

# Summerset Manor

## Resident and Family Guide

*"Care with Respect, Care with Dignity"*





# Welcome To Summerset Manor

We encourage you to read this Resident and Family Guide which outlines the services and programs we offer as well as other helpful information to assist you and your family with the transition to living at Summerset Manor.

Over the next few weeks, you will meet with staff from various departments as they make an effort to get to know you. Our dedicated staff are here to help you in any way possible and we encourage you to speak to them if you have any questions or concerns, or just need some additional information. We have a Registered Nurse on duty twenty-four hours a day, so there is always someone here for you to talk to.

As we work together, we encourage your ongoing feedback about how we are doing. If you or your family have any ideas, suggestions or recommendations about your care, our programs and services or our home in general, please feel free to express them to us. Your input is always welcome.

We strive toward the concept that ***“we work in your home”*** rather than *“you live in our work environment”*. This affects how we interact with each other, how we do our daily tasks and how we see our job in general. We want our facility to not only “look” like home but “feel” like home.

It is recommended that you take a tour of the Summerset Manor prior to moving in. Tours can be arranged by contacting 902-888-8321.





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## Mission

The mission of Summerset Manor is to maximize quality of life.

## Values

Summerset Manor values people equally in all stages of life. We are committed to serving and supporting people through actions that reflect this value - **ICARE**.

Individuality and Fairness

Collaboration

Accountability

Respect, Dignity, Choice and Compassion

Excellence

***Individuality and Fairness:*** Recognize that each person has unique abilities, physical, social and emotional needs, and cultural and spiritual preferences.

***Collaboration:*** Committed to working with each person and their families in developing and implementing their care, and to being engaged with the entire circle of people and supports involved with them.

***Accountability:*** Take responsibility for actions and deliver on commitments.

***Respect, Dignity, Choice and Compassion:*** Treat all people with dignity, honesty, and understanding, and attend to the needs of every person with sensitivity, empathy, and kindness.

***Excellence:*** Provide exemplary care through innovation, teamwork, and best practice.

Summerset Manor is an accredited facility with Accreditation Canada. It has 6 long-term-care households that strive to meet the individual needs of the residents who reside here.

## Residents' Rights

Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes his or her dignity and individuality.

## Zero Tolerance

We do not tolerate abuse towards any individual who lives in, works in or visits our home. Our residents must be treated with respect and dignity at all times by staff, service providers, visitors, and volunteers.



## The Value of Families

Family members are often the main care providers for individuals before they move into a personal care home. Family members may no longer be the primary caregiver, but their involvement in their loved one's life in their new home is invaluable. Staff in the home strive to assist residents and their families in order to maintain this important relationship. In addition to visits, families are encouraged to be involved in care planning, decision-making and the everyday life of the home.

## Who Are We?

Summerset Manor is a public Long-Term Care Facility operated by Health PEI. We are accredited by Accreditation Canada - the long-term care sector's gold standard for quality service. The Program is a voluntary program that aims to ensure standards of care in the field of health care are met. Summerset Manor participates in the accreditation process to ensure that programs of service and care meet nationwide standards. The accreditation program is also an important means by which we can continually review the quality and variety of the programs we offer.

## Summerset Management Team

Our management team is made up of experienced professionals who are available to answer your questions:

<b>Administrator</b>	902-888-8090
<b>Director of Nursing</b>	902-438-4100, 902-315-1104
<b>Nursing Manager</b>	902-888-8319
<b>Clinical Resource</b>	902-888-8321
<b>Nutrition Services Supervisor</b>	902-888-8332
<b>Environmental Services Manager</b>	902-888-8320
<b>Maintenance Manager</b>	902-888-8058
<b>Recreation/Volunteer Manager</b>	902-888-8327
<b>Finance Office</b>	902-888-8310

Please see the Manager Directory located at the main entrance.



# Nursing And Clinical Services

Although residents are encouraged to utilize the services of our physician, residents may retain their own personal physician provided he/she will visit the resident at Summerset Manor when needed.

