



# VITALITY REZIDENCE

RESIDENTIAL SERVICES AND CARE





exclusive location | design & quality | investment | services & care | safety | barrier free & economical







## THE VITALITY RESIDENCE

The Vitality Residence offers top-standard living for those who want to lead rich life, reflecting their wishes and needs. A wide array of services provided and extensive social, sports and relaxation facilities, intended solely for the residents, will **house your unique lifestyle**.

- reception
- public restaurant
- club lounge with a fireplace
- common party zone with a kitchen
- game corner
- smoking lounge
- ballroom
- fitness centre
- doctor's office and consulting room
- commercial premises
- outdoor relaxation zone
- outdoor pétanque

An active lifestyle is good for your mind, body and spirit alike and it **contributes to a higher quality of living**. The Vitality Residence is inspired by the latest trends in the field of care and comfort. It embodies all the details of warm home.







# RESIDENTIAL SERVICES AND CARE

## RECEPTION SERVICES

Common **24/7 reception services**, available in a 24/7 mode, are provided for all the residents. The reception will take care not only of any activities related to operating the building and keeping its safety, but it will also see to assuring all the services ordered by the residents. Our trained staff, speaking several languages, will monitor assistance systems and in the event of an alarm they will also provide first aid and basic medical assistance, as well as organize needy qualified care.

## COMFORT OF YOUR HOME

How pleasant it is to have your home cleaned, your clothing ironed or your flat ventilated when you return from holiday or regular walk! Are you clueless about changing a bulb or are you just too busy to do that? You can enjoy living at the Vitality Residence in peace and without any worries. Our professional staff will **take care of your home**. According to your wishes, they will provide daily or big cleaning, washing, ironing, shopping or minor maintenance work and during your absence they will look after your pet. All you have to do is choose from a wide range of the services provided at the Vitality Residence.

## SUPPORT AND ASSISTANCE

Our professional staff will take care of **your personal comfort and health**, whether it involves preparing a private event for your friends or assisting you at the authorities. And when you do not feel very well, you are after an injury or a disease and you do not want to stay at a hospital longer than necessary, the Vitality Residence offers you — thanks to qualified contractual partners — a **24/7 home health care** too. A fully integrated medical programme puts emphasis on helping the residents. It helps to improve your health and mental condition thanks to comprehensive rehabilitation, exercising and educational programme. If you choose your new home at the Vitality Residence, you will be ready for any situation – and you will never have to move any more.

## LEISURE ACTIVITIES

The range of programmes will offer the residents various social and educational courses, professional seminars, as well as exercising and fitness activities or attending of cultural events. Whether it is about history, films, entertainment or e.g. gardening, leisure activities will enrich your residential living, create opportunities for friendship and bring about **the joy of social activities**.











## RECEPTION SERVICES

All the residents are provided with standard **reception services in a 24/7 mode**. The reception will take care of all the activities related to operating the house and keeping its safety and it is common for all the apartments at the Residence. These services include reporting visitors coming in and their recording, taking over mail and printed matter and assisting in making reservations at your favourite restaurant, ordering a taxi or waking you up. Polite and fully trained staff, speaking several languages, will communicate on a daily basis with the residents as regards the services ordered in the field of household care and comfort. They will also supervise individual health care, provided by qualified personnel.

The reception will be equipped with a monitoring switchboard, interconnected with assistance buttons and other devices of the individual surveillance of the residents.

In the event of an alarm the trained staff will promptly contact the resident of the apartment given, assure needy help and — if necessary — also first aid including calling an ambulance immediately.

Safety and comfort of the residents, as well as surveillance against unauthorized entry to the premises, will be guaranteed by the physical security of the building, the CCTV system at the entry and in the garage premises and also by the security sensors and alarms. An inherent feature consists in a bell with a video phone, mounted next to the entry to the house in order to identify all visitors and put them through to the owner of a concrete apartment. There is also common facility management and maintenance including regular cleaning services of all the common areas, as well as taking care of the greenery at the Residence and in its vicinity.





