



# THE MOUNT

CONTINUING CARE COMMUNITY

Resident Handbook

v.5 Jan 2021

**COMPASSION | RESPECT | HOSPITALITY**

141 Mount Edward Road, Charlottetown, PE C1A 5T1 (902) 370-8888 | [TheMountCommunity.ca](http://TheMountCommunity.ca)



## Contents

<b>1</b>	<b>WELCOME</b> .....	<b>4</b>
1.1	Contact Information.....	4
1.2	History .....	5
1.3	Mission, Goals, & Values.....	6
1.4	Philosophy of Care .....	6
1.5	Resident Responsibilities.....	8
1.6	Primary Contact Person .....	8
1.4	Resident Care Plan .....	9
1.8	Accommodations.....	9
1.9	Personal Belongings .....	10
1.10	Resident Council.....	11
<b>2</b>	<b>DEPARTMENTAL SERVICES</b> .....	<b>11</b>
2.1	Billing Procedures .....	11
2.2	Health Care Services .....	11
2.3	Dietary Services.....	12
2.4	Bringing Food into the Home.....	12
2.5	Activities .....	13
2.6	Maintenance Services .....	13
2.7	Housekeeping Services .....	14
2.8	Laundry .....	14
<b>3</b>	<b>ADDITIONAL SERVICES</b> .....	<b>15</b>
3.1	Physician .....	15
3.2	Pharmacy Services .....	15
3.3	Dental, Audiology, Optometry and Physiotherapy Care .....	15
3.4	Foot Care.....	16
3.5	Hairstyling.....	16
3.6	Clergy and Church Services .....	16
<b>4</b>	<b>OTHER INFORMATION</b> .....	<b>17</b>
4.1	Family Involvement .....	17

4.2 Resident Trust Account (Comfort Allowance).....	17
4.3 Transportation.....	18
4.5 Newspaper .....	18
4.7 Television .....	19
4.8 Telephone.....	19
4.9 Mail .....	19
4.10 Volunteers.....	20
<b>5 POLICIES .....</b>	<b>20</b>
5.1 Visitation .....	20
5.2 Confidentiality & Access to Information .....	20
5.3 TLR (Transfer, Lifting, and Repositioning).....	21
5.4 Fire Safety .....	21
5.5 Smoking Policy .....	21
5.6 SCENT REDUCED POLICY.....	22
5.7 Least Restraint Policy .....	22
5.8 Compliments and Complaints .....	22
<b>6 RESIDENT RIGHTS .....</b>	<b>23</b>

## 1 Welcome

On behalf of the management, staff and volunteers of The Mount Continuing Care Community we would like to welcome you to your new home. This welcome handbook has been designed to answer some of the basic questions you may have while helping to make the transition to your new home as comfortable and easy as possible. If you have any more questions please feel free to contact anyone of our staff and they would be more than happy to assist you.

### 1.1 Contact Information

Name	Position	Number	Ext. #	Email
Lindsay Dickieson	Administrator	(902) 620-0206	401	lindsay@themountcommunity.ca
Front Office		(902) 370-8888	0	office@themountcommunity.ca
Wendy VanDuinkerken	Director of Nursing	(902) 370-5698	403	DON@themountcommunity.ca
Nursing Care Floor		(902) 370-5688	444	
Community Care Floor		(902) 370-5687	455	cc@themountcommunity.ca
Accounting		(902) 370-8888	299	accounting@themountcommunity.ca
	Nutrition Services Manager	(902) 370-5616	484	nutrition@themountcommunity.ca
	Activities Coordinator	(902) 370-5702	352	activities@themountcommunity.ca

## 1.2 History

The Mount Continuing Care Community is situated in the heart of Sherwood on Mount Edward Road. The facility is located on 16 acres of beautiful and well maintained grounds that connect directly to the historic Confederation Trail. With the breathtaking views of grazing horses and community gardens this is a beautiful place to call home.

The Mount, formerly Mount St. Mary's, opened in 1964 to provide the Sisters of St. Martha a home for their congregation. A decision was made in 2012 to sell and renovate this magnificent



building into a multipurpose seniors home including independent living, nursing care, and community care in the four story building. The Mount Continuing Care Community opened to the general public in 2014.

A new addition was constructed to add nursing beds and other services in 2019. Building 2 expands the nursing care by 20 beds, and is also home to Playtime Daycare, The Mount Academy private school (grades 6-12), independent living apartments, Symmetrics Health (physiotherapy, massage therapy, chiropractor, osteopathy) and physician offices.

