



Riverview
Manor

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Riverview Manor Departments

Long Term Care Manager _____	838-0780
Support Services Manager: _____	838-0191
Clinical Resource Nurse: _____	838-0643
Clerks (front desk): _____	838-0772
Activities Director: _____	838-5671
Maintenance Manager: _____	838-0778
Food Service Supervisor: _____	838-0656
Occupational Therapist: _____	838-0772
Household (Maple): _____	838-0839
Household (Ocean): _____	838-0718
Household (Country): _____	838-0841
Household (Willow): _____	838-0779

Mailing Address: Riverview Manor

142 Fraser Street, P.O. Box 820

Montague, P.E. I. COA 1R0



Welcome To Riverview !

The new Riverview Manor was officially opened in 2019 and is owned and operated by Health PEI. Departments at the Manor are: Administration, Nursing, Activities, Occupational therapy, Dietary, Environmental services, and Maintenance. These departments combine to provide long-term care for 48 residents and one respite client. The Manor also provides space for a Day Program for seniors still living in the community and is managed by Home Care.

As a resident, you are encouraged to make your needs known to staff and any suggestions about changes that may benefit you and/or the rest of the residents are most welcomed. We make every effort to support you in maintaining your independence in your activities of daily living as you were prior to coming to Riverview Manor.

Family connections are a valuable priority, and we encourage the continuation of family and community involvement. This is “Home” for you; family and

friends must feel “at Home” as well. Visitors, please visit as often as you can and feel free to attend programs or activities that are going on when you are here.



Philosophy of Care

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 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 a long term care facility.

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

Whenever physical or mental healthcare 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 endeavor 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.

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 residents 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**



Resident Bill of Rights

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 honored, 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 rights of others.

Moving to Riverview Manor

For information on applications for admission, contact:

Home Care Placement Coordinator

Home Care

902-838-0973 or 902-838-0786

Financial Arrangements:

Long-Term Care Financial Intake Worker

16 Garfield St, Charlottetown

902-620-3075

What to bring with you: Health Card, copy of Power of Attorney (if available), cards for any medical coverage you have, Health Care Directive, any legal documents pertaining to your care.

Communication

Effective communication is vital to the smooth running of our services. Our goal is to deliver all services at a high standard; however, we accept that sometimes things may not go as planned. If you feel a service does not meet your expectations, please notify us. It is only by knowing about a problem that we can address it. If you feel there has been a breakdown of communication, ask to speak to the RN in charge.

You will be asked, on admission, if you would like to be part of our Facebook page family – here, pictures of activities and notices are posted. This is a private group with only family members of residents being allowed to view and is managed by the Activities Department.

Contact Person

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

Riverview Manor has 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 private rooms with their own bathroom. Every effort will be made to minimize moves; however, situations may arise where relocating residents to a new room is necessary.

Types of Admissions

Admissions to the Manor are of three different kinds:

1. **Short-Term**- respite, to provide short term relief to caregivers.
2. **Long-Term** - which is considered permanent; however, you can be discharged if your condition improves and you so desire.
3. **Day Program** – Run by Home Care: individuals come to the Manor for the day on an “as needed” basis for services i.e., shower, meals, activities/entertainment.

Residents' Council

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. 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 will schedule and attend all council meetings and will coordinate the council's recommendations with management.

Safekeeping of Valuables

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 locked in the safe at the front desk or taken home with family. Sufficient funds to meet day-to-day needs may be withdrawn as needed. If you do bring some valuables with you, their safekeeping is at your own risk. The home will not replace lost or misplaced items (this includes such things as hearing aids/dentures).

Mail

Out-going mail is delivered to the post office several times each week. Please leave mail at the front desk. In-coming mail is delivered to your room by activity staff. These staff members will also assist with reading mail, if requested to do so.

Visiting Hours

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. The front door

to the facility is locked by 8 pm; please press the “intercom” button for assistance to enter.

Pastoral Services

It is important that you continue receiving the pastoral services you enjoyed while living in the community.

Our residents are free to have pastoral care from their denominations come to the manor to conduct services at any time. The Community Center can be set up as a chapel for these occasions. A minister/chaplain can also meet with individuals in the privacy of their rooms if preferred.

Rosary is conducted (by activities staff) on a weekly basis and is held in the community center.



All pastoral services are organized by the activity director and depending on availability of clergy, services are held in the community center.

