

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:

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

Daily Room Rate	\$ _____ *This rate is paid at the beginning/end of the month. It is directly debited from your bank account. You must provide your banking information.
Telephone, Cable Television, and Internet	Personal telephone, cable TV, and internet connections are available for \$50.00/month each. Television, cable, and internet can be bundled for \$85.00/month. <i>*Please note: Residents must bring their own television. Phones are provided, or residents may bring their own (not all phones work on our system). Your home phone number may be able to be transferred to The Mount.</i>
Internet for Guests	The Mount offers wireless and wired Internet connections. There is a guest connection for visitors. Contact the front office for a WiFi password.
Meals	All meal plans are developed by our Registered Dietitian 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: <ul style="list-style-type: none"> ○ Breakfast: 7:30 – 8:30 am ○ Lunch: 11:45 am – 12:30 pm ○ Supper: 4:45 – 5:30 pm Meal times last approximately 45 minutes. Family and friends are welcome to join you for a meal. The cost for a guest is \$10 per meal. <i>You can purchase a meal ticket at the front office (cash or cheque). Advanced notice of 24 hours is required for guests – please call 902-370-8888 and press *484 for the kitchen.</i>
Supplies	Some supplies are covered by The Mount, and others are the responsibility of the resident. Supplies that are provided to all residents include toilet tissue, facial tissue, towels, and bed sheets.
Communication with Family	The Mount uses a texting system called BamText for general information and updates to all families, such as major events or visitation updates. Each resident must designate a primary contact for all resident-specific information. The designated primary contact is the person responsible to share resident information with other family members about the resident's status.

Services

Complimentary Services

- Medication Administration: Resident medication is administered by a trained staff member.
- Dietary Services: Residents receive 3 meals and 2 snacks daily. Meals are planned with care by the Registered Dietitian, 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 5-7 days. All clothing is labeled and washed when you arrive. It is helpful to bring some clothing in ahead of your move-in date. Towels and bed sheets are provided and laundered by The Mount.
- Housekeeping: The Mount's housekeeping staff provide cleaning and disinfection to all bathrooms, resident rooms, and common areas on a regular schedule. Hospital grade disinfectant is used.
- 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, and may purchase stamps.

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 hair salon is located in the building's lower level. Appointments are arranged through the activity staff.
- 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.

Primary Care Provider

Nursing care residents are automatically assigned to the in-house primary care provider team (physician(s) or nurse practitioner(s)). Community care residents who do not have a community-based primary care provider may be able to access the in-house provider team if there is space available. Community care residents with a family physician or nurse practitioner stay with their own provider as that provider knows the care needs of the resident the best, and can help support the care team at The Mount.

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 reduced environment.