## RECEPTION SERVICES

- overall supervision and coordination of the operations of the Residence in cooperation with the Residence Manager
- monitoring, records and reporting of visitors coming in and leaving
- taking over mail, parcels and printed matter, ordering a taxi, arranging for reservations at a restaurant, sports facilities etc.
- daily contact with the residents, waking up
- administration, records and organization of the services for the residents (taking orders and requests for modifying the scope and type of a service)
- accepting reservations to use the common premises (private events, celebrations and dinners, individual trainings)
- basic medical assistance in the form of providing first aid
- administration of the CCTV system, organizing inspections, security of the building and area
- security monitoring - assistance buttons, safety perimeter of the building, fire sensors and other technology
- staff speaking Czech, English and Russian













## BASIC SERVICES AND CARE

We are used to hearing from our friends and their families how useful it is to have home cleaned and maintained, whether you return from holiday or regular walk. An independent life means having your days nicer and nicer — and having fewer and fewer worries thanks to services added.

Besides the services provided by the reception, the Vitality Residence offers **basic services and takes care of your living** in the scope of 5 hours a month. It is a compulsory part of services, which can be used for cleaning, washing, ironing or care and supervision of the apartment in the resident's absence.

The services are provided on workdays (from Mondays till Fridays) from 7:00 a.m. till 3:00 p.m. by the professional staff. The price of the services includes work done by professional

management, which assures running the Residence smoothly and planning, coordinating and checking the services provided, including the organization of the leisure activities programme. Some services will be rendered outside the Residence and the staff will use a car to provide them.

The philosophy of all the services chosen is to enable full-fledged and active life in a pleasant and friendly environment. The Vitality Residence fully respects the health and professional and private life of any individual regardless of their age and health status. Everything is **in compliance with personal satisfaction**, to which belong the following spheres: **emotional, intellectual, physical, social, spiritual and purposeful**.





## BASIC SERVICES AND CARE

service	frequency	duration of the service
small household cleaning	as needed	according to the apartment
big household cleaning	as needed	according to the apartment
washing and ironing	as needed	1 hour*
taking care of your household in your absence	as needed	30 minutes*
small shopping	as needed	30 minutes*
big shopping	as needed	1 hour*
information newsletter	once a month	**

PRICE INCLUDING VAT: 1 690 CZK

### Time fund: 5 hours

Additional orders of other services possible. More in Chapter INDIVIDUAL SERVICES.

\* the client can choose any services in compliance with the time fund of the sphere given

\*\* the service is not included in the dedicated time fund of the sphere







#### ■ **small household cleaning**

emptying and sorting waste in an environment friendly way; opening windows and airing rooms; mopping floors throughout the apartment, including washing and wiping them (time: 1+kitchenette – 30 minutes; 2+kitchenette – 45 minutes; 3+kitchenette – 90 minutes)

#### ■ **big household cleaning**

emptying and sorting waste in an environment friendly way; cleaning and disinfecting sanitary facilities (washbasin, toilet, sink, water tap); opening windows and airing rooms; dusting accessible surfaces; vacuum cleaning cobwebs; mopping floors throughout the apartment, including washing and wiping them (time: 1+kitchenette – 60 minutes; 2+kitchenette – 120 minutes; 3+kitchenette – 180 minutes)

#### ■ **washing and ironing**

doing the laundry and ironing (up to 3 kilograms), this service is provided in the residents' households

#### ■ **taking care of your household in your absence**

the services of watering flowers and airing and supervising the apartment will be provided during your absence

#### ■ **small shopping**

shopping foodstuffs and other items of daily use (maximum is 10 items) is provided on the basis of the residents' orders. The shopping is delivered and handed over in the residents' households

#### ■ **big shopping**

shopping foodstuffs and other items of daily use is provided on the basis of the residents' orders. The shopping is delivered and handed over in the residents' households

#### ■ **information newsletter**

regularly published newsletter about the life at the Residence, about events planned, stating important telephone numbers etc.