### 1.3 Mission, Goals, & Values

The Mount Continuing Care Community is committed to providing each resident with the highest quality of living in an environment that upholds the emotional, physical, social, and spiritual well-being of all residents.

Our goals are to:

- Create awareness towards a holistic and person centered model of long-term care.
- Create a community culture for seniors living.

How will we achieve this?

- We will commit to the highest level of care.
- We will be dedicated to continuous staff education and development.
- We will encourage autonomy and independence.
- We will respect personal choices and beliefs.
- We will embrace individuality.
- We will encourage family members to stay involved and maintain a close relationship with their loved ones.
- We will promote and encourage resident's freedom of choice.

### 1.4 Philosophy of Care

As your caregivers and extended family we strive to enhance and enrich your quality of life by providing holistic care to support your spiritual, emotional, physical, and social needs, all the while respecting your autonomy in the way you choose to live. We will continually provide a comfortable, relaxing, safe

and secure home, built on a foundation of trust, respect, compassion, and knowledge in care.

The following are The Mount's operating values:

### **Respect**

- Residents, families, and staff will be treated with respect, fairness, and dignity
- We support and respect the emotional, physical, and spiritual needs of residents
- We respect each residents right to independence and privacy
- We respect and support the "Residents Bill of Rights"
- We are courteous and thoughtful in all interactions with our community, residents, and staff



### **Compassion**

- Our community is committed to providing compassionate, quality care to our residents in an efficient, caring, and ethical manner.
- We will provide compassionate care that is individualized to meet our residents varying needs
- Management and staff will be open, honest, and transparent in all our decision making
- Residents and families will be dealt with compassionately in an open and honest environment



## Hospitality

- We will foster caring relationships within a warm, friendly, and hospitable environment
- We will exceed the expectations of the community in meeting the needs of our residents through integration, innovation, and creativity
- We are committed to providing our employees ongoing training, counseling, and professional development to achieve excellence in caring for our residents
- We will always listen to and collaborate with our residents to deliver the best possible care that effectively and safely meets their needs

### 1.5 Resident Responsibilities

All residents will be responsible for the following:

- Respecting the rights and needs of other residents within The Mount;
- Respecting the rights of staff, volunteers, and visitors of The Mount, and promoting an environment free from harassment;
- Caring for his or her own health and well-being, as far as he or she is capable; and
- Informing his or her health care team, as far as he or she is able, about his or her relevant medical history and current state of health on an on-going basis.

### 1.6 Primary Contact Person

When you make the decision to move into your new home, a family member or another individual will be assigned as a “primary contact person”. The primary contact person will be the first to be notified if the condition of your health changes, and will be required to contact other members of the family. We also ask for a secondary contact in the case that the primary contact

person is unavailable.

## 1.4 Resident Care Plan

Each resident and/or family member(s) will have the opportunity to participate in interdisciplinary team meetings regarding the resident's care planning. This will allow our team members to provide residents with the highest quality of care in areas such as dietary services, activities, and nursing care. It will also be an opportunity for you and your family members to set goals and expectations regarding your future care in your new home.

## 1.8 Accommodations

We are pleased to offer tours of the home to anyone who is interested – whether they live here or not. Upon moving in, you will be given a detailed tour of the home, and staff will continually assist with orientation to your new home.

The Mount Continuing Care Community offers the following accommodations to residents:

- **Community Care-** designed to meet the individual needs of those requiring some assistance with the activities of daily living but do not require the amount of medical care necessary in a nursing care environment.
- **Nursing Care-** designed to meet the needs of individuals who require more assistance with their daily tasks, including in-depth medical care. Specific dementia care is also provided in our nursing program.

Every room is fully equipped with a bed, chair, wardrobe, bedside table, along with a call bell for our community care and nursing care residents. Although our rooms are furnished, we encourage residents to personalize their rooms with pictures, plants, a favorite chair, quilt, TV, etc.

Please consult with one of our staff members before moving furniture or hanging pictures and they will be happy to assist you. We will make every effort to keep you in the room you are assigned; however, there will be times where relocating and double occupancy may be required.



### 1.9 Personal Belongings

While every effort is made to ensure that articles are not lost or misplaced, The Mount Continuing Community cannot assume any responsibility for loss or damage to resident's belongings. We strongly encourage residents to not keep valuables or large sums of money in their rooms, these items should be sent home with a family member. When new items, including clothing, the resident is responsible to notify staff so that items can be labeled and/or catalogued.



## 1.10 Resident Council

A resident council has been developed to meet the various needs of our residents at The Mount Continuing Care Community. Residents are encouraged to exercise their rights and participate in the discussion about their home and community life. Resident Council meetings are held monthly.

