



RESIDENCE



TERRACE

RESIDENT  
GUIDEBOOK

# This Guidebook Belongs To

<b>Department</b>	<b>Staff</b>	<b>Extension</b>
Administrator		
Health Services Manager		
Resident Services Coordinator		
Front Reception Desk		
Housekeeping Manager		
Life Enrichment Coordinator		
Maintenance		
Food Services Manager		
Marketing Manager		

## Information

My Suite Number is

My Telephone Number is

905-877-1828

My Extension Number is

Major Housekeeping Day

Laundry Day

To make a call outisded the building, dial 8 first,  
then the area code and telephone number.

# MOUNTAINVIEW RESIDENCE & TERRACE

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## “Family Caring”



Christoph and sons Philipp and Niklas Summer welcome you to Mountainview.

Christoph has enjoyed serving seniors in the Georgetown community since 2000. They have honoured the Summer family tradition of providing high quality service in the hospitality industry for over 30 years. The community has seen their commitment to providing high quality hospitality and health service to its seniors.

Retirement can be the best of times when you live in an atmosphere of comfort, safety and family caring. We ensure that Mountainview Residence is a community where seniors can enjoy in independent lifestyle and feel secure with supportive services available in this warm, friendly environment.

In “Our Community”, friends and families are always welcomed with a smile!



This Guidebook will answer many questions about your new home.

# PHILOSOPHY

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## **Mountainview Residence and Mountainview Terrace are committed to:**

- ✔ Earning and keeping the respect and confidence of seniors, their families and the community of Georgetown;
- ✔ Providing quality accommodation and a supportive lifestyle, in a clean, safe and pleasant environment;
- ✔ Respecting each resident's right to secure, quiet enjoyment of their home;
- ✔ Providing a friendly, home-like environment for our residents, that is welcoming to visitors, families and other members of the community;
- ✔ Assisting each resident to maintain independence and lifestyle choices;
- ✔ Helping residents to maintain contact with their friends, neighbours, churches, professionals and other services;
- ✔ Ensuring the continuation of residents' spiritual needs;
- ✔ Involving the home and its residents in activities of the community;
- ✔ Selecting and training employees who bring skills and professional experience and who take pleasure and pride in working with seniors;
- ✔ Ensuring that volunteers and staff have opportunities to grow with us to make retirement living even more enjoyable.

# OUR COMMUNITY

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The most beautiful building in the world can be a cold, lonely place without the warmth and laughter of those with whom we share a major portion of our daily life. "Family Caring" is our motto. Our staff is always available to give a helping hand or willing to share a smile. Their attitude and commitment transform a building into **"Our Community"**.

The **Administrator** is here to help you. Please visit the Administrator's office any time with your requests or to discuss any concerns you may have.

The **Health Services Manager** is available to help you with your medical needs and to assist you with any concerns that might arise.

The **Resident Services Coordinator** holds the responsibility of enhancing Mountainview for new residents and assisting our existing residents.

The **Front Reception Desk** is available to welcome visitors, guide residents and provide general information.

The **Housekeeping Manager** is responsible for providing you with a clean living environment, not only in your Suite, but also throughout the building.

The **Life Enrichment Coordinator** helps to create a variety of social events that will enrich your daily living.

The **Maintenance** person is responsible for building service, building repairs and equipment maintenance to ensure the building is kept in an orderly and functional condition.

The **Food Services Manager** is responsible for providing you with tasty, homemade meals served in an appealing manner in a pleasant and clean dining setting.

The **Marketing Manager** is responsible for initial room rentals and subsequent room changes you may want.

**Volunteers** are welcome at Mountainview. Families, friends, outside community members, students or residents – their talents are needed and treasured. If you are interested in this venture, please contact our Life Enrichment Coordinator.

# GENERAL

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## CASH

In almost all cases, any added charges can be billed to your room or billed directly by the external service provider. Therefore, it is not advisable or necessary to keep large amounts of cash in your suite.

## FAMILY CONTACT

Communication with families is important. Please keep us up to date by notifying the Administrator, Resident Services Coordinator or the Health Services Manager of all changes in address and / or telephone numbers of all extended family members.