Television, Radio and Phone

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 by maintenance staff. There is a television in the dining area of each household as well. 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.**

Pet Visitation

Pets such as dogs and cats are welcome to visit regularly. It is important they be properly contained (i.e., dog on a leash, cat in a carrier in transit).

Please contact the Activities Director prior to your first pet visit. She will provide you with detailed instructions around pet visitation.

Room Furnishings

You will feel more at home if your room contains personal items. Please feel free to bring in pictures, pillows, quilts, plants, etc. to decorate your room. Please check with the RN in charge prior to bringing furniture in to ensure infection control standards are maintained.



Hairdresser

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 nursing staff know if you wish to have your hair done. 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

You may wish to have your own subscription to the local newspapers. If so, this can be arranged at your own expense and delivered directly to the manor. Inform the clerk at the front desk of your request and it will be set up for you. Activities staff will deliver the newspaper to your room each morning.

Meal Hours

Mealtimes are as follows:

<i>Breakfast</i>	<i>8:00</i>
<i>Dinner</i>	<i>12:00</i>
<i>Supper</i>	<i>4:30</i>

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

Snacks are available on the households between meals and before bedtime.

There is also a vending machine in the front lobby.



Fire Drills

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. Our drills are announced over the PA system.

Smoking Area

Riverview Manor is a non-smoking facility.

Transportation

Transportation to outside appointments is the responsibility of the resident/family. Family is expected to accompany you to outside appointments such as for tests or to see other health care professionals. You will be notified when appointments are made. Please be sure your provincial health card returns to the facility if it was taken with you.

Ambulance

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 and non-emergency situations, including moving in, are provided at no cost for seniors. Self-pay residents pay their own ambulance invoices.

Care Plans

Care Plans are started by the RN and staff as soon as a resident is admitted to the manor. There is a monthly meeting of all departments to review these plans which are then updated, if need be. These plans are also updated annually (family are invited to participate) or more frequently as needed. Care plans include setting goals and expectations appropriate for your age, health and unique circumstances. Ongoing open communication is key to an effective 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

All drugs and medications are covered by provincial “Drug Programs Formulary” and 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.



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

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

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 house physician makes rounds once per week and is available for nursing staff to contact at all other times.

Transfer, Lifting and Repositioning

Riverview Manor has a TLR (transfer, lifting and repositioning) program. All staff are trained in TLR. This program is used to prevent/reduce injuries to residents and staff which might occur when a resident is being moved. Each resident's mobility 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 ceiling lifts. 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, wheelchair transport, such as Pat and the Elephant, is used for outings.

Dental Care

The Dental Program provides a yearly assessment by a Public Health staff. 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.

Footcare Services

Foot care is carried out routinely by nursing staff. Training has been completed by several nursing staff who will attend to more complicated footcare requirements.

Audiology/ Optical Services

We will arrange an appointment of a qualified Ear/ Eye Specialist as required.

Other Services

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

Advanced Care Planning (Health Care Directives)

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. They outline your choices/preferences in the event you are no longer able to express them yourself.

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

Finances

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 calling 368-5313.

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

Comfort Account/Allowance

A comfort allowance is provided to subsidized 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 aids, comfort (adaptive) clothing, etc.

The purchase of comfort clothing can be arranged through the Activity Director. We have several companies that we order from.

Third parties who make legitimate purchases for a resident may receive reimbursement from the comfort fund but must present receipts. Check with the front desk clerk prior to making a purchase in order to ensure that there are 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

This department includes the Administrator, the Support Services manager, the Activities Director, the Long-Term Care manager and the front desk clerks. The administrator and managers/directors 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 (i.e., 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

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

Family is encouraged to continue to be involved in the care of their loved one. They are encouraged to accompany you to appointments if and to take you out for drives and outings. Family is 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

The activity department is made up of an Activity Director and two assistants and is staffed Monday to Saturday inclusive and on some statutory holidays. The activity program provides participatory activities which promote social, emotional, physical well-being. 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 maintains optimal physical, mental, emotional, and social well-being. As such, it involves every staff member who meets you.

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

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

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

Monthly birthday parties are held for all residents having a birthday in that month.

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. A paved walking track encircles the manor if you would like to go outside to exercise.

The Activities Department is able to provide iPads to residents in order to Skype with family members/friends who are not able to visit.