## **Nursing Department**

The Nursing Department seeks to provide holistic care to our residents by assessing all aspects of the residents' needs: social, psychological, physiological, and spiritual. This philosophy is referred to as person-centered care and is achieved through collaboration with the resident, family, and interdisciplinary team. The plan of intent for nursing care is developed by assessment of the residents' needs, referral to appropriate resource persons, and implementation of nursing intervention.

The primary goal of the Nursing Department is to provide the highest standard of care to ensure the highest quality of life for our residents. The Nursing Department includes a Director of Nursing, Nurse Manager, Nurse Supervisor, Licensed Practical Nurses and Resident Care Workers.

Staff work together as a team to promote and maintain health and to provide physical and supportive care. Through caring and understanding, the nursing staff seek to develop a special rapport with the residents, and thereby promote personal independence and self esteem. Through daily interactions, nursing staff develop special relationships, making residents feel cared for and "at home".

## **Resident Care Plan / Family Conference**

When you arrive at Summerset Manor, a nursing and medical assessment is conducted. With input from you and/or your family, a plan of care is then developed. This plan of care is individualized and is representative of your current health care status.

Within the first six weeks after moving-in, a Care Conference will be held. This conference is an excellent opportunity to share information in an informal setting with representatives from all our departments who are involved with your care. You may invite your family to attend the conference as well. We encourage you to bring any concerns you may have promptly to the registered staff so that they may be resolved in a timely manner.

The plan of care will be reassessed at the conference and other issues related to your needs and wishes will be discussed. Subsequent conferences are held annually and offer an opportunity for all parties to communicate and maintain a consistent approach to care and a high quality of life for you.

## **Medications**

It is the policy of Summerset Manor that all medications are administered by staff who are proficient in medication administration. When they move in, residents are required to give all medications, both prescription and over-the-counter, to the medication nurse.

All over-the-counter and herbal medications must be approved by the physician and kept in the medication room. The cost of **most** medications and supplies is covered by Provincial Pharmacy. If you are on a medication that is not covered, staff will discuss options with you.

## **Outings**

Please let the medication nurse know when possible, 24 to 48 hours in advance of an outing so medications can be prepared. Non-ambulatory residents are required to use wheelchair transport. For safety reasons, unfortunately staff are unable to assist residents in and out of vehicles. Transport wheelchairs are available in the front lobby for resident outings. Contact the Finance Office (888-8310) for phone numbers of local transportation services.

## **Medical Appointments (Non-Emergency)**

If you have an external doctor's clinic or appointment, you will need to have a family member or friend accompany you. You will be responsible for paying for any transportation that is required.

## **Physiotherapy**

Physiotherapy consultation services are available to assess residents.

## **Occupational Therapy**

Occupational Therapy consultation services are available to residents. The Occupational Therapist works with residents, families, and staff to enable residents to do their daily activities as independently, comfortably, and safely as possible. The Occupational Therapist may provide assessment and intervention in the following areas:

- Choosing a wheelchair
- Seating (including power mobility)
- Positioning
- Pressure management
- Activities of daily living (dressing, feeding, bathing, toileting and grooming)
- Other aids to support independence.

## **Foot Care Clinic**

Foot care is a service offered to residents by specially trained staff at the facility at no cost to the resident.

## **Access / Visiting**

A resident directory is located inside the front entrance.

The inside front door is locked at all times and to ensure residents' safety. Please do not let residents outside the building without first consulting the staff. Visitors can gain entrance to the building by pushing the green button in the front entrance area. To exit the building, the access code must be entered in the keypad located on the left side of the doorway. After 9 p.m., the outside door will be locked. If you encounter difficulties, any staff member will be happy to assist you. This system is activated 24 hours a day.

## **Visitors**

Summerset Manor recognizes the importance of residents maintaining relationships with their relatives and friends. In an attempt to maintain a home atmosphere, there are no formal visiting hours.