## INSURANCE

Insurance for personal liability, furniture and other valuables is the responsibility of each resident. Please contact your insurance agent to discuss 'contents/tenants' insurance coverage. Mountainview is also pleased to offer a comprehensive tenant insurance package through BrokerLink. For detailed information, please see the Marketing Manager or Resident Services Coordinator

## VALUABLES

Although we advise residents to keep their doors locked, please give careful thought about keeping valuables in your suite. Mountainview will not be responsible for any valuables or money that cannot be found.

## GRATUITIES

It is our policy that staff may not accept gratuities in any form from residents or their families, except at Christmas. when we ask you not to exceed \$20.

## LOST AND FOUND

Items found with no identification will be left in the Tuck Shop located in Mountainview Residence. If you have lost an item, leave a description at the Front Reception Desk. Every effort will be made to retrieve your articles.

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## **HOUSEKEEPING**

Mountainview Residence provides daily light cleaning of each bathroom, towels are exchanged and bed is straightened if desired. Thorough cleaning is performed once weekly and includes changing of bed linen, complete cleaning and vacuuming of your suite.

In Mountainview Terrace, we provide light housekeeping on a weekly basis. Personal garbage and recyclables taken to the laundry rooms will be removed by housekeeping daily.

## **LAUNDRY**

In Mountainview Residence your basic personal laundry is done weekly at no additional cost. All items must be clearly labelled with room number and/or name to ensure prompt return of your belongings. There is a laundry room available on the first floor for those delicate items you want to do yourself.

In Mountainview Terrace laundry facilities can be found on the second, third and fourth floors. Laundry service is available at an additional cost.

An ironing board and iron are available to be used in the laundry room as well. These items are provided for your convenience. Use with caution and at your own risk.

Please note: Laundry machines provided are High Efficiency and residents are responsible for providing their own HE detergent and anti-static dryer sheets. The use of improper laundry products will harm the machines, and may cause machine malfunction resulting in times of "out of service".

## **DRY CLEANING**

Dry cleaning is sent out regularly. Please contact the Front Reception Desk to make arrangements.

## **MENDING**

The name of a seamstress is available for mending and alterations. Please contact the Front Reception Desk.

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## **MAIL**

Personal mail is delivered to your dining table. If you wish to have an item mailed, please deposit it in the outgoing mail basket at the Front Reception Desk.

Your address for return mail is;

**Mountainview Residence**  
**222 Mountainview Road North**  
**R #**  
**Georgetown, ON L7G 3R2**

**Mountainview Terrace**  
**222 Mountainview Road North**  
**T #**  
**Georgetown, ON L7G 3R2**

## **POSTAGE STAMPS**

Single postage stamps can be purchased at the Front Reception Desk  
Monday - Friday from 9am - 5pm.

## **NEWSPAPER DELIVERY**

Residents may arrange delivery of a newspaper of their choice. Deliveries are made to the Residence Nursing Station for pick-up by residents. Delivery / billing issues are the responsibility of resident / family.

## **PARKING**

Parking is available for you and your visitors at the front of each building. Residents with cars can park anywhere within the "Residents Only" parking area. We understand that parking space is limited, please note that additional street parking can be found on Meadow Glen Boulevard.

A limited number of designated underground parking spaces are available in both the Mountainview Terrace as well as the Care Wing at a nominal monthly fee. Please see the Marketing Manager to arrange for underground parking.

## **PETS**

Animal visits may take place any time on our outside patios. In consideration of those persons who have allergies or concerns regarding animals, pets may come inside the building to go directly to the resident's room only. We thank you for your cooperation.



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## **REPAIRS**

If your suite requires building repairs such as window, door, walls or drains, or if you notice something is broken inside or around the building, please report it directly to the Front Desk Reception. Arrangements will be made to fix the problem as soon as possible.

## **SMOKING**

Mountainview Residence and Mountainview Terrace are both smoke-free environments. In order to ensure resident safety, comfort and security, smoking is not allowed in any resident room or common areas. Under the Ontario Smoke Free Act, you must not smoke within a nine-meter radius of any entrances and any openings.

