

# ROCK LAKE PERSONAL CARE HOME



# RESIDENT



# HANDBOOK



# PRAIRIE VIEW LODGE

# *Index*

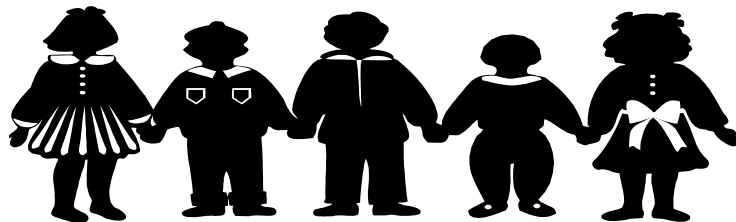
<u><b>Subject</b></u>	<u><b>Page #</b></u>
Index	2
Welcome	3
Prairie View Lodge Vision/Mission/Values	4
Rock Lake Health District Vision/Mission/Values	5
Resident Bill of Rights	6
Furnishing Your Room	7
Telephone/TV/Internet	9
Your Clothing	10
Your Footwear	11
Pre-Admission	12
Admission Day	12
Individualized Care	13
Nursing Care/ Medical Care	13
Dental/Optomtrist/Hearing Aides, Lab & X-ray	14
Services	
Pharmacy, Occupational Therapy, Social Worker,	15
Recreation	
Volunteer Co-ordinator, Housekeeping, Nutrition	16
Services, Hairdresser	
Care Conferences, Pastoral Care, Palliative Care	17
Celebration of Life Services, Special Occasions,	18
Personal Items & Library Service	
Resident Council	19
Visiting Hours	19
Social Leave	20
Paid Companion Program	20
Smoking	21
Safety/Fire	21
Veterans Affairs Canada	21
Civic Responsibilities	21
Trust Fund	22
Rent Day	22
Mailing Address	23

# WELCOME

Welcome to Rock Lake Personal Care Home and Prairie View Lodge. We hope your move into your new home is pleasurable. This handbook will provide you with useful information, now and in the future, as a reference. We continue to strive to work together to facilitate your being as healthy as can be.

Our Facilities offer many programs and services. Our skilled and qualified staffs who strive to provide health care services of an exemplary standard. Valuing continuing improvement, your suggestions and feedback is always welcome. We strive to promote your physical, social, emotional and spiritual wellness and to individualize our actions according to your priorities and preferences. To facilitate this, you will be invited to an initial interdepartmental care conference six to eight weeks post admission, annually, and at anytime you or the healthcare team identifies a need to meet.

We look forward to your active participation as we work together with you, your family and friends. We will respect your privacy, your right to be consulted, and to exercise choices in matters affecting your health and welfare. We encourage you to maintain family contact and old friendships, along with making new friends within the Home.



# ***PRAIRIE VIEW LODGE***

## **OUR VISION**

*A compassionate Home, providing excellent care.*

## **OUR MISSION**

*Prairie View Lodge, sponsored by the United Church of Canada, supported by the Christian faith community, will provide an innovative safe caring home for the wellness of all who live and work here.*

## **OUR CORE VALUES**

*Our values impact who we are, how we operate, whom we hire and how we interact with the people we care for and work with.*

### ***Integrity....***

*Doing what we say and saying what we do.*

### ***Personal Faith...***

*Each person has the right to express and practice their beliefs and faith. Each person can access a spiritual leader of their choosing.*

### ***Caring....***

*Showing compassion, empathy and advocating for those we serve for the whole person, body, soul and mind.*

### ***Accountability....***

*In how we manage our resources, recognizing that each person has a choice and a responsibility for their healthcare and lifestyle choices.*

### ***Respect....***

*We show respect to all.*

### ***Dignity...***

*We preserve dignity in the presence of living and dying.*

*These values support our beliefs in professionalism, teamwork, strong human resources, lifelong learning and responding ethically in all we do.*



# **ROCK LAKE HEALTH DISTRICT**

## **OUR VISION**

*For now and the future-Working together for quality healthcare and wellness for all.*

## **OUR MISSION**

*Rock Lake Health District, together with our stakeholders will provide sustainable, excellent health care that promotes wellness to all who live and work here.*

## **OUR CORE VALUES**

*Our values impact who we are, how we operate, whom we hire and how we interact with the people we care for and work with.*

### **Integrity....**

*Doing what we say and saying what we do.*

### **Caring....**

*Showing compassion, empathy and advocating for those we serve for the whole person, body, soul and mind.*

### **Accountability....**

*In how we manage our resources, recognizing that each person has a choice and a responsibility for their healthcare and lifestyle choices.*

### **Accessibility...**

*We are here for all.*

### **Respect....**

*We show respect to all.*

### **Dignity...**

*We preserve dignity in the presence of living and dying.*

*These values support our beliefs in professionalism, teamwork, strong human resources, lifelong learning and responding ethically in all we do.*

