.
- iii. Not be mentally challenged since the home is not equipped to handle them.
- iv. Be capable and willing to manage his/her day to day personal activities of life unassisted (bathing, eating and performing daily ablutions).

## (b) Application Form

Person seeking admission will be required to fill in and complete the prescribed **Application Form**

- i. The application form must be submitted along with a copy of medical record/medical certificate from a registered medical practitioner. The Doctor must attest the application form certifying that the applicant is capable of looking after himself/herself as required in the conditions of eligibility
- ii. Applicants are to provide recommendations from at least two persons stating their name, address, and telephone numbers
- iii. Name, address and telephone number of family members/next of kin, who would be an emergency contact must be submitted. He/She would be responsible for any dues or liabilities that may accrue as a result of default on the part of the applicant after he/she is no more a resident of the home

## (c) Application for Admission

The application for admission shall be made on the prescribed form given in Schedule 'A' along with following documents:

- i. Two recent passport size photographs.
- ii. A photo ID card (the same can be facilitated at nearby vendor).
- iii. Documents establishing the place of permanent & previous residence of the applicant (copy of voter ID card, telephone bill, ration card etc).
- iv. Two reference/guarantors with their full name, address and telephone number.

Incomplete application forms are liable to be rejected.

## (d) Selection of applicant

- i. All rights to admission shall be made by the Managing Committee whose decision shall be final & binding.
- ii. The home is open for men and women irrespective of castes, creeds and social standing.
- iii. The selection of admission to the home shall be made after scrutiny of the application form which may be followed by an interaction with the candidates
- iv. An applicant will be intimated about the status of his/her admissions (selected / waitlisted / rejected) at the postal address mentioned by him/her in the application form
- v. If selected candidates fail to occupy the allotted accommodation within the time specified in the intimation letter, their selection would stand cancelled automatically.

## 4. Maintenance of Rooms

- a) All residents shall be responsible for maintaining cleanliness and order in their rooms and in the common areas of the home. A designated sweeper will sweep and mop rooms and bathrooms in the morning and will be available to residents for a reasonable period of time.
- b) Clothes are to be washed & pressed by dhobi /laundry approved by the management. Residents should refrain from washing any clothes other than undergarments in the bathroom.
- c) No. alterations/ modifications are permitted in the rooms without the express permission of the management.

The managing committee will communicate its views and instructions regarding maintenance of the rooms to residents through circulars from time to time

## 5. Inspection of Rooms

It is mandatory that a duplicate key to respective rooms is deposited with the superintendent. The rooms would be open for inspection of the Home authorities at any time. These will also be open for inspection by the members of the Managing Committee.

## 6. Boarding Facilities

- a) Membership to the Mess is mandatory for all residents. Occasionally, ordering food from outside is permitted. However, Mess charges would remain the same.
- b) The in-house kitchen will provide vegetarian meals as per menu and rates approved by the Committee. In addition to the above, residents may order items after giving the cook a day's advance notice. These items will be available only on the payment of extra charges
- c) Residents may use kettle, microwave or hotplate in the pantry to prepare beverages or warm food if desired. Cooking food is strictly prohibited. Use of coil heaters is also prohibited



- d) Residents are requested not to visit the kitchen and disturb the staff; they should refrain from issuing any instructions directly to the staff. All requests may be forwarded through the caretaker in writing. Residents requiring meals for guests may do so with a day's advance notice. Extra messing would be charged.

## **7. Accommodation for Guests**

Outstation guests (relatives or friends) may be permitted to stay with residents for a period of 15 days at a time or a total of 30 days in a year. Charges for the resident's guests would be payable as decided by the Managing Committee subject to availability of accommodation. Extra messing charges would be payable.

## **8. Charges for boarding lodging, services etc**

As per annexure I

## **9. Settlement of Bills**

All monthly bills for telephone, maintenance services, electricity consumption for A.C (by room meter reading), messing etc. must be cleared within 7 days of presentation of the bill.

