



# *Riverview Manor*



**Health PEI**



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# Riverview Manor Department Heads

- Administrator  
*Jean Fallis* .....838-0643
- Clerks  
*Shelley Hancock, Laura Fall, Kristi Livingstone* ..... 838-0772
- Long Term Care Manager  
*Kathy King* .....838-0780
- Activities Director  
*Darlene Dunn* .....838-0781
- Support Services Manager  
*Charmaine Campbell* .....838-0191
- Maintenance Manager  
*Leo Killorn* .....838-0755
- Dietitian  
*Charmaine Campbell*.....838-0191
- Physiotherapist  
*Anne Keuper* .....838-0772

*Please contact any one of us if we can be of assistance.*



# Welcome

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Riverview Manor was officially opened in November 1967 and is owned and operated by Health PEI. The Manor operates with six different departments. These are administration, nursing, activities, dietary, housekeeping, and maintenance. These departments combine to provide long-term care for 48 residents. The Manor can also provide various services to seniors still living in the community. More information regarding these community services can be found on Page 26 of this booklet.

As a resident, you are asked to make your needs known to staff, and any suggestions about changes that may benefit you and the rest of the residents are encouraged and most welcomed. We make every effort to support you in maintaining your independence and hope you will be as self-sufficient in your activities of daily living as you were in your own home.

Family ties are a valuable priority for you and we encourage the continuation of family and community involvement. If this, is to be “Home” for you, then family and friends must feel “at Home” as well. Visitors, please come as often as you can and feel free to attend programs or activities that are going on while you are here.



## *Philosophy of Care*

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We value a family and person-centered care philosophy which is based upon several concepts of care including respect, strengths of the resident and family, choices, information sharing, family support, flexibility, collaboration, empowerment and education of staff.

We recognize that aging is a natural, progressive and inevitable process, beginning at birth, experienced by all, affecting each person differently.

We believe each person is a unique individual with the right to live a dignified life as a member of society; as an individual with worth, self-esteem and the right to self determination.

We believe in a continuum of care and services, ensuring the availability of the most appropriate level of care whether in the community or an institution.

We recognize the value of programs which promote wellness and assist aging individuals to remain at home as the majority of seniors are in the community.

Whenever physical or mental care requirements necessitate living in a Long Term Care Home, we believe the best possible care and quality of life should be provided in a home-like atmosphere.

Sensitive, thorough, ongoing assessment of needs and evaluation of care is necessary to determine and plan for appropriate individualized care.

Using a team approach, which includes the resident and family as part of that team, we endeavour to meet psycho-social, physical and spiritual needs while encouraging independence and focusing on potential not limitations.

We value and support the family as a major caregiver and encourage their involvement whether the individual be in the community or Long Term Care Home.

We believe that death is a natural part of the life cycle and that dying individuals have the right to support and understanding so they may die with dignity.

We value respect for residents, their families and staff. Policies and standards are in place to ensure that residents and staff are treated with respect and dignity and to foster a safe and respectful environment for all.



## ***Person Centered Care***

At Riverview Manor, we believe in Person-Centered Care. That means we believe that older people have the ability and right to say how their care should be given. It ensures the best possible quality of life and quality of service to people who live in Long Term Care facilities by meeting their needs, and focusing on each person's positive outcomes. Staff do not just care for residents but respect and value them.

*Some examples of person-centered care include:*

- **Residents arise in the morning at the time they choose**
- **There are no bathing lists or set times**

- Residents are involved in menu planning
- Staff request permission to enter a resident's room
- Knocking on the bathroom door before entering
- Staff make time to sit and chat with residents
- Residents involved in planning activities and outings
- Residents decide their own room decoration
- Residents are encouraged to express their views
- Equal relationships between residents and staff
- Personal dignity and privacy respected at all times.

We are attempting to recognize and honor staff for their person-centered actions. We invite you to submit nominations as often as you like when you see and appreciate this care. Forms are available throughout the home and once completed can be left at the front desk in an envelope addressed to the "Staff Recognition Committee".