## **RESIDENT BILL OF RIGHTS**

1. EVERY RESIDENT HAS THE RIGHT to be treated with courtesy, respect dignity, and individuality.
2. EVERY RESIDENT HAS THE RIGHT to be free from any form of abuse.
3. EVERY RESIDENT HAS THE RIGHT to be properly sheltered, fed, clothed and cared for in a manner consistent with their needs.
4. EVERY RESIDENT HAS THE RIGHT to be told who is responsible for and who is providing the resident's direct care.
5. EVERY RESIDENT HAS THE RIGHT to privacy, in treatment and caring for their personal needs.
6. EVERY RESIDENT HAS THE RIGHT to bring in personal possessions in keeping with the safety requirements of the home.
7. EVERY RESIDENT HAS THE RIGHT:
  - a) to be informed of their medical condition and any treatment options;
  - b) to give or refuse consent for treatment, including medications or restraints, and to be informed of the consequences of giving or refusing consent;
  - c) to have the opportunity to make decisions and choices regarding all aspects of their care or if unable, to appoint a proxy on their behalf;
  - d) to have the opportunity to seek a second opinion; and
  - e) to expect confidentiality in all aspects of their care.
8. EVERY RESIDENT HAS THE RIGHT to encouragement in maintaining their independence.
9. EVERY RESIDENT HAS THE RIGHT to receive/refuse visitors of their choice at any time.
10. EVERY RESIDENT HAS THE RIGHT to receive palliative care, and the choice not to die alone.
11. EVERY RESIDENT HAS THE RIGHT to designate a person(s) to act on their behalf and to seek legal representation.
12. EVERY RESIDENT HAS THE RIGHT to form friendships, to enjoy relationships, and to participate in the resident council.
13. EVERY RESIDENT HAS THE RIGHT to exercise their choice of language and their social, sexual, cultural, spiritual, and leisure interests in accordance to their needs.
14. EVERY RESIDENT HAS THE RIGHT to know about the laws, rules, and policies affecting the operation of the Long Term Care Facility.
15. EVERY RESIDENT HAS THE RIGHT to express concerns and/or complaints.
16. EVERY RESIDENT HAS THE RIGHT to manage their own financial affairs where able, or to appoint someone to do this on their behalf.
17. EVERY RESIDENT HAS THE RIGHT to live in a safe clean environment.

# **FURNISHING YOUR ROOM**

It is beneficial for you and your family to furnish and decorate your room prior to moving in (when possible). This can help change a room into a home which is welcoming and often soothing for you and your family the day of admission. We will inform you when the room will be ready. You can then begin moving in personal belongings.

In Prairie View Lodge and Rock Lake Personal Care Home, rooms come supplied with a bed. We also supply bedding, curtains, towels and facecloths.

**Furniture We Suggest for rooms** (all furniture must be stable and appropriate finish to withstand being wiped with a wet cloth frequently)

- chest of drawers
- night table beside head of bed
- 3 drawer dresser PCH for between sink and toilet (facility may have a bathroom dresser available, you will be informed pre-admission)
- lamp
- chair or recliner, must have stationary base no rocker or swivel, cushion in good repair. If purchasing new, Occupational Therapist will give measurement suggestions if you want. Please purchase vinyl or leather that can be easily wiped.

## **Optional furnishing**

- TV (cable is available) (if you are purchasing a new TV we suggest a flat screen TV with a swivel wall mount, max TV size suggested is 30 inches)
- Phone
- A few wall hangings
- Radio/CD player
- A clock
- Own curtains and bedspread (possibly 2 to accommodate laundry)
- Small Refrigerator (must be cleaned by resident/family)
- Shelves
- Oscillating fan for the summer months (must be removed from facility if not being used)
- Wall hangings/ Pictures

## **Furniture Which is Not Allowed**

- Foot stools, stacking stools, TV tables, folding chairs, chairs without armrest, humidifiers, wheat bags, heating pads, any unstable furniture (must be able to lean on all furniture), bird seed (we have had trouble with bugs when the seed is kept indoors) \*\*Visitors are welcome to use chairs from the resident lounge for visiting in resident rooms\*\*
- No lilies due to many staff and residents with allergies
- Extension cords (due to fire regulations, power bars- breaker type, are allowed)

## **Toiletries**

- deodorant is recommended
- space is limited on counter top (it is cleared and wiped twice a month:
- no powder (we have found it increases fungal and bacterial infection as well as makes the floor slippery for residents and staff)
- no perfume, scented lotions or air fresheners: many staff and residents are sensitive and or have allergic reactions to scents
- no soaps or shampoos, no bath oils the warranty on our whirlpool bath does not allow use of any other products than those provided.
- Over the counter medications or herbs, bring to the nurses desk for the physician to approve/order

Pictures and papers for reminiscing are valuable; we suggest a drawer or a sealed plastic container for the closet be designated for these materials. We encourage you to make the room as personal, comfortable and homelike as possible. Valuables such as jewellery, if not worn daily, should be left with your family.