# Tips for Visitors

Visiting should be enjoyable for both parties. It should be a source of stimulation and interaction that brings a sense of mutual satisfaction. Some tips for making visits rich and interesting are:

- bring children to visit, keeping in mind the resident's tolerance for activity and noise
- treat female residents to manicures or hair care
- write letters or cards together
- bring along a game (some games are available at the facility) or work on a puzzle
- bring photographs of events
- if unable to visit frequently, make a phone call
- take the resident out for wheelchair rides, drives, visits or a coffee or meal outing
- join the resident for a meal at the facility (make arrangements with the kitchen in advance)
- enjoy a picnic on the patio or outdoor area
- bring along some favorite music on a tape or CD
- share the local newspaper and talk about current events
- bring the church bulletins and encourage church members and pastors to visit
- escort the resident to outside appointments
- attend special events with the resident in their home
- assist in volunteer programs

# Advanced Care Planning / End of Life Care

## Advanced Care Planning

When a resident is too ill to make decisions, family or substitute decision makers must make decisions on his or her behalf. These decisions are often fraught with guilt or conflict and can be very difficult to make at a time of crisis. Advanced Care Planning is about you making choices now about how you wish to be cared for in future, when perhaps you will not be capable of making your wishes known. It is also about giving someone you trust the information and authority to act on your wishes for you. Any direction you have given can be altered later if your wishes change.

## End of Life Care

Summerset Manor acknowledges the right of residents to receive a quality and peaceful *End of Life* experience in a respectful and dignified manner.

In collaboration with family, the interdisciplinary team commit to the provision of a supportive environment in which a resident experiences physical, spiritual and emotional support in an atmosphere of comfort.



# Recreation Department

The Recreation Department is staffed Monday to Friday and some weekends. As well, staff are on hand for special evening occasions.

The focus of recreation and activity in Long-Term Care has evolved over the years from being mostly concerned with entertaining residents to focusing on learning about the individuals and developing programming that best suits their needs.

The Recreation Department will still be offering the core/large group programs that all residents are welcome to participate in. However, we will now be providing more specialized 1-1 or small group programs to meet the residents' interests. Family involvement is encouraged in various programs and events. Families provide a valuable means of support and continuity.

## **Leisure Interest Inventory**

As we welcome new residents into their new home, an individual Leisure Assessment will be completed with each resident and his or her family. This assessment will better enable the Recreation Department and all other departments to develop programs and activities that will include and encourage resident participation based on individual leisure interests identified during the assessment.

## **Spiritual Care**

Pastoral care visits Summerset Manor weekly providing spiritual care to residents and their families. The religious and spiritual beliefs of each resident are respected and observed with keeping the resident's chosen faith practices.

Chapel services are conducted by various clergy and pastoral care workers

The schedules of all church services are posted on the main activity calendar.

We honor and remember residents who have passed away through a memorial candle lighting ceremony at a weekly church service. Families are welcome to attend.

## **Volunteer Services**

At Summerset, volunteers play an important role in the lives of residents. All ages, from babies to teens to retirees, and even a few four-legged friends, participate. Their energy, spirit and special talents support and provide programs for our residents.

With the Recreation and Leisure Department now open some evenings and weekends, we offer volunteers more flexibility. For more information if you are interested in becoming a volunteer, please see the Recreation Department at 888-8327.

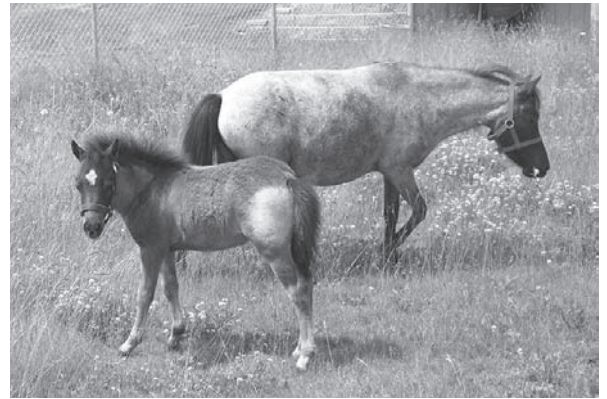


## Catering and Entertaining Family/Friends

The Chapman Centre and the Multi-Purpose Room are available to host parties or special events or to dine with your family member. Arrangements can be made for this service through the Recreation Department at 888-8327.