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## ***Resident Bill of Rights***

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**Every person has the right to participate in making decisions relating to his or her care, including:**

- the right to be informed to his/her condition and the proposed plan of care;
- the right to give or refuse consent to treatment; and
- the right to make and have honoured, advanced health care plans.

**Every person has the right to exercise the rights of a citizen:**

- to raise concerns or recommend changes on behalf of themselves or others to staff, government officials or any other person inside or outside the nursing home, without fear of restraint, interference, coercion, discrimination or reprisal;
- to pursue personal, social, cultural, religious and other interests to develop his or her potential and to be given reasonable provisions by the nursing home to accommodate their pursuit;
- to manage his or her own financial affairs where they are able to do so or when managed by the facility to receive an accounting of any transactions;
- to be afforded privacy in treatment, personal care and personal activities;
- to live in a safe, clean environment which includes their personal possessions in keeping with safety requirements;
- to receive competent ethical care that recognizes the person's dignity and individuality and is free from mental and physical abuse; and
- to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his/her needs and fulfils their potential.

**Every person has the right to have their rights respected:**

- residents have the responsibility to respect the right of others.

## ***Moving to Riverview Manor***

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*For more information on applications for admission contact:*

Home Care Placement Coordinator, Linda Boudeault

Home Care

**902-838-0973**

*Financial Arrangements:*

Long-Term Care Financial Intake Worker, Mike Kok

16 Garfield St, Charlottetown

**902-620-3075**

## ***Communication***

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We aim to deliver all services at a high standard, however, we accept that sometimes things may go wrong. If you feel a service does not meet your expectations, please notify us. It is only by knowing about a problem that we can take action to prevent it from recurring. Effective communication is vital to the smooth running of our services. If you feel there has been a breakdown of communication, ask to speak to the RN in charge. If you remain concerned, please ask to speak to the manager or the administrator of Riverview Manor.

## ***Contact Person***

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When moving in, one family member/ person will be designated as the "contact person". A second family member/ person will be listed as an alternate contact. In the event of a change in resident's condition, the nurse will phone the contact person and it will be their responsibility to inform other family members regarding the resident's situation.

## ***Accommodations***

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Riverview Manor's resident capacity is forty nine (49) beds, of which forty eight (48) are long term care beds and one (1) is a respite care bed. These beds are either private rooms or double rooms. Every effort will be made to minimize moves, however, there may be situations arise where relocating residents to an alternate room may be necessary.

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## ***Types of Admissions***

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Admissions to the Manor are of three different kinds:

1. ***Short Term***- which can be either respite, to provide short term relief to caregivers, or restorative, to provide the care required to return you to your home and community.
2. ***Long Term*** - which is considered permanent, however you certainly can be discharged if your condition improves and you so desire.
3. ***Day Residents*** - which are individuals who come to the Manor on an as needed basis for services which we are able to provide, ie, century tub baths, meals, Day Program.

*Items that may be of interest to new residents include:*

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## ***Residents' Council***

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The residents' council was established to provide a means for residents to communicate with management and staff by addressing concerns and making recommendations about matters that directly affect them. It serves as a vehicle for residents to exercise their rights and to protect their interests by participating fully in the home and the outside community. Meetings are held on a regular basis. All residents who wish to participate will automatically be members of the Council and may attend the meetings. The activity director or assistant will attend all council meetings and will coordinate council's efforts with management.

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## ***Safekeeping of Valuables***

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The Manor cannot assume any responsibility for personal funds or belongings lost from bedrooms, sitting room, etc. It is suggested therefore, that money and/or valuables be left for safekeeping in the safe at the front desk or left with family. Sufficient funds to meet day-to-day needs may be withdrawn as needed.