The amount of furnishings staff are able to safely work around depend on the amount of your daily care staff are assisting with. When deciding where to place furniture or decorative pieces, it is a good idea to ask staff where items are least likely to be accidentally 'bumped'. The facility is not responsible for damaged or missing items, therefore, when choosing what to bring, consider that there is potential items may be accidentally damaged or could go missing.

## **FURNISHING (Continued)**

In the event that your care needs change, staff will inform you to remove and/or will rearrange items to ensure your safety along with the safety of our staff. When furniture has been moved in to facility there will be a safety check completed by staff, in accordance with the Regional Falls Prevention Program (see the "Falls Management" pamphlet in Welcome package) and some items may need to be removed.

Due to limited space, there is no room for storage of 'off season' decorations or bulk amounts of papers etc. family/friends should provide this storage. Rooms need to be kept as clutter free as possible. This allows staff to keep the room clean and safe. Housekeeping mops the entire floor every other day including the closet floor.

All electrical appliances must be CSA approved and in good repair. Maintenance staff will review electrical items in room and fasten cords to the wall to avoid lying on heat registers or being a fall hazard. Maintenance will hang and install pictures, TV's, shelves etc. Please notify staff when items are brought in to be hung.

## **TELEPHONES/CABLE TV** **/INTERNET**

Each resident room has an outlet for both cable TV and telephone. Private phone lines and cable TV, if desired, are your responsibility to have connected. Both companies will need to know the room number. Call MTS (225-5687) for phone and East Link Cable TV may be installed by calling 1-888-345-1111 or eastlink.ca. The cost of telephone and cable T.V. is your responsibility. Rock Lake Personal Care Home and Prairie View Lodge are wired for wireless internet access in common areas such as the lounges. No password is required to use the wireless connection.

# *YOUR CLOTHING*

The recommended clothing list at the end of this section outlines what we suggest you will need for clothing.

All washable personal clothing will be laundered for you at no cost. These clothes must be of the “wash-and-wear” nature. The facility does not take responsibility for damage which may occur during laundering using commercial washer and dryers. The laundry department will label all of your clothing articles (on the bottom hems when possible) and any personal linen. There is a one time charge of \$25.00 for these labels. It is helpful if the majority of your laundry can be brought to the facility a day ahead of admission for labelling.

In future, whenever you receive new items of clothing, please request staff to have item labelled before placing in your drawers.

If your family wishes to do your personal laundry, they may do so. Clothes will still need to be labelled, just with a different colour so that staff know that those clothes go home to be washed. Please provide a laundry hamper or bag and staff will attempt to avoid putting these items in facility laundry machines.

Your clothing needs may change in the future as your care needs change. As the need arises, nursing will contact you with required clothing needs. Specialty clothing catalogues are available and clothing sales are regularly hosted within the facility. At present, twice a year once in the Spring and once in the Fall.

## **SUGGESTED CLOTHING LIST**

This list was prepared as a guideline for minimum requirements. Some residents will require more and some items may not be applicable. **All clothing should be washable.** With our laundry facilities, **we cannot be responsible for woollen clothing or afghans;** therefore, we prefer the residents to have synthetics. Dry-cleaning is the responsibility of the resident or family. Non-washable garments have been ruined when accidentally sent to the Laundry.

<b>SUGGESTED ITEMS</b>	<b>QUANTITY</b>	<b>OTHER ITEMS</b>
"Special Occasion" outfit	1	Hankies
Pants for every day use	6	Slips
Tops for every day use	6	Hat
Bras (if worn)	3	Belt
Undershirts (if worn)	5	Ties
Socks or stockings (elastic top preferred)	5 pairs	Jackets
Shoes (good walking shoes)	1 pair	Suits
Slippers (with rubber soles)	1 pair	Gloves/Mitts
Pyjamas or gowns	5	Dresses
Housecoat	1	Scarf set
Panties/under shorts (briefs)	6 pairs	Boots
Cardigan Sweaters	2	

Residents may wish to bring afghans, knee blankets, personal pillow, special comforter or items to brighten their room (these items should be labelled as well).

## **YOUR FOOTWEAR**

Supportive, wide heel and deep toe shoes that fit properly are important to decreasing risk of falls. The Occupational Therapist may be consulted to recommend appropriate footwear. Slippers should have a rubber sole. If you sleep with socks on, gripper socks are recommended. When purchasing new footwear please consult the "*If The Shoe Fits...*" pamphlet in your Welcome package.