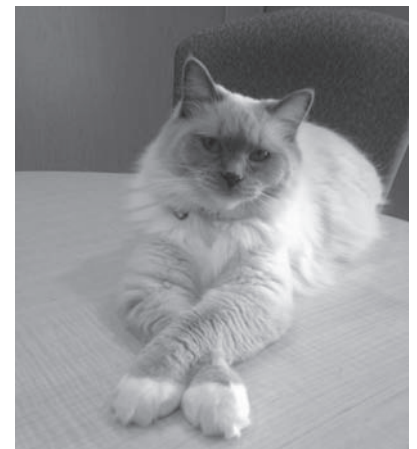
## Pet Therapy

This program is coordinated by the Recreation and Leisure Department. If you are interested in participating in this program, please contact the Recreation Manager.



## Pets

We recognize that animal visits can enhance the quality of life for many residents; therefore, pets are welcome visitors to the manor. It is the owner's responsibility to ensure that the pet is on a leash, under control at all times. Owners must check with staff prior to entering Summerset with their pet whether it will be allowed to interact with other residents. Owners must respect the fact that not all people are comfortable with animals. Please be aware of residents and staff with allergies or asthma.



All visiting pets and owners must adhere to the following requirements during visits:

- a) Pets must be healthy, clean, free from fleas and other parasites, and have up-to-date rabies shots and distemper vaccinations. A record of vaccinations signed by the veterinarian should be available if requested by the facility.
- b) Pets must have a leash and collar on at all times. Animals should never be left unattended. Cats, small dogs and other small animals are best transported to and from the facility in a pet carrier.

## 'His 'n' Hairs Salon' - *Hair Dressing Services*

The His 'n' Hairs Salon is located on the main floor and a licensed beautician is available. The salon can be also be accessed by private hair stylists and family members. Payments can be made directly to the beautician or through the Finance Office.





# Support Services

## *The Dining Experience*

### **Nutrition Services**

The goal of the Nutrition Services Department is to ensure that residents receive optimal nutrition and meal satisfaction by providing well-balanced, appetizing and attractive meals in a pleasant and social environment. A rotating menu is planned following Canada's Food Guide with emphasis on the traditional preferences of our residents. Nutritional assessments are carried out with each resident by a dietitian to determine any special nutrition requirements in order to meet the needs of the resident.

Meals are served in the dining rooms located on each of the Households. All residents are encouraged to eat in one of these areas, as social interaction plays an important part in the enjoyment of meals.

Mealtimes are as follows:

**Breakfast** 8:00 a.m.

**Dinner** 11:30 a.m.

**Supper** 4:30 p.m.

**Snacks** are always available at the request of the resident

As part of our person-centered care philosophy, we recognize that individual residents may prefer a later breakfast, so Nutrition Services staff will provide the full breakfast until 9:00 a.m. and a continental breakfast after that time.

A menu board located in each of the household's dining rooms displays the daily menu. Evening snacks are offered prior to bedtime.

Arrangements for special functions need to be made in advance through the Nutrition Services and Recreation Departments.

Meal tickets can be purchased at the Finance Office during their regular business hours. Family and friends are welcome to share a meal with their loved one by purchasing their meal.

## **Guidelines for Foods Brought in for Residents of Summerset Manor**

### **A Notice to Residents' Families and Friends**

As a health care facility, it is one of our objectives to provide safe food to residents to minimize any risk of food borne illnesses. In order to insure the safety of our residents there are certain guidelines from the Department of Health and Wellness that we must follow. We ask for your cooperation in following these guidelines to help us provide the best care for your loved one.

**Families or friends bringing in food for their loved one should not share with other residents. Also please check with the RN on duty for any restrictions on foods brought in due to allergies of residents or staff.**

### **Definitions**

**Perishable Foods** are foods that cannot be left at room temperature because of the risk of bacterial growth which can lead to food poisoning. For example: foods such as meat, poultry, dairy products, eggs, fish and shellfish, cooked vegetables and any prepared food requiring refrigeration.