## **10. Medical Facilities**

- a) It is hoped that residents will remain healthy during their stay in the home. Regular medical checkups will be facilitated. For minor ailments a part time doctor would visit the medical room in the home on a regular basis. OPD timings should be adhered to.
- b) A resident nurse would attend to the basic needs of patients.
- c) In case serious medical attention is required, the resident will be moved to a hospital or nursing home of his/her choice. All expenses in such cases will be borne by the concerned resident/their designated relative.
- d) In case of sudden demise of any resident, the Superintendent shall urgently call the doctor retained by the home, who shall conduct examination and record full particulars to issue a death certificate. The next of kin and the managing committee will be intimated at the same time by the superintendent for further action.

## **11. Other Facilities**

- a) A pay phone service shall be available within the premises of the home. Endeavor shall be made by the management of the home to provide facilities for email and internet.
- b) Banking and postage services shall be made available to the resident on request to the Superintendent
- Before finalizing the admission formalities, the applicant would be afforded an opportunity to stay in the home for 3 days in order to become aware of the inner environment and the staff. The management would also be enabled to assess the nature and adaptability of the applicant to finalize the selection.

## **12. Movement of Residents**

- a) In the interest of their safety, before leaving the premises residents must sign the out/in register kept for the purpose. All residents wishing to remain out should record the time of departure, place to be visited and expected time of return in the register.
- b) The management reserves the right to cancel the allotment and reallocate the room to some one else if the resident is absent from the premise without intimation
- c) Messing charges may be waived off for a maximum of 2 weeks if a resident proceeds on leave with prior intimation and approval of the management.

## **13. Use of free time**

Residents who desire to volunteer at the home or work outside to keep themselves engaged will be encouraged to do so by the management. However, no professional, commercial or business activities are permitted in the premises.

## **14. Theft! Losses**

Residents will be responsible for safety of their belongings. The members of the Managing Committee will not be responsible if, despite their best efforts, any resident suffers any loss by way of theft of any belongings or otherwise.

## **15. Visitors and Visiting Hours.**

Visitors are welcome to the home to meet residents; they are to contact the reception first for identification. They should preferably be entertained in the lounge. Visiting resident's room should be avoided.

- a) Only identified visitors are allowed inside the home. They may be asked by the superintendent to produce identity proof (driving license). Cooperation for the same is solicited.
- b) **Visiting Hours for the guests:**  
4.00 P.M to 7.30 PM. (from Monday to Saturday)  
9.00 A.M to 12.00 noon on Sundays & Gazetted holidays



In unforeseen circumstances if a visitor has to stay for the night, he/she shall be required to make the prescribed payment towards the boarding and lodging expenses after permission has been sought from the superintendent. A form for the purpose is required to be filled. Such visitors shall not be allowed to stay for more than two nights.

## **16. Pets**

Residents are not allowed to keep pets in the premises of the home

## **17. Drinks and Drugs**

- a) Smoking is strictly prohibited in the home premises
- b) Consumption of alcohol is not permitted in common area. The Management does not encourage use of intoxicants/drinks within the premises

## **18. Observation of Rules**

It is mandatory for the residents to observe the rules of home. Society expects that all residents will live in a dignified and harmonious manner.

Tipping of the staff must be scrupulously avoided. A gratitude box is being provided where residents may put in reward they want to give for the staff. The collected amount will be distributed to the staff on suitable occasions

## **19. Termination of membership/Admission of Resident**

A resident whose behavior is found to be adversely affecting the reputation of the home, disturbing the peace of the home, Causing friction amongst other residents, which amounts to moral turpitude or causes public nuisance would not be acceptable to the management. His/her admission or membership shall be terminated and he/she shall have no right whatsoever to occupy the home in any capacity or authority whatsoever after termination/cancellation.

## **20. Jurisdiction**

In respect of arbitration proceedings initiated between the resident and the home only the COURTS in DELHI shall have jurisdiction to the exclusion of all other courts

## **21. Amendments of Rules**

Management Committee may amend! Modify the rules periodically and review the scale of charges as its sole discretion.

## **22. Donations**

The general public whether Indian Resident, NRI or foreigner is free to support the Home by giving donations in the name of DIVYA CHAYA TRUST which is running the home and doing the charitable work. In this way the funds for running the Home would be raised and this will facilitate the smooth functioning of the Home.