



multiplicity



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LUXEMBOURG
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Konviktsgaard

Résidence Grande-Duchesse
Joséphine Charlotte

Assisted living for seniors
in the heart of the city



KONVIKTSGAART



Although the land for Konviktsgaard was purchased in the 1970s, it was not until 1982 that the plan to build a community centre for the elderly began to take shape. While today's assisted living facilities have changed over time to offer residents all modern amenities, Konviktsgaard has remained true to its roots as a community centre where residents retain their independence, without living in isolation.

It has been a special pleasure for me as mayor to have been able to follow this project through all its phases, from the very beginning right up until

the institution opened its doors in 1992. This institution provides essential services for our citizens, and we take real pride in what it does: at Konviktsgaard, not only do residents get to lead an independent life, but they also live in the bustling heart of our capital, while still enjoying round-the-clock support from Konviktsgaard's trained staff.

On behalf of the College of the Mayor and Aldermen, I encourage you to read on to find out more about the many benefits enjoyed by residents of Konviktsgaard. Happy reading!

Lydie Polfer
Mayor



The decision to leave home and move in to a facility that is better suited to one's changing needs can be a difficult one. This new home must meet the requirements and expectations of both the individual and the rest of their family, who will want their loved one to be well taken care of.

Konviktsgaard, with its assisted living facilities, offers residents a safe and reassuring living environment that also allows them complete independence. In addition to all the amenities offered at Konviktsgaard, it is the core values of the staff – which include discretion, availability and passion for what they do – that truly make this facility a home where people always come first.

As alderman, I would like to thank and commend the entire staff for their outstanding work. It is thanks to them and their commitment that our family members feel at home at Konviktsgaard.

I would also like to extend a warm welcome to the residents. I know that you have made an excellent choice in deciding to live at this facility, which is located in the very heart of Luxembourg City.

Maurice Bauer

Alderman for Senior Policy



Mrs DONVEN

*Welche Freude wenn es heißt:
Alter, du bist alt an Jahren,
blühend aber ist dein Geist.*
(G.E. Lessing)

our story

The foundations for the creation of Konviktsgaard were first laid in 1982 with the establishment of a working group. Its members had a clear vision for the nature of this venture, shaping the institution as we know it today. Konviktsgaard first opened its doors in 1992, and provides assisted living services for seniors in the heart of the city.

our story

The history of Konviktsgaard began in 1975, when the City of Luxembourg bought several plots of land at the junction between Avenue Marie-Thérèse and Route d'Esch from the Maria Rheinsheim real estate firm. The City purchased some more land through this same firm a few years later, in 1981. From the outset, it was planned for this spot – with its prime location – to be the site of a retirement home and community centre for seniors. To this end, a working group was set up one year later with the task of drafting the plans to build the home. The members of this working group were: Lydie Polfer, mayor; Anne Brasseur, alderwoman; Henri Beck, secretary general; and Jean Horger, head engineer.

Building a centre is one thing, but providing for its daily management and bringing it to life is an entirely different – and equally important – endeavour. The municipal leaders therefore decided to entrust the centre's management through an operating licence to a private company specialised in this field. After a call for tenders, followed by an in-depth analysis and comparative study, the City selected SODEXO SENIOR SERVICE S.A.





In order to ensure that the operator diligently performs its contractual duties in accordance with standard practice, this agreement stipulated the creation of a management committee, whose meetings are called and chaired by the City and take place at least once every three months. This committee includes an equal number of representatives of both the City and the business operator. They mainly come together to monitor the centre's financial situation, evaluate its occupancy statistics and discuss the challenges related to managing the centre. The operating contract establishes that the City remains the owner of the premises and is the sole party with the authority to accept residents and terminate a stay.

In Konviktsgaard's early years, the average age of the residents was 75. This was the case for some time until the law on long-term care insurance (loi sur l'assurance dépendance) took effect on 1 January 1999. The provisions of this law encourage elderly people to remain in their own homes for longer. For a while now, the centre's gender distribution has remained the same, with 75 women and 25 men out of 100 residents. This is closely related to the rise in the average age of new residents at Konviktsgaard. At present, Konviktsgaard is home to a total of 110 residents.

Various renovation works have been carried out between 1992 and the present day in order to ensure the facilities best meet residents' needs, as well as to ensure their general safety and well-being:

- improvements to the emergency lighting;
- sectioning throughout the building (installation of fire doors and smoke barriers);
- upgrading of the medical alarm system;
- opening of a new grocery store closer to residents.