**Non-perishable Foods** are foods that are safe to be kept at room temperature for a reasonable period of time such as raw fresh fruits and vegetables or dry goods (breads, crackers, dry pastas or cereals).

### **Guidelines**

Perishable foods cannot be accepted or prepared by the main kitchen.

- 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.

**If perishable food items are left in the household refrigerators, the container must be labeled with the date and the name of the resident for whom it is intended. If the food item is not consumed it will be discarded within 24 hours. Any unlabeled food will be discarded.**

- Shellfish brought in to family members should be shelled and ready to eat. These items should not be shared with other residents.
- Home bottled/canned items (for example, clams) are extremely high risk foods and are not recommended for residents.
- Jams, jellies or pickles may be brought in for an individual resident and labeled with the resident's name, dated and refrigerated. Nutrition Services staff at meal time will serve a portion to the specific resident.
- Non-perishable foods such as home baked goods or snack foods that do not require refrigeration may remain with the resident in their room. If for some reason the resident is unable to keep these food items in their room, they may be stored in the kitchen and served to the resident.

## **Environmental Services**

Environmental Services conscientiously follow standards and special practices to help eliminate the spread of harmful materials while maintaining the cleanliness and physical appearance of the facility. Residents' rooms and service areas are cleaned daily.

Although employees are conscientious and respectful of residents' belongings, accidents can happen. Residents are cautioned about housing expensive, valuable and/or irreplaceable items in their rooms. In addition to daily cleaning services, it is important for families to recognize that Environmental Services employees are allocated an hour every 8 weeks to complete clean a resident's room. Families are encouraged to consider cleaning time when determining the number of items to be housed in the room. Because of limited storage space in residents' rooms, seasonal and/or holiday articles cannot be stored at the facilities.

Families are encouraged to organize residents' clothing in their closets and dressers on a seasonal basis and as the needs of the resident change.

## **Laundry Services**

Laundry services are provided to our residents. Typically, laundry is collected and clean items are returned the same day.

1. Families are encouraged to consult with the facility Nursing Supervisor to discuss clothing requirements, i.e., initial recommended changes of clothing, replacement clothing and seasonal clothing requirements.
2. Families are encouraged to provide comfortable, wash-and-wear clothing that is easy to put on and take off.
3. Families should be aware that clothing and articles are laundered in industrial equipment that lessens the life span of the clothing.
4. Certain clothing items and articles that require special washing care or dry cleaning are the responsibility of the resident and/or family, i.e., angora, silk, crepe, velvet, rayon, suede, cashmere, pure wool, wool blend or 100% cotton.
5. Residents' clothing items and articles are hand folded and/or hung on hangers after drying. Ironing services are not provided.
6. Domestic washers and dryers are provided within our facility for families who wish to assume responsibility for laundering. Some family members may prefer to launder a resident's clothing at home. Please inform nursing staff of this.

7. Laundry Services and facilities are not responsible for damaged or lost clothing items and articles.

**Labeling services** are provided at no cost to ensure laundered clothing and articles reach residents in a prompt and efficient manner and to minimize the risk of damaged and/or lost clothing.

1. Families are encouraged to contact staff in the household to arrange for labeling services.
2. Environmental Services or Nursing Staff will assist in arranging for additional labels for items purchased after the resident moves in and for labels requiring replacement.

**Basic mending services** are provided to Summerset residents.

1. Families should be aware that the following items cannot be repaired and generally need frequent replacement (i.e., socks, bras, underpants, briefs, slips, nightwear, etc.)
2. Laundry Services can provide limited modifications to clothing.

## **Clothing / Purchasing Clothing**

1. Family members are encouraged to assist their family member in purchasing clothing.
2. Catalogues offering specialty-designed clothing are available on the nursing households or from the Recreation Department. This clothing can be ordered anytime.

## **Maintenance**

The Maintenance staff is responsible for ensuring that the building and grounds are in good repair, safe and well maintained. They provide maintenance and repairs to all equipment owned by the home. All repair requests are to be brought to the attention of the Nursing Staff / OT / Environmental Services, who will then make the necessary arrangements.