## 2 Departmental Services

### 2.1 Billing Procedures

All resident billing is done through our administrative and accounting department. It is important that accounts are paid on time. Payments are arranged with the accounting office. Resident room charges will commence on admission and continue each day during the residents stay at The Mount. During a leave of absence from The Mount, the resident is still responsible for their accommodation costs. There is more information about billing under Additional Services (Section 3).



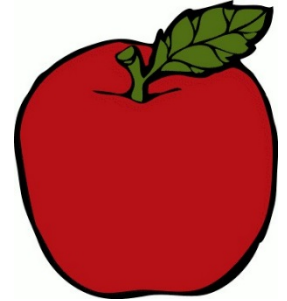
### 2.2 Health Care Services



Our health care team provides residents with 24-hour health care. Our health care team is comprised of numerous professionals including: a Director of Nursing, Registered Nurses (RN), Licensed Practical Nurses (LPN), Primary Care Paramedics (PCP), Resident Care Workers (RCW), and Resident Attendants (RA). Our health care team is dedicated to patient-centered care as their primary focus.

## 2.3 Dietary Services

Our dietary service team is committed to providing residents with excellent food, quality, and service based on their individual needs. All meals are carefully planned and designed in accordance with Canada's Food Guide and the Provincial Dietician. Residents are encouraged to discuss their meal preferences with the health care or dietary team.



Based on our philosophy of independence and socialization, residents enjoy their meal in the main dining hall or in the neighborhood common areas. The fridges and cupboards located in the neighborhood common areas are stocked on a regular basis to provide residents with the convenience of having a snack or beverage at any time throughout their day. Residents are encouraged to help themselves or ask a staff member for assistance.

Guest are welcome to join residents for a meal, for a nominal cost. We ask that you do call the kitchen to notify them of when you will be joining for a meal. The kitchen can be reached at (902) 370-5616.

## 2.4 Bringing Food into the Home

Food may be brought into the home by residents or family members and is carefully monitored by our staff to prevent any possible food borne illness or contamination. Food is kept in neighborhood common area fridges, and must be dated and labeled with the resident's name.

## 2.5 Activities

The activity department has a broad range of activities available to residents, family, and the community. These activities provide physical, mental, social, and spiritual benefits to promote active and healthy lifestyles. All residents are encouraged to take part in the activities and provide any suggestions they may have to the resident council.



For details of each activities time and location, monthly calendars are posted throughout the building and are available from the Activities Coordinator. Our Facebook page also provides a list of activities and events for families and the surrounding community.

## 2.6 Maintenance Services

Our maintenance team is committed to providing our residents with an enjoyable, and safe living environment. The team is responsible for keeping both the grounds and building well maintained.

Any electrical products brought into the home must be CSA approved and inspected by our maintenance staff to ensure the safety of our residents. Also, extension cords must be installed by maintenance staff due to the safety and fire hazards associated with them. Please note that some items, such as heating pads, toasters, coffee makers, electric heaters, and other heating appliances are not allowed in resident rooms.

Maintenance requests may be made by completing a Maintenance Request Form. For emergencies, please contact a staff member immediately so they

can notify the maintenance team.

## 2.7 Housekeeping Services



Our housekeeping team prides themselves on maintaining a clean, safe, and disinfected environment throughout the facility. Daily cleaning and disinfecting is done in all bathrooms, resident rooms, and common areas. Our main goal is to maintain sanitized and disinfected surfaces to kill harmful germs. We do this using a hospital grade disinfectant.

## 2.8 Laundry

All personal clothing is laundered on-site, free of charge, by laundry staff. Please ensure that you have adequate clothing, for a minimum of 4 to 5 days. Clothing should be able to withstand the commercial laundering process. Items like wool sweaters, silk, or other delicate fabrics are not recommended. Dry cleaning and ironing services are not provided. Linens, blankets, and towels are provided and laundered by The Mount, and are changed on a regular basis. Residents are encouraged to bring in their favorite blanket, throw, or quilt.



Upon moving in residents are asked to mark their clothes so they are easily identifiable by our staff members. Staff will assist with this. This will help to ensure traceability through the laundry system. There are times when items of clothing do become lost or damaged. Although we try to prevent this, it is not our responsibility to replace lost articles.

If you have misplaced or lost an item, please notify the front office (extension

O) immediately so we can assist in locating it.