## ***Mail***

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Out-going mail is delivered to the post office several times each week, if left at the front desk or given to a staff member. In-coming mail is delivered to your room by the activity staff. These staff members will also assist with reading mail, if requested to do so. You can have your favorite newspaper delivered to the Manor. The cost of the paper is at your own expense.

## ***Visiting Hours***

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There are no rules about visiting hours. Family and friends are encouraged to visit as often as possible regardless of time of day. Arrangements are also easily made to take residents out for a meal, a night, or a few days.

## ***Pastoral Services***

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It is important that you as a resident of Riverview Manor be able to continue receiving the pastoral services you enjoyed while living in the community.

*Services are as follows:*

Catholic: Mass - Friday at 9:30 a.m.

(Exception - No Mass on Good Friday)

Communion - Following each Mass

Sacrament of the Sick - Every 3 Months

Protestant: Church - Sunday at 2:00 p.m.

Communion - Offered by Clergy



Special services are held throughout the year to celebrate such occasions as Christmas, Easter, and Thanksgiving. In addition, an annual memorial service is offered. Family members and friends are always welcome to attend any of the services with you.

All pastoral services are organized by the activity director.

## ***Television, Radio and Phone***

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Television cable hook-up is available in each room and you are encouraged to bring in your own television and/or radio. These may be dropped off prior to admission to receive a safety check. There is also a television available for all in the Family Room and in Ocean View. Phone hook up is available in all rooms and you may order a telephone at your own expense.

\*\*For in-coming calls, the Manor's main switchboard number is 838-0772. After hours and on weekends and holidays, the number is 838-0778 (Nursing Station) or 838-0799 (Nursing Office).

## ***Pet Visitation***

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Pets such as dogs and cats are welcome to visit regularly. In order to ensure safety and comfort of all residents, we have criteria around visitations. Please contact the Activities Director prior to your first pet visit. She will provide you with detailed instructions around pet visitation.

## ***Room Furnishings***

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You are going to feel more at home if your room contains personal items. Please feel free to bring in pictures, pillows, quilts, plants, etc. You or your family may wish to redecorate the room with drapes, or bedspread. This is welcomed. Please check with the nursing supervisor prior to bringing furniture in so as to ensure infection control safety policies are followed.



## ***Hairdresser and Barber***

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Our hairdressing shop is open one day a week for appointments at your own expense. Staff will be able to tell you which day of the week the shop is open. Please let the nurse know when you wish to have your hair done. The services of a barber are available as required. You may also wish to arrange to have your own hairdresser continue to do your hair. Arrangements can be made to use the beauty parlor facilities.

## ***Reading Materials***

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You may wish to have your own subscription to the local newspapers. If so, this can be arranged at your cost and delivered directly to the manor. Just inform the clerk at the front desk of your request and it will be set up for you.

## ***Meal Hours***

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Meal times are as follows:

***Breakfast 8:00***

***Dinner 12:00***

***Supper 5:00***

Residents are encouraged to eat in the dining room, where possible, as this provides a much more social atmosphere than eating in one's room alone.

Snacks are available between meals and before bedtime. There is a kitchenette in Ocean View and in Country View. Families are free to access food and beverages for their



resident family member from either of these locations.

Visitor meals are easily provided for families who wish to eat with you, and private dining can be arranged for a family get-together. There is a charge for visitor meals and tickets can be purchased from the staff at the front desk. Please notify the dietary staff in advance if you wish to stay for a meal.

## ***Fire Drills***

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We have fire drills every month at Riverview Manor, as well as more extensive safety drills on a yearly basis. Staff will keep you informed as to what is happening.

## ***Smoking Area***

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Riverview Manor is a non-smoking facility.

## ***Transportation***

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Transportation to outside appointments is the responsibility of the resident/ family. You will be notified when appointments are made or required so the best suitable time can be arranged. If transportation arrangements are unable to be made, please let us know.

## ***Ambulance***

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If you require the service of an ambulance, as determined by a registered nurse, or your physician, we will arrange for this service. Ambulances for emergencies are provided at no cost for seniors. Ambulances for non emergency situations, including moving in, will be charged to you by the ambulance company.