### **Electrical Safety**

For safety reasons, all electrical equipment owned by the residents, such as televisions, radios, fans, etc., must be inspected by the maintenance staff upon move-in to ensure that they are in good working order and CSA approved. Repairs and maintenance of such appliances are the responsibility of the resident/family.

Please be aware of the following considerations:

a) Televisions

Flat-screen televisions can be no larger than 32 inches. Ear/head phones are recommended. Television brackets are provided by the facility.

b) Electrical Appliances

All electrical appliances/equipment must be inspected by the Maintenance staff to ensure that it is safe and CSA approved. The nurse supervisor/manager will contact the maintenance staff to arrange inspection. Any unsafe items found will be removed from the Manor. Kettles, microwaves, toasters, etc., are not permitted in resident's rooms.

c) Extension Cords

Since extension cords have the potential to become both a safety and a fire hazard, only the Maintenance staff will be allowed to install extension cords. These extension cords will only be used under special circumstances.

d) Expanded Plug Units

Plugs to increase the outlet capacity will not be used.

e) Electric Blankets or Pads

Electric blankets and heating pads are not allowed in the home, as these items have the potential to cause harm to the residents and are a fire hazard. Warm blankets are available from the blanket warmer.

f) Equipment

It is the resident's responsibility to maintain any personally owned equipment in a safe condition. Any equipment found to be unsafe will need to be removed from service until repaired.

## Storage

Storage space is very limited, therefore residents and/or families will have to make alternate arrangements to store excess furniture, out-of-season clothing, extra luggage and other personal effects. Summerset Manor can only hold excess furniture for up to 30 days in storage. Arrangements can be made with the Maintenance Department.

# General Guidelines and Policies

## Furniture

Residents are encouraged to personalize their room. Basic furnishings are provided, but you may wish to bring in some pictures, a special blanket, radio, clock, etc., however, due to the limited space and to ensure a safe environment, we request that you talk to the Occupational Therapist before any furniture items are brought into our Home.

For example:

- Due to Infection Control measures, chairs must be vinyl / leather or crypton upholstery.
- Rugs and mats **are not** permitted, as they are unsafe because they cause a tripping hazard.
- Due to limited space, suitcases must be taken home by family after a resident moves in. A small suitcase / overnight bag may be left, in the event of hospitalization or an extended visit home.
- As the needs of residents change, personal items or furniture may need to be limited or removed from a resident's room if they pose a safety hazard for the resident and / or staff.

## Parking

Visitor parking is available in the front parking lot. At the front entrance, parking is for picking up or dropping off a resident and so is intended for 15-minute parking only.

## Next of Kin / Representative

A primary contact must be designated by the resident, or when appropriate by their Next of Kin / Representative. Please make sure this information is up to date. If there is a change in information, please let the Nurse Supervisor know. It is most helpful if one primary Next of Kin / Representative relays information pertaining to the resident to other family members. An alternate next of kin/representative should be listed in the event that we are unable to contact the primary next of kin or representative. In the event of an injury or a change in a resident's status, the Next of Kin / Representative is notified promptly.

## **Labeling of Personal Belongings**

Once moved in to the home, residents must have their name engraved on their eyeglasses, dentures and hearing aids. Individual canes, walkers and wheelchairs should also be labeled with the resident's name. This will identify any such items that are found.

**The manor is not responsible for loss or damage that occurs through normal use.**

## **Resident Identification**

A photograph of each resident will be taken upon moving-in for identification and security purposes and photos are kept on file. (Each resident will have his or her name placed inside his or her memory box and on the household resident directory.)

## **Alcoholic Beverages**

Alcohol may cause adverse reactions with some medications and health conditions. Purchase of alcoholic beverages is the responsibility of the resident / family and all alcohol must be kept in the medication room and dispensed by staff.

**\*\* Please discuss with the Nursing Supervisor prior to serving your loved one alcoholic beverages.**

## **Scent Awareness Policy**

Residents, families, visitors and staff are encouraged to use unscented products whenever possible.

Powder of any kind is not permitted in the home as it affects our equipment and is a safety risk.