Volunteers are valuable part of our Activities Department. There are many ways they can enhance our programs. If you or someone you know would like to volunteer, please contact the Activities Department at 838-5671

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Environmental Services Department

The Environmental Services Department is made up of a Support Services manager and service workers who do housekeeping and laundry. Combined Service Workers provide meal service and perform general housekeeping duties throughout the household, including resident's rooms. The Combined Service Worker also supports the team by providing general assistance to residents as needed and are assigned to each household for a twelve-hour shift, serving breakfast, lunch and supper.

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 and re-hanging cleaned drapes.

On admission, 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 (brought in after your admission) is labeled with your name. The housekeeping staff can arrange this. (Clothing made of 100% wool and some cottons can pose a problem due to water temperatures used in our laundry).

Bed linens, pillows, towels and facecloths are provided by the facility. Residents can also bring their own blankets/quilts.

Dietary Department

The Dietary department is composed of an Support Services manager, Food Services supervisor, cooks, and service workers. Access to a dietician can be arranged if needed. The philosophy of the dietary department is to provide nutritious, flavorful, attractive meals served in comfortable surroundings. These meals are prepared under sanitary conditions by well-qualified staff.

The menu is a 5-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 like 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 a family member would like to share a meal with you, tickets are available (weekdays) as follows:

Lunch meal ticket = \$6.00

Supper meal ticket = \$4.50

Snack/dessert ticket = \$1.50

Please purchase tickets from the front desk clerk by 10:00 a.m. for lunch and by 2:30 p.m. for supper. Give your ticket to one of the kitchen staff.

If food is brought in from home, please check with nursing or dietary staff for suggestions appropriate to the resident's needs. 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:

Perishable foods (foods that cannot be left at room temperature) cannot be accepted or prepared by the main kitchen. You may prepare the perishable food at home, and it may be reheated by staff in the resident's household.

Any perishable foods containing meats, shellfish, dairy products, eggs, meringues, etc. that a family member brings in should be eaten during the visit or discarded. These items should not be shared with other residents unless approved by nursing or dietary staff.

If perishable food items are left in the household refrigerators, the container shall be labeled with the date and name of the resident for whom it is intended. If the food item is not consumed, it will be discarded by nutrition services staff.

Non-perishable foods such as home baked goods that do not have to be refrigerated can remain with the resident in their room but should not be shared with other residents. If for some reason the resident is unable to keep these food items in their room, they may be stored in the household kitchen and served to the resident. The item must be labeled with the resident's name and the date.

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



Shellfish – we have residents and staff who have severe shellfish allergies. Please inform staff before bringing in shellfish. All shellfish brought in shall be shelled and ready to eat. These items will not be shared with other residents without informing Nursing or Dietary staff.

Home bottled/canned items such as clams are extremely high- risk foods and are not recommended for residents. Wild game and other food from unapproved, uninspected sources such as trout, duck, goose, are not to be accepted.

Maintenance Department

The goal of the maintenance department is to keep the Manor comfortable and safe for you. Maintenance staff are on day shift duty Monday to Friday and on call on the weekends and holidays. As maintenance personnel, we ensure all equipment is in operational condition, including heating, airflow, and fire protection systems. Painting, carpentry, grounds care, electrical/plumbing repairs are also part of our duties.

All electrical appliances/equipment brought into the manor must be inspected by maintenance staff to ensure they are electrically safe, and CSA approved. Items such as kettles, toasters, microwaves, etc. are not permitted in resident's rooms. Also, extension cords, expanded plug units and electric blankets/heating pads are not permitted in resident's rooms. (Warmed blankets are available in each household at your request).

Occupational Therapy Department

The Occupational Therapist (OT) provides assistance when residents are experiencing significant difficulty performing meaningful personal activities, particularly in the areas of maintenance of independence, leisure and productivity. Referrals for these services are submitted by the RN.

Some examples of what an OT can do are: seating and wheelchair assessments, power mobility assessments, recommending adaptive equipment and cognitive/physical/functional assessments.

Short-term Admission:

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

Day Program:

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

Family Involvement

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 suggests 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 such as 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 closets or drawers in resident’s room, water plants*
- *Provide transportation to appointments and community events.*



Riverview Manor Equipment Fund

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

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

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 into our home. Please contact the Nurse Manager or Clinical Resource Nurse to schedule an appointment. (902-838-0780 or 902-838-0643)

We hope this booklet 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 suggestions that you may have.