## ***Care Plans***

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Residents, families, and staff from all departments meet approximately one month after a resident moves in to develop a “Plan of Care” or “Care Plan” for you. These plans are then updated annually or more frequently as needed. Care plans include setting goals and expectations appropriate for your age, health and unique circumstances. They help us know and serve you better. Ongoing open communication is key to a useful care plan. Residents and families provide valuable input for these care plans, so if you are unable to attend, please send your comments.

## ***Drugs/Medication***

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All drugs and medications covered by provincial “Drug Programs Formulary” will be provided by provincial pharmacy (with the exception of respite care clients). Families are asked not to bring resident’s prescriptions or over the counter drugs into the home unless requested by the nursing staff. Drugs and medications not covered by provincial pharmacy are the responsibility of the resident/family to fund and provide. Arrangements can be made to have them ordered and delivered from the local pharmacy and billed to the resident’s trust account or sent to a family contact.



## ***Scent Awareness Policy***

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Due to increasing sensitivity to scented products, Riverview Manor has adopted a scent awareness policy to reduce, whenever possible, the

use of perfumes, colognes, after shaves and scented cleaning/laundry products within the facility. Staff and visitors are requested to refrain from wearing perfumes and colognes while in the building. Residents are encouraged to refrain from using or use in moderation, perfumes, colognes and after shave. Your cooperation is appreciated.

The housekeeping/laundry departments, whenever possible, will purchase unscented products for use by the department.

## ***Physician Services***

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Residents have the right to choose the services of their family physician or request the services of the House Physician when they come to live at Riverview Manor. The family physician should be contacted to determine if he/she would be willing to continue to attend to their medical needs at Riverview Manor. The resident/family must make arrangements to obtain the services of the House Physician. This includes advising the family physician of their wish to use the House Physician.

## ***Transfer, Lifting and Repositioning***

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Riverview Manor has a TLR, (transfer, lifting and repositioning) program which aims to prevent resident and staff injuries which might occur when a resident is being moved, transferred or lifted. Each resident is assessed by the care team on admission and when there are changes in their ability to move about. The amount of staff assistance needed to be safely moved is written on the care plan and may include the use of mechanical lifts. If it is determined that a mechanical lift is required, furniture may need to be removed from the room to make space to maneuver the lift. When a resident requires the use of a mechanical lift, it is not possible for staff to assist the resident to get in or out of an automobile. In this case, wheel chair transport, such as Pat and the Elephant, should be used for outings.

## ***Physiotherapy***

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A physiotherapist is part of the team of professionals who provide direct care to the resident and is available one day a week. Each resident is assessed by the care team upon moving in and when there are changes in their ability to move about. Another aspect of a physiotherapist's role is to promote wellness and help individuals regain lost functions and live more independently.

*Services provided by the physiotherapist include:*

Assessment and prescription of exercise programs to increase strength, mobility, coordination, balance, endurance, and general fitness.

Assessment, suggestions, and instruction for the use of walking aids, wheelchairs, and other adaptive equipment; and

Suggestion to alter surroundings to make living areas more accessible and safe.



## ***Dental Care***

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A Dental Program for all residents of Riverview Manor has been established. This Program provides yearly assessment by a Public Health Dentist. If immediate treatment is required to relieve pain and discomfort, arrangements can be made with your own dentist. A daily mouth care routine is established for residents. Staff are trained and available to aid residents who need assistance.

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## ***Podiatry Services***

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Foot care is carried out routinely by nursing staff. Special training has been completed by several nursing staff who will attend to special needs of residents.

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## ***Audiology/ Optical Services***

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We will arrange the services of a qualified Ear/ Eye Specialist as required.