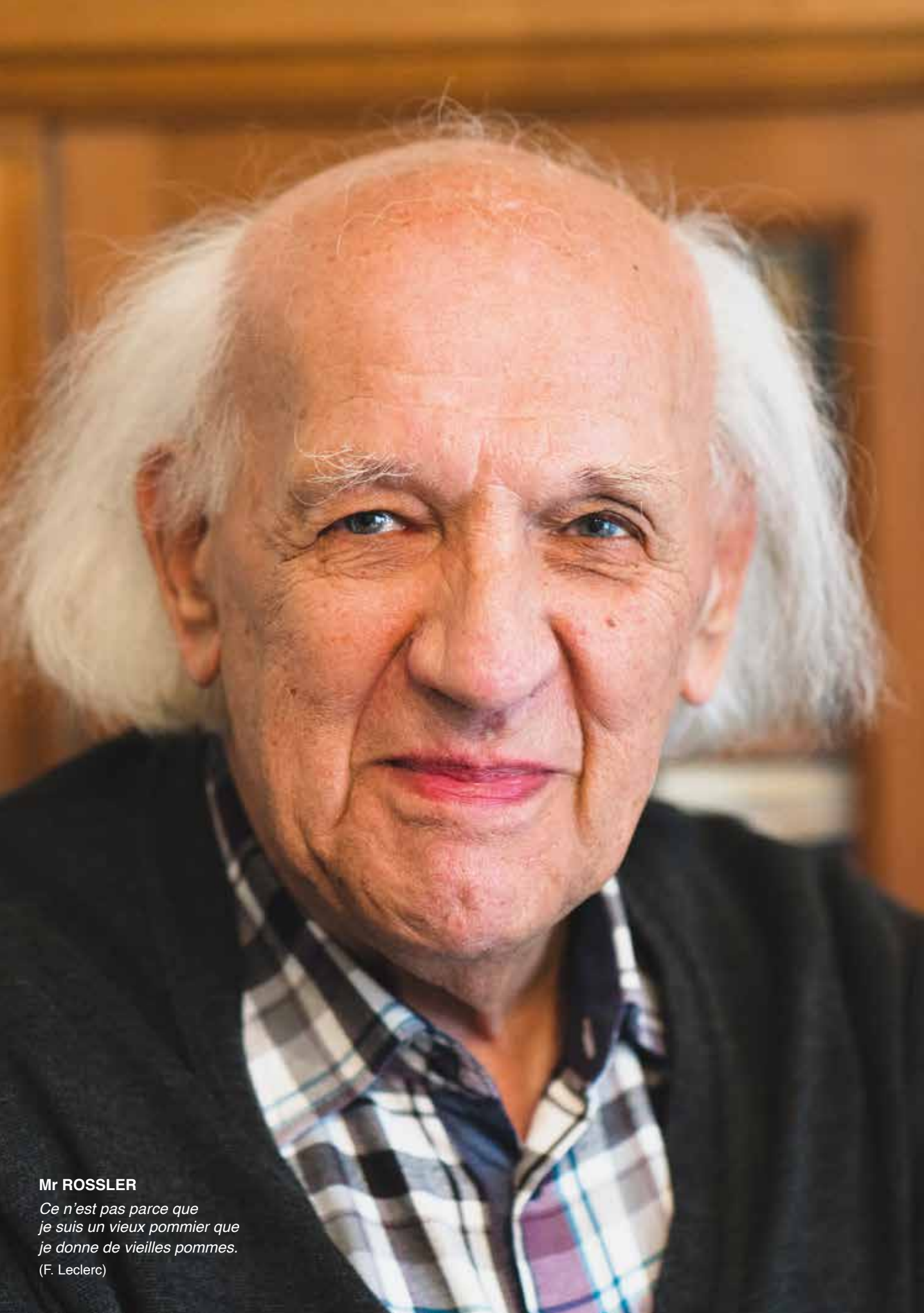
The main improvements, completed in 2018, include:

- complete remodelling of the main kitchen in 2018, such that all fixtures are now state of the art;
- renovation of short-stay rooms (seven in all): bathroom conversion in order to bring these in line with current standards, re-flooring and installation of suitable furnishings;
- renovation of studios and apartments (58 studios and 45 apartments): bathroom conversion, widening of doorways, re-flooring and kitchenette remodelling.