## **TELEPHONE**

Mountainview has a specially integrated telephone system for use as a regular telephone as well as an emergency communications system, which links directly to the nurse. Each suite has a telephone jack in the living and bedroom areas. These can be used for outside calls and inter-room calling. For calls outside the building, residents must dial '8' first, then the telephone number making sure to include the '1' for all long distance calls. All long distance and service charges will be added to your monthly bill. Voicemail is available. Please contact the Resident Services Coordinator to arrange for it to be set up and activated.

## **INCOMING CALLS**

To make it easier for your family and friends to contact you directly, please provide then the phone number 905-877-1828. After the greeting, please have them enter your 4 digit extension number.

## **INTERNET**

Each suite is equipped with an active High Speed Internet jack. Free WIFI is available in common areas when used with compatible devices. Please see the Front Reception Desk or Resident Services Coordinator for the WIFI password.

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## **TELEVISION**

Mountainview Residence and Mountainview Terrace have an in-house Cable Television Network (SMAD TV) of 41 channels, including an In-House Channel that provides the daily menu and activities. Please contact the Front Reception Desk for a channel listing

## **INFORMATION BOARD**

Mountainview Residence & Terrace have information boards located near the elevators. Any information for upcoming outings and events, as well as weekly menus and important notices will be posted for residents viewing.

## **SUGGESTION BOX**

If you have any suggestions, compliments, or comments, please feel free to place them in the suggestion boxes located at the Front Reception Desk of both buildings.

# FEATURES

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## SPECIAL DESIGN

Mountainview has been designed with the needs of seniors in mind. There are no floor elevation changes. Rooms and bathrooms have been designed for ease of use. Heat lamps have been installed in each resident bathroom for extra comfort. Heating and air-conditioning have been designed to provide fresh air, to heat and cool efficiently and are individually controlled by thermostats in each resident suite.

## ELEVATORS

The elevators are centrally located in each building. They are equipped with special sensors, appropriate to seniors' needs.

## RECREATION ROOMS

Each building has recreational areas. The main recreational room is located on the first floor in the Mountainview Residence building. This large area offers many varied activities for the enjoyment of our residents. Whether you enjoy crafts, card games, shuffleboard, using the pool table, or bowling – you will find all of this and more in the Activities Lounge.

## FIREPLACE / LIBRARY LOUNGE

The Fireplace Lounge is located on the second floor, near the elevator, in the Mountainview Residence building and on the ground floor of the Mountainview Terrace building. It is a quiet place to curl up with a good book – bring your own or choose from the many on the bookshelf. Also, a large screen TV is available for you to watch your favourite shows or to enjoy special televised events with fellow residents, your family and friends.

## TUCK SHOP

For those small items you need, our Resident Volunteers operate the Tuck Shop where you can purchase items such as – greeting cards, toothpaste, candy and much more. The Tuck Shop is located on the first floor of the Mountainview Residence building.

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## **FITNESS CENTRE**

Our fitness centre is located on the ground floor of the Terrace building. Whether you live in the Residence or the Terrace, we encourage you to take advantage of these facilities where you will find exercise equipment, whirlpool and aquatic pool with changerooms.

## **HAIR SALON**

Hair styling, cutting, perms and barber services as well as nail care are available in the hair salon located on the first floor of the Mountainview Residence. Rates and hours are posted outside the salon.

## **PRIVATE DINING ROOM**

A private dining room is available in Mountainview Residence for special get togethers or celebrations. Please contact the Front Reception Desk to arrange booking in advance.

## **THEATRE / CHAPEL**

A theatre is located on the second floor of Mountainview Residence close to the elevator. It offers movies to our residents on a large, retractable screen. It also offers space for church services, educational lectures or general interest seminars, etc.

## **COMPUTER LOUNGE**

These lounges, located on the first floor of the Mountainview Residence building and the second floor of Mountainview Terrace, are available for you to email family and friends or simply browse the web. Mountainview will ensure the operation of the computers but not their content.