### 3 Additional Services

#### 3.1 Physician

All nursing residents will be seen by our in-house physician. All other permanent residents will have the option of transferring their file to the in-house physician. If the resident leaves The Mount, it is their responsibility to find a family physician – the resident does not keep the house physician. If a resident wishes to keep their family physician and not utilize the house physician, arrangements can be made with the family physician and the Director of Nursing. Transportation to any outside appointments is the responsibility of the resident.

#### 3.2 Pharmacy Services

Lawtons Drugs is the pharmacy provider for The Mount. All residents are switched to Lawtons Drugs; this is done by The Mount staff. All medications need to be ordered by a physician. Over-the-counter items, such as toiletries, can also be ordered by the resident (or family) and delivered to The Mount. The costs associated with pharmacy services are the responsibility of the resident.



#### 3.3 Dental, Audiology, Optometry and Physiotherapy Care

The Mount will arrange for dental, audiology, optometry and physiotherapy care on site when needed, and when available. It is the responsibility of the residents to cover the cost of these services if they are not covered by a



public program or through a health insurance plan. Our staff can also help you to arrange appointments with health care professionals in the community.

### 3.4 Foot Care

There is a specialized foot care nurse available by appointment. All appointments are to be pre-arranged, and members of the health care team can assist in arranging them. These costs are the responsibility of the resident when not covered by a government program.

### 3.5 Hairstyling



A beauty salon is located in the building's lower level to provide our residents with hair care services. All appointments are to be pre-arranged, and members of the health care team can assist in arranging them. These costs are the responsibility of the resident.

### 3.6 Clergy and Church Services

Based on our philosophy of respect we support each resident's right to celebrate their spiritual beliefs. Catholic and Protestant church services are held on a weekly basis and sometimes more frequently, or on major holidays. These services are part of our Activity Calendar. Arrangements can also be made for pastoral visitations in times of grief, illness, or palliative care.



## 4 Other Information

### 4.1 Family Involvement

Families and loved ones are an important part to all of our resident's lives. When a resident moves in, family involvement may change, but is still vitally important to the resident, as well as the staff. We invite families and loved ones to be a part of our community and be involved in a variety of ways, including:

- Communicating information about your loved one to staff, such as personal preferences, history, favorite foods and activities;
- Transportation to appointments;
- Assisting with basic hygiene including shaving, dentures, fingernails;
- Visiting for walks, readings, events;
- Enjoying a meal in the dining room;
- Taking the resident out for a social gathering or a drive;
- Assisting with shopping for personal goods; and,
- Assisting with our recreational programs and activities.

### 4.2 Resident Trust Account (Comfort Allowance)

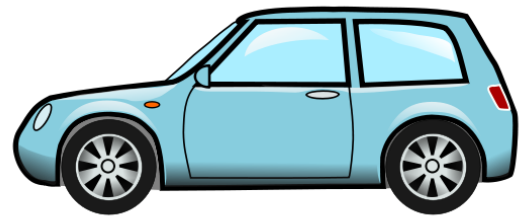
Under the government subsidy program, eligible residents are provided with a monthly comfort allowance as part of their subsidy for living in a long-term care facility on Prince Edward Island. This allowance is provided to residents to assist them with purchasing personal items they require to maintain a happy and healthy lifestyle. For example, this money can be used for hairdressing services, newspaper, clothing, and toiletries. This comfort allowance is the responsibility of the administration and they must ensure that it is used in a proper manner while providing comfort to the resident.

Any purchases must be pre-approved by administration, which will ensure there are sufficient funds in the account prior to the purchase. A receipt must be submitted for reimbursement.

Please note, only some residents are eligible for the comfort allowance, based on their financial assessment with the provincial government.

### 4.3 Transportation

The Mount does not provide transportation. We hope that family members will be able to assist you to and from appointments, however, if they are unable to please let us know and we will arrange transportation for you, either via Pat & The Elephant or taxi. If at any time you are planning an outing, please make an effort to let one of our nursing staff know in advance (24-48 hours), so they can prepare your medications and anything else you may require on your outing.



Transportation services and fees are the responsibility of the resident. Although ambulance services are free for some emergency situations for seniors over the age of 65 on Prince Edward Island, residents will be required to pay for non-emergency ambulance transportation.

### 4.5 Newspaper

If a resident wishes to have a subscription to a local newspaper, arrangements can be made for delivery with the newspaper company.

Subscription costs are the responsibility of the resident.

#### 4.7 Television



Cable television is available in each room. Arrangements must be made with administration to connect or disconnect a television. Wall mounts are also available and are provided by The Mount for TVs up to 32" and 33 pounds. If you are shopping for a TV, please check with us first to ensure it will fit the TV mount. The cost of cable is the responsibility of the resident.