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## ***Other Rehabilitation Services***

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These are provided, as arranged by the RN, Physician, or the Clinical Resource Nurse. These include Occupational Therapy, Physiotherapy, Speech Therapy, Dietitian Consultant and Mental Health Counselor. The cost of these services is included in our basic health care services to residents.

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## ***Advanced Care Planning***

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All residents are encouraged to make an advanced care plan. Advanced care plans provide the residents with documented and witnessed choices and options in the event of a sudden onset of serious illness or cardiac arrest.

*The purpose of this advanced care plan is:*

to insure that residents for whom CPR might be appropriate have the opportunity to make an informed decision regarding CPR/ DNR (do not resuscitate).

to eliminate unnecessary and unwarranted CPR for residents who have died from a major medical condition or disease process and have not experienced a true cardiac or respiratory arrest and for whom CPR would not be potentially successful.

*More information regarding the advanced care planning process is available from the nurse supervisor.*

## ***Finances***

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Where financial resources are available, residents are required to pay for the cost of their care at a pre-determined per diem rate. A resident may become eligible for subsidization under the Long Term Care Subsidization Act upon completion of a financial application. Subsidized residents are required to contribute their total monthly income towards the cost of their care. This includes all income payable to the resident, such as OAS, CPP, other retirement pensions or income, etc.

An application for subsidization should be made as soon as possible and can be done by contacting Margery Jenkins at 368-5313.

Upon moving in, please book an appointment with a front desk clerk to review finances and ask any questions you might have.

## ***Comfort Account/Allowance***

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A comfort allowance of \$103.00 per month is provided to subsidize residents in nursing homes. The primary purpose of a comfort allowance is to provide spending money for the subsidized resident to purchase items not provided by the nursing home. This money is used for expenses associated with: hairdressing services, dry cleaning, toiletries, newspaper, telephone, clothing, prescription fees for drugs and over the counter medications not supplied by the Provincial Pharmacy. Residents are strongly urged to manage their comfort allowance through the front desk. Arrangements may be made for monthly payments from their allowance towards



items such as glasses, dentures, hearing aides, comfort (adaptive) clothing, lifting slings, etc.

The purchase of comfort clothing can be arranged through the Activity Director. We have several companies that we order through and have them come to the Riverview Manor twice a year to show and sell their clothing. Dates of the sales are posted in the facility well in advance.

Third parties who make legitimate purchases for a resident may receive reimbursement from the comfort fund but must present receipts. You should check with the front desk prior to making a purchase in order to ensure that there is sufficient funds available to cover expenses. Regardless of how the comfort allowance funds are dispersed, it remains the responsibility of administration to ensure that the monies are used exclusively for the comfort of the resident. Comfort accounts in all facilities are subject to external audit, and Management is accountable to ensure that comfort allowances are properly administered according to provincial legislation.

## ***Administration***

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This department includes the administrator, the support services manager, the long term care manager, and the clerks. The administrator and managers are responsible for all Manor services.

These duties include responsibility for your care, guidance to all Manor departments, and the financial administration of all your accounts. All matters pertaining to your financial status are dealt with only by administration. These records are not made accessible to other staff. Clerks are responsible for the day-to-day functions of the office and are the people whom you and your family must see to finalize all financial arrangements for room and board; payment of selected outside bills (e.g. newspaper, telephone); and pre-arranged accounts. The clerks can provide security for valuables in our Manor safe on a short-term basis while waiting for a more permanent arrangement.

## ***Nursing Department***

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The nursing department at Riverview Manor is composed of a long term care manager, registered nurses, licensed practical nurses, and resident care workers. The resident is provided 24-hour care.

Other professional services are also available in the facility. You may have the services of your own physician continue as needed or the services of the House Physician who visits regularly.

A physiotherapist visits once a week, an audiologist monthly and a provincial dentist yearly. Nursing staff with special training in foot care provide this service on a regular basis. Family are encouraged to continue to be involved in the care of their loved one. They are encouraged to accompany you to appointments if possible, and to take you out for drives and outings. Family are also invited to join you for an occasional meal and any social activities that are taking place. You and your family, along with the multi-disciplinary team at the manor, will develop an on-going plan of care specific to your needs. We encourage you to be responsible for as much self-care as you are able, and to actively participate in your daily routine.