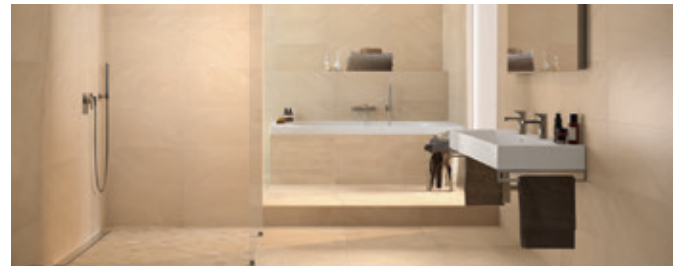
## INDIVIDUAL SERVICES

Imagine what the Vitality Residence could do for you to be truly satisfied and happy. Supervision of your apartment when you are on holiday? Regular household help, ironing and doing the laundry? Watering your flowers and walking your pet? Assistance in the field of IT? Or shopping for you when you are ill?

The Vitality Residence will give you comfort of your home to which you are used — and for those who have higher demands and expectations as regards housing care or need a larger scope of services and being assisted in some daily activities, **the range of individual services is the optimum**

**lifestyle choice.** You can choose anything from the array of individual services and for any period of time.

The services are provided on workdays (Mondays till Fridays) from 7:00 a.m. till 3:00 p.m. — and the more the experienced staff know about the residents, the better they can adapt the services and care and the stronger your feeling of overall comfort will be. If a resident's need changes, the trained personnel will recommend modifying individual services. To put it simply: your satisfaction first. And satisfaction in your life is passion that stays at the Vitality Residence.







INDIVIDUAL SERVICES — TAKING CARE OF HOME

service	price per unit VAT included	time/scope
small household cleaning	170 CZK	30 minutes
big household cleaning	330 CZK	1 hour
washing and ironing	330 CZK	act
taking care of your household in your absence	170 CZK	30 minutes
small shopping	160 CZK	act
big shopping	330 CZK	act
washing windows and sills	330 CZK	1 hour
gardening, watering flowers	330 CZK	1 hour
minor maintenance work	360 CZK	1 hour
IT specialist	890 CZK	1 hour
walking a pet	170 CZK	30 minutes
taking care of a pet	170 CZK	30 minutes





#### ■ **small household cleaning**

emptying and sorting waste in an environment friendly way; opening windows and airing rooms; mopping floors throughout the apartment, including washing and wiping them (time: 1+kitchenette – 30 minutes; 2+kitchenette – 45 minutes; 3+kitchenette – 90 minutes)

#### ■ **big household cleaning**

emptying and sorting waste in an environment friendly way; cleaning and disinfecting sanitary facilities (washbasin, toilet, sink, water tap); opening windows and airing rooms; dusting accessible surfaces; vacuum cleaning cobwebs; mopping floors throughout the apartment, including washing and wiping them (time: 1+kitchenette – 60 minutes; 2+kitchenette – 120 minutes; 3+kitchenette – 180 minutes)

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doing the laundry and ironing (up to 3 kilograms), this service is provided in the residents' households

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the services of watering flowers and airing and supervising the apartment will be provided during your absence

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shopping foodstuffs and other items of daily use (maximum is 10 items) is provided on the basis of the residents' orders. The shopping is delivered and handed over in the residents' households

#### ■ **big shopping**

shopping foodstuffs and other items of daily use is provided on the basis of the residents' orders. The shopping is delivered and handed over in the residents' households

#### ■ **washing windows and sills**

the service includes washing, cleaning and polishing windows and it is provided including dismantling curtains, draperies and washing pelmets and sills. It is carried out in the residents' households

#### ■ **gardening, watering flowers**

this service is intended for the residents having a garden. It comprises taking care of lawns and watering flowers

#### ■ **minor maintenance work**

this is minor maintenance work in the residents' households (mounting a shelf, assembling furniture etc.)

#### ■ **IT specialist**

the service of administering and installing IT devices (PCs notebooks, tablets etc.)

#### ■ **walking a pet**

it will be provided during your absence

#### ■ **taking care of a pet**

it will be provided during your absence (feeding, cleaning a cat's toilet etc.)