#### 4.8 Telephone

Telephone hook-up is available in each room. Arrangements must be made with administration to connect or disconnect a telephone. Each resident has the option to have their own personal number. The cost of telephone services is the responsibility of the resident.



#### 4.9 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. Our address is:



The Mount Continuing Care Community  
141 Mount Edward Road  
Charlottetown, PE  
C1A 5T1

## 4.10 Volunteers

The Mount Community is always looking for and accepting volunteers. Volunteers are valued and play an important role by assisting with activity programs, special events, and fundraising. The application process includes a criminal record check. Applications can be found online, or through our Activity Department.

## 5 Policies

### 5.1 Visitation

Visits from family and friends have a very positive impact on the residents. The Mount Continuing Care Community is open for visiting at all times. Doors are locked in the evening, please use the telephone at the front for access.

### 5.2 Confidentiality & Access to Information

It is the legal, professional, and ethical responsibility of all persons affiliated with The Mount to keep private all information they receive from and about residents.

The resident has a right to choose who has access to their personal information. The persons listed under the Contact Section/Next of Kin of the chart are the only people who can have access to the Resident's personal information.

Other residents, visitors, friends, etc. may inquire about a resident's health or status. The following will be communicated by staff:

- The Resident does (or does not) live at The Mount
- The Resident's health status is:
  - *Good* - they are feeling well today
  - *Fair* - they are not feeling well today
  - *Poor* - they are not doing well

As a resident of The Mount, you can update your confidentiality preferences at any time.

### 5.3 TLR (Transfer, Lifting, and Repositioning)

The Mount understands the importance of safety with regards to manual lifting and mobility assistance. We utilize a program to help prevent and limit the injuries during the transferring, lifting, and repositioning of residents. As part of the resident care plan each resident will be assessed on their ability to move safely, with or without staff or equipment assistance.

### 5.4 Fire Safety



Please take a moment to make yourself familiar with our fire safety procedures and fire exits within the facility. Literature on fire safety and evacuation procedures is available throughout The Mount. Emergency drills and emergency training are regularly performed, and residents are included in all drills.

### 5.5 Smoking Policy

We recognize the hazards and health concerns related to the exposure of environmental tobacco smoke. The Mount is a smoke free facility for

residents and visitors. This includes the grounds.

### 5.6 Scent Reduced Policy

As part of our promise to provide a safe and comfortable environment for our residents and community we maintain a scent reduced facility. We ask that visitors to refrain from using or wearing scented products while in the building. We also ask that residents limit their uses of scented products such as perfume, cologne and after shave.

### 5.7 Least Restraint Policy

The Mount Continuing Care Community is dedicated to the quality of resident care, striving to provide a safe environment that maintains and promotes the individual's right to dignity, respect and independence. We have a comprehensive least-restraint policy. A restraint, the least restrictive, may be used to promote the highest level of functioning and safety for the individual. The use of a restraint is always discussed with the family and resident.

### 5.8 Compliments and Complaints

The Mount Continuing Care Community is committed to providing each resident with the highest quality of living in an environment that upholds the emotional, physical, social and spiritual well-being of all residents. If you have any concerns or complaints with our facilities or the care provided, please speak to a staff member, Registered Nurse supervisor or the Director of Nursing. Every reasonable effort will be made to address and resolve the concern or complaint in a timely manner. In situations where you are pleased with our performance - we will be pleased to accept your compliments and pass them on to our team members.

## 6 Resident Rights

### 1) Rights to Medical Care

- To be informed of one's diagnosis and proposed plan of care, and to be included in all decision making related to one's care.
- To have appropriate, ongoing medical care of the highest quality and to be cared for by knowledgeable individuals, thoroughly trained in continuing care.
- To be free from psychotropic medications if at all possible.

### 2) Rights of Citizens

- To live in a clean, safe, and structured environment while being provided with all basic necessities in accordance with individual needs.
- To be treated and spoken to as an equal adult, not as inferior or as a child.
- To enjoy meaningful activities each day and be provided with means to be productive in work and play as long as possible.
- To be able to enjoy the out-of-doors on a regular basis.
- To have physical contact including hugging, caressing, and hand-holding.
- To be surrounded by people who know one's life story, including cultural and religious traditions and be provided with means to pursue said cultural, religious, and personal interests whenever possible.

### 3) Rights of Respect

- To be spared privacy in treatment and personal care and in a manner that upholds one's dignity.
- To have personal opinions and beliefs respected by all staff and residents and to show respect in return for said individuals