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## THE CAFÉS

The Café area, located at the front entrance in both buildings, is for the enjoyment of residents and their guests.

For residents of Mountainview Residence, fresh-baked muffins from our kitchen may serve as a continental breakfast for those who like to be late sleepers or anytime throughout the day. Afternoon snacks, coffee, a variety of teas and juices, fresh fruit in season and pleasant conversation are always available for our residents in the Café.

For residents of Mountainview Terrace, coffee, a variety of teas and juices, fresh fruit and fresh baked snacks are available one hour after lunch and again at 6:30pm to 8:30pm evenings

## GARDENING

Special raised areas around the patio allow our gardening club the opportunity to plant flowers or vegetables.

## OUTDOOR LIVING

A patio is located at the side of both buildings in addition to a rooftop terrace accessed from the second floor of the Terrace building. Patio furniture is available for sitting and relaxation in the appropriate seasons.

The entrance to the large patio is located in the Activity Room of Mountainview Residence. A walkway borders this building to ensure easy, safe exercise for seniors with or without assistive walking devices. A second, smaller patio is located off the dining room of Mountainview Terrace building with access from the front porch. Gazebos can be found at the side of Mountainview Residence and out front of Mountainview Terrace.

# DINING SERVICES

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Residents and their guests enjoy dining in a social setting. At the Residence meals are served to your table in a bright, pleasant atmosphere. Two delicious choices are prepared for each meal. The same meals are offered at the Terrace with lunch being served buffet-style.

We accommodate special food requirements here at Mountainview. You will be asked about any food allergies; the Health Services Manager and the Food Services Manager will then prepare your special diet program.

In Special circumstances such as illness, room service is available at no charge.

For your enjoyment, the Café is available for residents throughout the day.

## DINING ROOM HOURS

- \* BREAKFAST ..... 8:00am to 9:00am
- \* LUNCH ..... 12 noon to 1:00pm
- DINNER..... 5:00pm to 6:00pm

\* Continental Breakfast is available in the Residence Café until 11:00am

\* Continental Breakfast and full breakfast are only available with the extended meal plans for Mountainview Terrace residents. If you are interested in an extended meal plan, speak to the Resident Services Coordinator.

## GUEST MEALS

We encourage family and friends to dine with you. Please notify Staff at least one hour in advance so that we are prepared to accommodate your guests.

There is a nominal charge for a Guest meal.

## SPECIAL OCCASIONS

We welcome the opportunity to cater a special occasion dinner or party for our residents or their family members and friends. Contact the Resident Services Coordinator or Front Reception Desk to book your event and discuss details.

# LIFE ENRICHMENT

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At Mountainview, we offer activities and clubs of interest to each resident. We believe that keeping busy is the best tonic! Laughter should be a part of your daily life; we encourage and welcome your participation. With your suggestions, we will have something for everyone's taste. Family and friends are always invited to participate in the social events and clubs at Mountainview Residence and Mountainview Terrace.

## CALENDAR

A monthly calendar of events is distributed and posted on the activity bulletin board so you are always able to keep track of events. A daily calendar of events is displayed on our In-House TV Channel #37. We also publish a monthly information newsletter for residents and family. Contributions to this newsletter are always welcome.

## LIBRARY SERVICES

The Public Library comes in regularly. If you would like audio books, large print books, or specific reading material, please present your request to the Life Enrichment Coordinator who can make arrangements to accommodate your wishes.

## RESIDENT COUNCIL

Resident Town Council Meetings are held monthly. This is an opportunity to inform residents of any changes or upcoming events. It is also the opportunity for residents to ask any questions or concerns they may have. Resident Town Council Meetings are scheduled by the Life Enrichment Department and are included in the monthly activities calendar, as well as displayed on the In-House TV Channel. Meeting minutes are posted on the Information Boards as well as in the Activity Room.

## SPIRITUAL NEEDS

Regular church services from several denominations are held at Mountainview Residence. These services are held in the Theatre / Chapel located on the second floor. Service times are displayed on the In-House TV Channel, and are included in the monthly Activity Calendar.