## INDIVIDUAL SERVICES — SUPPORT AND ASSISTANCE

service	price per unit VAT included	time/scope
daily visit	3 301 CZK	1 month
organizing transport	*	*
professional consulting	370 CZK	1 hour
picking up drugs and medical aids	170 CZK	30 minutes
accompaniment of the resident	330 CZK	1 hour
shopping assistance	330 CZK	1 hour
assistance in delivering shopping	170 CZK	30 minutes
assistance in dealing with the authorities	370 CZK	1 hour
common cooking and serving meals	330 CZK	1 hour
assistance in the household or garden	330 CZK	1 hour
supervision and cooperation related to personal hygiene and dressing	330 CZK	1 hour
changing and washing the bedding	170 CZK	act
exercising, stretching, body balance	330 CZK	1 hour
memory practising	330 CZK	1 hour

\* The form and price of organizing transport will be published before the start of running the Residence.







#### ■ **daily visit**

the service focuses on checking the resident's state and comfort. It can be carried out by an assistant in person or on the phone

#### ■ **organizing transport**

the service is provided within the territory of the Capital City of Prague. It consists in organizing the resident's transport to the doctor's or to a meeting at the authorities

#### ■ **professional consulting**

consulting and advice focused on the sphere of health and situations in life

#### ■ **picking up drugs and medical aids**

the service is provided within the territory of the Capital City of Prague. It is a combination of picking up drugs and medical aids based on a doctor's prescription or the resident's request

#### ■ **accompaniment of the resident**

based on their orders, the residents are accompanied e.g. when they visit a doctor or a health care facility, attend a social event or see their relatives

#### ■ **shopping assistance**

this service is provided within the territory of the Capital City of Prague. The residents can buy foodstuffs or other goods in presence of an assistant

#### ■ **assistance in delivering shopping**

bringing shopping to the residents' households and its subsequent putting in its place

#### ■ **assistance in dealing with the authorities**

the accompaniment and assistance in dealing with the authorities is provided on the basis of the residents' orders

#### ■ **common cooking and serving meals**

this is common cooking and serving meals either in the residents' households or in common areas

#### ■ **assistance in the household or garden**

possibility of ordering the assistance in gardening at the Residence, e.g. when planting flowers or herbs; assistance in the residents' households

#### ■ **supervision and cooperation related to personal hygiene and dressing**

the service gives the residents an enhanced feeling of safety and certainty. It concentrates both on their physical health and their mental well-being

#### ■ **changing and washing the bedding**

the service is provided in the residents' households and consists in changing, washing and drying the bedding. It is quoted for two beds

#### ■ **exercising, stretching, body balance**

the service concentrates on improving the residents' fitness and health. The exercises can be carried out either in the residents' households or at the exercising (fitness) centre

#### ■ **memory practising**

the service is focused on training and strengthening memory and thanks to this on maintaining its condition e.g. by playing games, filling in crosswords or solving puzzles





INDIVIDUAL SERVICES — LEISURE ACTIVITIES

service	price per unit VAT included	time/scope
fitness programmes	according to the type of the course	according to the type of the course
educational programmes	according to the type of the course	according to the type of the course
social activities	according to the type of the course	according to the type of the course





#### ■ **fitness programmes**

various kinds of fitness, motion and meditation exercises, the programmes will be planned according to the residents' suggestions and interest, the minimum number of participants is 8, the price will always be quoted individually for each programme

#### ■ **educational programmes**

educational seminars and courses organized by the Residence according to the residents' suggestions and interest, the minimum number of participants is 8, the price will always be quoted individually

#### ■ **social activities**

leisure activities including various cultural, social and sports events at the Residence or attending of cultural and social events in Prague, outdoor activities; the programme of these activities will be planned according to the residents' suggestions and interest, the minimum number of participants is 8, the price will always be quoted individually









## HOME HEALTH CARE

You can enjoy living at the Residence in peace and without unnecessary worries about your health. In order to enable you to lead a full-fledged and active life, the trained personnel offers general care of your health and vitality. When you do not feel very well, you are after an injury or a disease or you do not want to stay at a hospital longer than necessary, the Vitality Residence offers you — thanks to qualified contractual partners — a **24/7 home health care** or visit of a general practitioner or a physiotherapist to your home, all in accordance with your wishes and needs. These are specialized home medical services, comprising a wide array of treating and nursing care. They are provided in the comfort of the resident's home or at the Vitality Residence doctor's office. Within the framework of the qualified care provided by registered nurses, health care is assured in the fields such as nursing physiotherapy, applying injections, taking blood and biological material, stoma care, supervision and monitoring

of drug medication, diabetes care, including education and ensuring compensation and incontinence aids etc.