## **Infection Control**

Infection prevention and control standards and guidelines are in place in our facility. Cleaning your hands is the most important defense to prevent the spread of infection to yourself or others. We try to ensure that the spread of infection does not occur; however, if it does, we will act quickly to put control measures in place. When there is an increase in infections, visiting may be limited and some residents may require additional precautions. Family and visitors should not visit anytime they have a fever, a new cough, diarrhea or vomiting. The influenza vaccination is recommended for all residents, health care providers, volunteers, and family/visitors.



# Finance Office

Administrative/Clerical staff are on duty Monday through Friday.

## Television / Cable Service

Basic cable television is available to all residents of Summerset Manor, at no cost to the residents. Cable television is also available in the residents' lounge as well as the Chapman Centre.

Flat-screen televisions up to 32" are permitted in a resident's room. Wall mount brackets are provided by the Home.

## Telephone Service

If a resident wishes to have a telephone in his or her room, the resident or family is responsible for making arrangements with Bell Aliant or Eastlink. The resident is responsible for all charges connected to the phone, including any costs to transfer the phone to another room if the resident requests a room change. The phone bill will be sent directly to the resident, in care of the facility and can be paid by the Finance Office using the resident's comfort allowance or the phone bill can be sent to a family member who will be responsible for payment. Cordless phones are recommended.

## Internet Service

Computer access is available in every household (including Skype, Facebook, Hotmail, etc.) for resident and family use. If the resident chooses to have Internet access in his or her room, he/she will be responsible for the connection fee and the monthly cost. Wifi is available free of charge in the lobby area. Please see the Finance Office for additional information.

## Newspaper Delivery

Residents may have *The Journal-Pioneer*, *The Guardian* or *La Voix Acadienne* newspapers delivered. The subscription cost is the responsibility of the resident or family and the newspaper will be delivered by the Recreation Department staff. Please contact the Finance Office for more information.

## Mail

Incoming mail is sorted at the Finance Office and delivered to residents by the Recreation Department. Postage stamps may be purchased at the Finance Office.

Your new address is:

### Summerset Manor

15 Frank Mellish Street  
Summerside, PE  
C1N 0H3

Main Telephone: (902) 888-8310  
Gable: (902) 888-8315  
Terra Rossa: (902) 888-8314  
Villa familiale: (902) 888-8317  
Maison d'amis: (902) 888-8318  
Serenity: (902) 888-8322  
Horizon: (902) 888-8324

## Comfort Account / Allowance

Residents who qualify for subsidization are eligible for a monthly comfort allowance as determined by the policy under the *Long-Term Care Subsidization Act* and Regulations. The primary purpose of a comfort allowance is to provide spending money for the subsidized resident to purchase items not provided by the Home. This money is used to pay for expenses associated with non-emergency transportation, hair salon services, dry-cleaning, toiletries, newspaper, telephone, clothing, prescription fees for drugs not covered by the Provincial Pharmacy Program and over-the-counter medications not routinely supplied by the Provincial Pharmacy Program. Residents are strongly urged to manage their comfort allowance through the Finance Office. Arrangements may be made for monthly payments from their comfort allowance toward items such as glasses, dentures, hearing aids, etc.

Third parties who make approved purchases for a resident may receive reimbursement from the comfort fund if they have prior approval by the resident or POA / Next of Kin / Representative.

## Summerset Manor Memorial Trust Fund

The Memorial Trust Fund is a way that Family and Friends can remember and honor their loved one. All monetary donations as an expression of sympathy are gratefully accepted and are used to enhance the quality of life for our residents. All monetary donations to the Summerset Manor Memorial Trust Fund are tax deductible.

Please contact the Finance Office if you would like to make a donation.  
Thank you in advance for your support.

Any gift - Big or Small - makes a difference!

## Gratuities

It is the policy of the Summerset Manor that staff and volunteers not accept monetary or material gifts from residents. Gratitude may be expressed by a warm smile or a thank you, or a monetary donation to the Memorial Trust Fund in their honor would be appreciated.

## Compliments/Concerns

One of the core values that guide our work is to treat all people with compassion, respect and fairness. You can help us live this value and improve our services by providing your feedback.