If you or your family have any questions, concerns, or suggestions, we urge you to talk with any of the nursing staff at any time. Through this sharing of concerns and ideas, we hope to make your home as satisfying and comfortable as possible.

## ***Activity Department***

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The activity department is made up of an activity director and assistant, and is staffed Monday to Friday inclusive, except on statutory holidays. The activity program provides participatory activities which promote social, emotional, physical well being and/or restoring appropriate life styles for you. Its philosophy is activation. Its goal is self-activation of residents. Activation is a term which describes the conscious management of daily life through creating, supporting, developing and/

or restoring appropriate lifestyles for residents.

Activation does not simply mean crafts or recreation, but pertains to everything that happens to a resident through the whole day. It is not specifically designed to remedy or correct any disability. It is based on an attitude of concern that the individual maintain optimal physical, mental, emotional, and social well-being. As such, it involves every staff member who comes in contact with you.

***Some of the activities which are under the mandate of this department are:***

Residents are invited to give suggestions for programs at informal meetings during morning reading group. This provides an opportunity for you to participate and contribute to resident-related activities both in the Manor and in the community. Family and volunteers are also encouraged to offer suggestions.

As a resident of Riverview Manor, you will be invited to attend the many social activities such as bingo, birthday parties, sing-a-longs, cards, crafts, bowling, and outdoor activities, van drives, B.B.Q.

Learning opportunities are available through invited guest speakers, manor and community educational demonstrations, videos, etc.

You are encouraged to use our canteen for personal shopping. The canteen can be open on request.

Monthly birthday parties are held on the third Tuesday of the month for all having a birthday in that month.

Volunteers are valuable to our residents and staff. There are many ways you can enhance our programs. If you or someone you know would like to volunteer, please see Darlene Dunn or contact her at 838-0781.

Family involvement is encouraged in the various events, and participation in such activities as shopping, attending church, community functions and birthday parties provides a valuable means of support and continuity to the resident.

## ***Housekeeping Department***

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The housekeeping department is made up of a support services manager and service workers who do housekeeping and laundry. The philosophy of our housekeeping department is to provide a clean, safe, comfortable, home-like environment for you. All staff members have your needs as a priority with particular emphasis on individuality and the need for independence.

Our staff will dust, empty your waste basket, clean your bathroom, dry mop, and dust mop your room daily. On an ongoing basis we will house clean each resident's room: cleaning beds, airing mattresses, washing ceilings and walls, re-hanging cleaned drapes, stripping and waxing floors.

Your clothes will be personally labeled for ease of identification, and will be laundered as necessary in our laundry. Dry cleaning is the resident's responsibility. You or your family should ensure that all new clothing is marked with your name. The housekeeping or nursing staff can arrange this. (Clothing made of 100% wool and some cottons can pose a problem due to water temperatures used in our laundry).

## ***Dietary Department***

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The dietary department is composed of a support services manager, cooks, and service workers. The philosophy of the dietary department is to provide nutritious, flavorful, attractive meals served in a comfortable surrounding. These meals are prepared under sanitary conditions by well-qualified staff.

The menu is a 3 week cycle based on Eating Well With Canada's Food Guide. Familiar and seasonal foods are incorporated into the menu as well as foods that offer variety. Refreshments are available in the middle of the morning, middle of the afternoon, and a snack at bedtime. Residents are encouraged to offer their comments on the foods served so that the menu can better reflect their likes and dislikes.

When you move into the manor, staff will visit you to find out your food preference and normal eating pattern. A diet is then set up similar to your eating style at home, with special attention to food preference if possible. Special diets, such as diabetic, gluten free and sodium restricted diets, are also prepared by the dietary department. If you are on a special diet, the dietary department will ensure that it is provided. You are encouraged to eat in the dining room as this provides a much more social atmosphere than eating in one's room alone.