Generally speaking, these services are provided for patients after injuries and brain strokes, patients who need long-term and intensive nursing care, oncologic and urologic patients and patients at a pre-terminal or terminal stage, and solely based on an indication by a general practitioner or a doctor who provides the treatment. In such a case the care is paid **by health insurance and it is free of charge for the residents.**

A fully integrated health programme puts emphasis on helping the residents to regain their independence, health and physical condition thanks to comprehensive nursing physiotherapy and exercising.

If you choose your new home at the Vitality Residence, you will be ready for any situation — and you will never have to move any more.





## HOME HEALTH CARE

### home health care – nursing

it is provided on the basis of an indication by a registering general practitioner or a doctor who provides the treatment when a patient is hospitalized in their own home environment

it is predominantly focused on maintaining, supporting and regaining health and on developing self-sufficiency

### who provides the service

a provider of medical services that is certified to provide them

a general nurse with a registration that has a certificate to perform her job without a professional supervision

or a general nurse with specialized qualifications

### where the acts are carried out

in the residents' home environment

at the doctor's office, which is a part of the Residence







## HOME HEALTH CARE

### most frequently performed acts

supervision of drug medication and monitoring
application of inhalation and medical therapy
education and re-education of patients and their family members
diabetes care, including the training of insulin application
nursing physiotherapy, exercising in bed, exercising large joints, training of walking with a stick, crutches or a walker
care and bandaging of wounds and other defects
application of injections
taking blood and biological material
stoma care (tracheostomy, colostomy, nephrostomy, urostomy)
permanent urinary catheters care, colostomy, single catheterization, enema
nursing treatment of a patient at a terminal stage

price of the service — covered by the funds of health insurance

scope — according to an indication by a general practitioner or a doctor who provides the treatment







## A FEW WORDS ON THE OPERATIONS

- The services are provided by the permanent professional staff.
- The requests associated with the services provided (ordering or cancelling a service, change in dates, new suggestions etc.) can be communicated personally at the reception (concierge) or by phone or e-mail.
- All the services provided and the overview of their use are recorded in an electronic form.
- The services are provided in compliance with their character in the areas of the Residence, in the apartment or possibly outside the Residence (a service of an accompaniment or transportation type).
- It is possible to get information about the services and novelties via the reception (concierge), the weekly newsletter and the website or by contacting the Operations and Services Manager.
- The changes in the services used can be carried out quarterly.
- All the services stated are governed by the internal code of the services at the Residence.
- The services of the Home Health Care are governed by their own internal code of the services at the Residence and the overview of their use is a part of each patient's medical records. The requests related to this care can be communicated in person or by phone at the doctor's office, which is a part of the Residence.

- The Residence will be equipped with the reception (concierge), which will assure the operations of the house and the provision of the services. The reception staff will be trained in first aid and will speak at least one world language.



The company LCC domácí péče, s.r.o. (LCC Home Care, Ltd.) has been specializing in providing services for seniors and clients with health problems for many years. The mission of our company is to offer our clients superior services in the field of home care and home health care directly in their natural environment. Our goal consists in reaching a maximum quality of our clients' lives. We actively support their independence and respect their individuality, human dignity and civil rights.

All the services provided are governed by the ethical code of the company LCC domácí péče, s.r.o., which stipulates all the rights and duties of the residents and of the LCC staff.

The information stated herein has only an informative character. The company SATPO reserves the right to change it. The featured visualisation have an illustrative character.







A SATPO company representative will be pleased to discuss your requirements with you and to find the best living that meets your present and future needs.

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