When studios or apartments are vacated, they are renovated so that all new residents move into completely refurbished home units.







Mr ROSSLER

*Ce n'est pas parce que
je suis un vieux pommier que
je donne de vieilles pommes.*

(F. Leclerc)

our values

“Our values define who we are, and are the bedrock of what we do. Every day, they guide us in our interactions with residents and serve as a shared foundation for our employees, who reflect this in their daily work.”

our values





Konviktsgaard is first and foremost a home, grounded in key values that are the pillars of our organisation. These values have allowed us to grow steadily and become the Konviktsgaard that people know today: an institution that believes firmly in its ideals.

- Humanity
- Empathy
- Honesty
- Integrity
- Availability
- Discretion
- Commitment
- Respect
- Responsibility
- Transparency



Mrs EISCHEN

*A smile is a secret key
that unlocks many hearts.*
(Lord Baden-Powell)

our mission

We have made it our mission to offer more than just material comfort and convenience, and try to ensure our resident's lives are as full as possible. For over two decades, we have put people at the centre of everything we do.

our mission

In addition to the facilities we provide, here at Konviktsgaard we perpetually aspire to offer our residents a safe, comfortable environment where their everyday lives are both interesting and tranquil. Our mission is to ensure that our residents enjoy a sense of belonging and feel part of a community, whilst being free to make their own choices.



Although we offer the very latest in modern amenities, our goal has always been to go beyond merely providing a place to live. We remain committed, each and every day, to our core value: putting people at the centre of everything we do. With their empathy and sensitivity, our carers helps residents feel safe and at home with us at Konviktsgaard. Our residents can rest easy, reassured by the staff's expertise in supporting the elderly with their daily activities and personal challenges.

Konviktsgaard is an assisted-living facility that is committed to offering regular care to its residents while giving them the freedom and space they need to live as independently as possible. This means being available to residents, and offering support if needed.





Mr SALOMON

*Knowing others is wisdom,
knowing yourself is enlightenment.*
(Lao tzu)

what we offer

With 110 living units, we offer solutions adapted to all situations: whether you are looking for a room, a studio or an apartment, we've got something to suit your needs.

what we offer

Apartments and studios

In addition to abundant leisure and recreation facilities and spaces, Konviktsgaard has 45 apartments for couples or single residents (with a habitable space of 47 m² or 55 m²) and 58 studios for single residents (habitable space of 39 m² or 45 m²).

The facilities are let unfurnished; residents are free to furnish their new home according to their own personal taste. This includes home textiles such as bath towels and bed sheets. The units have a living room, bathroom with shower and toilet, and a fitted kitchen. The apartments have a separate bedroom; in the studios, the sleeping area is part of the living room.





	Apartements of 47 m ² or 55 m ²	Studios of 39 m ² or 45 m ²
Separate bedroom	✓	
Living room	✓	✓
Fitted kitchen	✓	✓
Bathroom with shower, WC	✓	✓
Connections to phone line and shared TV antenna	✓	✓
Small safe	✓	✓
Connection to internal personal alert system	✓	✓
Storage unit in basement area	✓	✓

Konviktsgaard offers the following services:

- a spacious, air-conditioned restaurant where breakfast and lunch are served:
 - your relatives are welcome to join you for lunch
 - breakfast may be served in your room at no extra cost
 - all meals are prepared on site
 - choice between two menus (salad and vegetable buffet, appetiser, main course, dessert). Water and coffee are included. One alcoholic beverage is included on Sundays and holidays
 - vegetarian, vegan and special diet meals are available
 - themed parties in the restaurant
- an air-conditioned cafeteria with outdoor seating
- a grocery store is open Monday–Saturday
- option to pay by credit card
- a basement-level laundry room where you can do your own laundry (pay with tokens). Or you can hire a private laundry company to collect your laundry for a fee
- a hair salon on the ground floor for hairstyling services and manicures by appointment



- a bank counter for all standard transactions (one morning per week)
- a library
- a chapel with weekly mass
- a conference room
- a party room that can be used for family celebrations
- a fitness room
- an infirmary for emergency first aid and a bit of help with activities of daily living
- an on-site concierge, available 24/7
- 24/7 reception desk
- free Wi-Fi in common areas and short-term rental units