If food is brought in from home, please check with nursing or dietary staff for suggestions appropriate to the resident's needs. There is a small fridge in the dining room for your own pickles, jams, etc. The following guidelines provided by the Environmental Health Division of the Department of Health and Wellness advise that perishable foods donated by family or friends can be accepted as follows:

*Jam, jelly, pickles must be properly labeled with the resident's name, date, must be refrigerated and not shared with other residents.*

*Donated perishable food will not be permitted in the facility's main kitchen. What the resident doesn't consume during a visit will be thrown out by staff.*

*Home baked goods that do not have to be refrigerated can remain with the resident but should not be shared with other residents.*

*Wild game and other food from unapproved, uninspected sources such as trout, duck, goose, are not to be accepted.*

Management appreciates your cooperation regarding these guidelines.



## ***Maintenance Department***

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The goal of the maintenance department is to keep the Manor comfortable and safe for you. As maintenance personnel, we ensure all equipment is in operational condition, including heating, airflow, and fire protection systems. Painting, carpentry, grounds care, and maintenance of manor van are part of our duties. All duties are performed with pride in our ability to keep our Manor well maintained.

## ***Services Available to the Community***

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Special services available at Riverview Manor to the community include the following:

### **Hearing testing:**

An audiologist visits the manor monthly. Appointments are on a first come basis. This clinic is on the first Wednesday of the month.

### **Short-term Admission:**

Short-term respite placement can be arranged for a period of up to one month. Please contact Home Care at 838-0786.

### **Meals on Wheels:**

Contact the Meals on Wheels Coordinator for delivery in the Montague area at 838-4060.

### **Day Program:**

A day program is available providing activities, meals, and bath. Phone the Home Care office at 838-0786 to make arrangements.

## Family Involvement

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Families often ask how they can help in the care of residents. They sometimes feel reluctant to “interfere” with the care process. At Riverview Manor we welcome family involvement and feel it benefits the residents greatly.

The following list suggest some ways families can help to care for their relative when visiting the facility:

- *Walk with the resident inside, or out of doors.*
- *Take resident for a car drive.*
- *Attend manor programs (church service, entertainment, etc.)*
- *Share a tea/coffee break in the dining room.*
- *Do resident’s personal grooming hair, fingernails, cosmetics, manicure, shaving, clean eye glasses or dentures etc.*
- *Assist your family member with a meal.*
- *Assist during recreational programs.*
- *Help with resident’s exercises.*
- *Visit with other residents who have fewer visitors.*
- *Check resident’s clothes for replacement items.*
- *Write letters or read.*
- *Invite resident home for a day or a weekend.*
- *Take the resident out to church, a concert, movie, or a restaurant.*
- *Do resident’s personal shopping.*
- *Clean drawers or closets in resident’s room.*
- *Provide transportation to appointments and community events.*



## ***Riverview Manor Equipment Fund***

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Donations are always welcomed to help us purchase supplies and equipment. Donations are used by all departments to improve all aspects of our resident's lives. This fund is a federally registered charity, and all gifts are acknowledged by a thank-you card and tax receipt.

## ***Removal of Personal Effects***

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We ask that following the death of a resident, personal effects be taken home at that time or permission be given to nursing staff to pack them on your behalf. We recognize this is a sensitive issue for both families and staff and we seek your cooperation in this regard.

## ***Tours***

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We are happy to provide a tour of Riverview Manor and answer any questions you may have if you or a family member is planning to move in to our home. Please contact the Nurse Manager or Clinical Resource Nurse to schedule an appointment.

We hope this manual has assisted in answering some of the most common questions that new residents or family members have.

It is our sincere wish that you will feel comfortable and at home and that you will feel free to discuss with us any issues, concerns or ideas that you may have.





# Riverview Manor



**Health PEI**