We have adopted a *Compliment and Complaint Policy* so residents and/or their family members can share their concerns and compliments for improvement. Information, forms and a comment box are located in the Front Lobby.

For an electronic version, please visit the Health PEI website at [www.healthpei.ca](http://www.healthpei.ca)  
Your concerns will be addressed in a timely manner.



## Contact Us:

We trust that the information contained in this information booklet will be of assistance to you. If you have any suggestions on how we can improve this booklet, please feel free to contact any member of the management team.

If you have any questions, please feel free to contact any of our staff, who will be pleased to assist you.

For further information, please contact:

Summerset Manor  
15 Frank Mellish Street  
Summerside, PE  
C1N 0H3

Telephone: 902-888-8310





## Appendix A

# Helpful Hints for Giving Gifts to Residents

- washable comforter for bed
- toiletries (hair spray, lotion, deodorant, brush, comb, no powders)
- blank greeting cards
- digital picture frames loaded with pictures of family and friends
- photo albums with pictures of family and past events
- music CDs or audio books on CD
- DVD of family or events
- washable clothing - sweaters, nightgowns, pyjamas, housecoats
- slippers (must be sturdy and snug fitting and have a good grip sole)
- edible snacks suitable for that individual
- framed photographs, large print calendars
- hanging decoration for door of resident's room
- puzzles, books
- cordless phone
- newspaper or magazine subscriptions
- gift certificate for His 'n' Hairs Salon
- headphones for TV
- guest book



## Appendix B

# Family Resources

<b><i>Family Resources</i></b>	<b><i>Website</i></b>	<b><i>Telephone #</i></b>
Alzheimer PEI	<a href="http://www.alzheimer.ca/pei">www.alzheimer.ca/pei</a>	1-866-628-2257
Canadian Mental Health Association of PEI	<a href="http://www.cmha.ca">www.cmha.ca</a>	1-902- 566-3034
Canadian Cancer Society	<a href="http://www.cancer.ca">www.cancer.ca</a>	1-888-939-3333
Chapman Centre	<a href="http://www.healthpei.ca">www.healthpei.ca</a>	1-902-888-8328
Community Mental Health Summerside	<a href="http://www.healthpei.ca">www.healthpei.ca</a>	1-902-888-8180
Council of the Disabled	<a href="http://www.peicod.ca">www.peicod.ca</a>	1-888-473-4263
Donna's Transport		1-902-436-3394
Health PEI	<a href="http://www.healthpei.ca">www.healthpei.ca</a>	1-902- 368-6130
Heart and Stroke Foundation	<a href="http://www.heartandstroke.pe.ca">www.heartandstroke.pe.ca</a>	1-888-473-4636
Home Care and Support	<a href="http://www.healthpei.ca">www.healthpei.ca</a>	1-902- 888-8440
IODE	<a href="http://www.iodecanada.ca">www.iodecanada.ca</a>	1-866-827-7428
Island Hospice	<a href="http://www.hospicepei.ca">www.hospicepei.ca</a>	1-902-438-4231
Kidney Foundation	<a href="http://www.kidney.ca/atlantic">www.kidney.ca/atlantic</a>	1-902-892-9009
Meals on Wheels	<a href="http://www.gov.pe.ca">www.gov.pe.ca</a>	1-902-436-9520
Medical Society of PEI	<a href="http://mspei.org">mspei.org</a>	1-888-368-7303
Multiple Sclerosis Society	<a href="http://www.mssociety.ca">www.mssociety.ca</a>	1-800-268-7582
PEI Lung Association	<a href="http://www.pei.lung.ca">www.pei.lung.ca</a>	1-888-566-LUNG
PEI Association of Gerontology	<a href="http://www.cgna.net">www.cgna.net</a>	1-902-432-2860
PEI Senior Citizens Federation Inc.	<a href="http://www.peiscf.com">www.peiscf.com</a>	1-902-368-9008
Seniors Active Living Center	<a href="http://www.caripei.ca/salc">www.caripei.ca/salc</a>	1-902- 569 0363
Team Taxi		1-902-436-4555