

Welcome to The Mount! We are committed to providing members of our community with the highest quality of living in an environment that upholds the emotional, physical, social, and spiritual well-being of all residents. This sheet should provide you with some answers to any questions you might have as a new resident.

Resident's Name: _____
Phone: _____

Room Location: _____
Room #: _____

Contact Information

Other Helpful Numbers

Main Office: (902) 370-8888
Lindsay Dickieson, Administrator: (902) 620-0206
Nursing Floor: (902) 370-5688
Wendy Vanduinkerken, Director of Nursing: (902) 370-5698
Community Care Floor: (902) 370-5687
Activities: (902) 370-5702
Email: info@themountcommunity.ca

Long Term Care Placement: (902) 368-6803
LTC Financial Subsidization: (902) 368-5313
Charlottetown Home Care Inquiries: (902) 368-4790
Community Care Subsidy Office: (902) 368-6396

Fees and Billing Procedures

Daily Rate: \$ _____ **This rate is paid at the beginning/end of the month. It is directly debited from your account.*

Telephone & Cable Television: Personal telephone and cable connections are available for \$35.00/month each. Both can be bundled for \$62.50/month.
**Please note: Residents must bring their own television. Phones are provided, or residents may bring their own. Your home phone number may be able to be transferred to The Mount.*

Internet: The Mount offers complimentary wireless and wired Internet connections. Contact the front office for a WiFi password.

Meals: All meal plans are developed by our Registered Dietician and Red Seal Chefs. Meals are served in the lower level Dining Room, or, in the case of nursing care, on the second floor dining rooms. Meal times are:

- Breakfast: 7:30 am
- Lunch: 11:45 am
- Supper: 4:45 pm

Meal times last approximately 45 minutes. Family and friends are welcome to join for meals. The cost for a guest is:

- Breakfast: \$5
- Lunch, Supper: \$6 each

*You can purchase a meal ticket at the front office (cash or cheque).
Advanced notice is required for 3 or more guests.*

Resident meals must be kept in common area refrigerators, and must be dated and labelled with the resident's name.

Supplies: Some supplies are covered by The Mount, and others are the responsibility of the resident.

Services

Complimentary Services

- House Physician: The Mount's house physician is Dr. Stacy Champion.
- Medication Administration: Resident medication is administered by a trained healthcare professional.
- Dietary Services: Residents receive 3 meals and 2 snacks daily. Meals are planned with care and can be adjusted to fit your dietary preferences. Each neighborhood features a stocked nutrition center, and our kitchen includes an on-site bakery.
- Laundry: All personal clothing is laundered free on-site. Residents should have adequate clothing for a minimum of 3-4 days. All clothing is labeled and washed when you arrive. It is helpful to bring some clothing in ahead of your move-in date.
- Housekeeping: The Mount's housekeeping staff provide cleaning to all bathrooms, resident rooms, and common areas on a regular schedule.
- Mail: Mail is sorted and available for pickup at reception. If a resident is unable to pick up their mail, it will be delivered to their room. Residents can also drop off outgoing mail at the reception area.

Services with Additional Cost

- Pharmacy Services: Lawtons Drugs is the pharmacy provider for The Mount. Please provide your list of medications as soon as possible.
- Hairstyling: A beauty salon is located in the building's lower level. Appointments are arranged through the care staff. Current prices are:
[Shampoo & Set, \$10] [Shampoo & Cut, \$15] [Shampoo, Cut, & Set, \$18]
[Colour, \$40] [Full Cut, Set, & Colour, \$45] [Perm, \$45]
- Newspapers: Residents/family arrange for their subscription, and the staff ensure papers are delivered.
- Transportation: If a family member is not available for transportation assistance, administration can arrange transportation. Please let one of your nursing staff know in advance (24-48 hours) if you are planning an outing.
- In House Foot Care Nurse: Fees vary per resident.
- External Medical Services: The Mount will arrange for dental, audiology, optometry, physiotherapy, and foot care services on site when possible.

Activities

The Mount offers a broad range of activities available to residents. For details of each activities time and location, monthly calendars are posted throughout the building. Events are also posted on our Facebook page:

www.facebook.com/themountcommunity/

Please Note: The Mount is a smoke free & scent free environment.

We Look Forward to Having You as Part of Our Family Here at The Mount!