Other features

- all residents are free to come and go as they please
- friends and family may visit any time
- in order to respond to residents' grievances, a committee (Heembäirot) made up of the director, head chef, City representative and residents' representative has been set up, and meets regularly
- residents may choose their own doctors
- trips to the large shopping centres nearby are organised three times per month
- qualified staff help residents make minor repairs in their accommodation, navigate administrative procedures or contact family members if needed
- visitor parking is available
- all residents have large individual storage units in the basement

- if you can no longer stay at Konviktsgaard and you need to be transferred to a home that better meets your needs (more long-term intensive care), Konviktsgaard will help you through this change and you are guaranteed a place in one of the City's hospices

Leisure activities

- board games
- reading
- gentle exercise
- dance classes
- swimming (at residents' request)
- bus excursions
- regular activities organised by the home in partnership with Luxembourg City's *Service seniors* (Department of Senior Services)



Room and board

Room and board for an apartment or studio (including storage cellar) is paid monthly in advance by standing order. This price varies based on the surface area of the selected accommodation and may be adjusted at the beginning of each year.

The following services are included:

- breakfast and lunch
- use of communal facilities
- heating and gas
- water
- common area charges
- water supply and waste management fees
- weekly housekeeping
- curtain cleaning once a year
- annual cleaning of the storage unit and underground parking space

Residents pay the electric bill for their accommodation unit directly to the provider. The costs for repainting the accommodation before moving in are incurred by the new tenants.



Residents may request the following services for an additional fee:

- lunch served in their room
- occasional help from the nursing staff
- additional housekeeping
- repairs and other maintenance work (cost of materials)
- laundry service
- shared TV antenna
- telephone subscription
- internet connection
- air conditioning in the accommodation upon request
- underground parking space

Admission conditions

Admission to an assisted-living facility for seniors at Konviktsgaard is granted based on criteria set by the City of Luxembourg.

On the date of admission, applicants must be:

- at least 65 years old (for couples, the younger spouse must be 60 or over);
- physically and mentally capable of completing basic household tasks alone and of moving around independently.

If you are interested in becoming a resident here at Konviktsgaard, please contact the City of Luxembourg's *Service seniors* to sign up to our waiting list. If you wish to move in quickly, please contact the *Service seniors* to explain the urgency of your situation and expedite the admission process. When a unit becomes available, people on the waiting list are contacted and given the option to move in.



Short-term rooms with full room and board

Seven fully renovated rooms are reserved for seniors who wish to stay at Konviktsgaard for a short time, ranging from one to several weeks. Interested parties can choose between a single or double room. The price per day depends on the size of the selected room.

This fee includes the following services:

- breakfast, lunch, dinner;
- daily housekeeping;
- TV, refrigerator, safe;
- walk-in shower;
- use of communal facilities;
- participation in events and excursions organised by the home.





Mr MARTIN

*I have striven
not to mock, lament,
or hate human actions,
but to understand them.*
(Benedictus de Spinoza)

our added value

Our added value is built on three pillars: our human capital, our core values and our expertise in providing care for seniors. In addition, our institution takes an egalitarian approach in its relations between management and care workers.



our added value

Our commitment to providing higher added-value care is more than just lip service. We treat our core values as the driving force behind everything we do: they are a tangible and essential part of our activities, and underpin our offering as a whole.

Konviktsgaard provides a wide variety of services under one roof, tailored to its residents' needs. Today, this institution is a one-stop shop for people who would like to continue living independently, but not on their own. Support and guidance is offered if needed, but never imposed against residents' wishes.

Konviktsgaard is a friendly, welcoming place near the city centre. Our prime location means that our residents can take part in the hustle and bustle of city life, depending on their physical fitness. Residents can continue to lead their lives as they did before moving in, and may come and go as they please.



In addition to our convenient location and the quality services we offer, our institution has a very human philosophy. At Konviktsgaard, we put people first so our residents feel well cared for. Our staff, who are strongly committed to the home's values, focus on creating a pleasant environment for our residents.

Last but not least, one of the key aspects of our added-value offering is our human capital. Our qualified staff receive ongoing training and are always open to listen and respond to the various needs and expectations of our residents. At the same time, the management team continually strives to develop and improve the services provided, ensuring the home always offers its residents the best possible living experience.



Admissions

Service Seniors

9, boulevard Franklin D. Roosevelt
L-2090 Luxembourg

Tel 4796-4270

Fax 22 17 21

Email servsenior@vdl.lu

Tours and short stays

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