## TRANSPORTATION

For scheduled outings, transportation is provided by our bus. Assistance with arrangements for taxis or Activan can be made through the Front Reception Desk. Residents are responsible for the cost of taxi tickets and / or Activan tickets.

# HEALTH SERVICES

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Our Health Services Staff at Mountainview Residence is available for assistance with showering. To coordinate this weekly assistance, please confer with the Health Services Manager. Also, if you choose, our professional staff will administer your medications. Please contact any of the Health Services Team to arrange for assistance with your special needs.

## ASSISTIVE DEVICES

Residents provide their own assistive devices – walkers, elevated toilet seats, etc. The Health Services Manager will happily assist with arrangements to obtain these devices and help you understand government assistance programs.

## ENHANCED CARE NEEDS

If enhanced personal care needs are required, contact the Health Services Manager to assist you in making arrangements to accommodate those needs. Special therapy programs, such as physiotherapy are available.

## OXYGEN THERAPY

Coordination with an oxygen equipment supplier and supervision by Health Services Staff is offered for those residents who qualify for it.

## INCONTINENCE SUPPLIES

Should you require supplies, these may be ordered through our Health Services Department. Alternatively, you may arrange purchase of these from your preferred retailer.

## PHARMACY SERVICES

Residents on our Medication Administration Program have their medications ordered through our Health Services Department. Our in-house pharmacy would be honoured to assist you with your medication needs. Residents who are not on our Medication Administration Program are responsible for ordering, picking-up or arranging delivery of their medications.

## TRAVEL

If you are going to be leaving the building overnight, for a few days, or for an extended period, please notify the Health Services Manager three days in advance. This will assure that you receive aid in helping to prepare for your trip and that medication and necessary personal care items are with you.



# SAFETY

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## LEAVING THE PREMISES

Mountainview Residence, please notify the Front Reception Desk to inform them of your absence. If going out for a longer period that will require you to take your medication along with you, please advise the Health Services Department.

Mountainview Terrace, please use the sign in and out book located on the Terrace Front Desk. If you are going out for a longer period of time please notify the Health Services Department of your impending absence.

This will assist the staff in maintaining the building census in case of an emergency and help the kitchen staff to know who will be out at mealtimes.

## NIGHT SECURITY

Great care is taken to ensure the safety and security of our residents. For this reason all doors are locked at 9:00 pm. To gain entry after hours, simply press the intercom button inside the heated vestibule. It is located above the handicap door opener button. A staff member will be happy to admit you.

After 9:00 pm many doors are alarmed so that if people leave through an exit door other than the main entrance, an alarm will sound to alert the staff.

## AUTOMATIC DOOR OPENERS

For your convenience and safety, the front doors open by a simple push of a button allowing hands-free entrance into both buildings. A similar easy-access door is located in the Activities Lounge leading to the outside patio and the Residence.

## CALL-HELP EMERGENCY SYSTEM

A specially designed telephone system is in each resident suite and each resident bathroom. This unique system is provided for your safety and security. If you require assistance, have an emergency, or are not feeling well, press the button marked 'Help'. This call will immediately link to the nurse through the in-building communications network. If you require assistance in the bathroom, just pull the cord beside the toilet / shower. It will automatically alert the nurse. You do not need to talk.

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## **ELECTRICAL APPLIANCES**

Prior to bringing any electrical appliances into the residence, approval should be obtained. All electrical appliances must be CSA (or equivalent) approved and inspected by the maintenance staff for safety. All residents are required to use energy-saving bulbs in order to contain costs.

## **FIRE SAFETY**

Mountainview has an approved Fire and Disaster Emergency Plan. As a resident, you have an important part in our overall plan. The instructions you should follow in case of a fire are located inside your entrance door for quick reference. If you discover a fire, you must pull the fire alarm immediately. The alarms are located near each exit door. Both Residences are equipped with state of the art fire detection, smoke detectors and sprinklers throughout the buildings and in each individual resident suite and closet. Open flames / candles are prohibited.

## **HANDRAILS**

Handrails are in all the hallways of the Residence for your assistance. Also, assistive grab bars are in each bathroom and bathtub or shower.

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