## **PRE-Admission**

After we receive your application from the Regional Panel Committee, you will be contacted by the social worker from Rock Lake Personal Care Home and Prairie View Lodge. The social worker is available to answer any questions you may have about moving to our facilities and will contact you to set up intake meetings, to review your care needs and social history. They will also let you know what you can expect when you move in. This normally occurs prior to admission day.

## **ADMISSION DAY**

Admission time is 11:00 a.m. Tuesday or Thursday. We encourage a family member or friend to assist you in settling into your new home. On admission day you will be greeted by the staff and introduced to your care team and fellow residents. You and your family/friends are invited to a complimentary lunch.

### **Documents needed:**

- Health Care Directive (Living Will)
- Notice of Assessment from Revenue Canada
- Power of Attorney (if have)
- Blue Cross Card (if you have this coverage)

# **INDIVIDUALIZED CARE**

You and your family are encouraged to participate in planning your care. Staff in every department look forward to working together with you to assure that our service delivery is meeting your needs. In addition to day to day discussions, you will be invited to an interdepartmental care conference six to eight weeks post admission, annually and at anytime you or the healthcare team sees need to meet.

## **NURSING CARE** (*PCH>825-2246 ext.1 or PVL> 825-2717 ext.1*)

Twenty-four (24) hour nursing care will be provided by Registered Nurses, Registered Psychiatric Nurses, Licensed Practical Nurses, and Health Care Attendants. The nursing staff is comprised of male and female staff, if you are uncomfortable with having a male or a female providing your personal care, your preference will be noted and respected whenever staff is available to do so. There may be occasions where there are only female or male nurses available to provide your care.

## **MEDICAL**

We encourage you to be under the medical care of our local Physician(s). We have a physician dedicated to caring for facility residents. The nurses are responsible for ongoing assessment of your health. They will communicate their observations and your concerns to the physician. The nurses are then able to communicate the physician's orders to you and your family. You are encouraged to discuss your medical treatment at anytime with the nurses. To make some medical decisions, you may wish to discuss directly with the physician. Upon request to the nurse, they will ask that you be seen by the physician on their next visit to the building. To discuss concerns with the physician, family are welcome to make an appointment by calling the clinic.

## **MEDICAL (Continued)**

The physician will determine whether it is most appropriate to meet at the clinic or the facility.

A copy of your Health Care Directive will be placed on the front of your chart; a copy will be kept at the clinic and hospital. The medical team physician and/or nursing will approach you to discuss and clarify your healthcare wishes when you are admitted. They will develop an Advance Care Plan with you to communicate your wishes regarding end of life care. This Advance Care Plan may be revisited at anytime you wish. See “*Advance Care Planning: Your Choice*” pamphlet in your Welcome package.

## **DENTAL/OPTOMETRIST/ HEARING AIDES**

Dental/optometrist services are your responsibility. Should you need an appointment at a clinic with an eye specialist, dentist, doctor, etc., our staff can arrange your appointment, but you will be responsible for your own transportation and its cost. We encourage your family to assist with transportation and accompany you whenever possible. Please inform nursing of your appointments and transportation plans.

If you wear a hearing aide, please keep a supply of replacement batteries. The cost of repairs or replacement due to accidental damage to hearing aides, glasses, and dentures will be your responsibility.

## **LABORATORY AND X-RAY SERVICES**

Rock Lake Hospital provides lab and x-ray services to residents. Blood work is drawn at the facility and transported to Rock Lake Hospital.

## **PHARMACY**

The local Pharmacy will dispense all medications. The Pharmacist will monitor your drug therapy and review it quarterly with your doctor and nurse. Medications will be administered by nurses.

For safety reasons, we ask you not to take any medicines that have not been prescribed by your doctor. All medication used/taken by residents need to be prescribed by a physician and over the counter medications require a physician order. Please give all medications/products to the nurses. Nursing has a supply of stock medications such as Tylenol and Advil for resident use as needed.

## **OCCUPATIONAL THERAPY**

A regional Occupational Therapist provides services on a regular basis. An initial assessment is completed for all residents with follow-up as needed. The Occupational Therapist may be consulted through nursing staff to check to ensure residents have proper walkers, wheelchairs and splints and may design walking programs and exercises for residents as needed.

## **SOCIAL WORKER** (825-2246 or 825-2717 ext.6)

A Social worker is available to all residents and their family for ongoing support and advocacy.

## **RECREATION** (PCH >825-2246 or PVL>825-2717 ext.4)

The Recreation Department arranges many varied activities and outings with qualified Recreation Staff and volunteer groups. We encourage you to participate and appreciate your ideas and suggestions. The Recreation Co-coordinator will meet with you to discuss your interests and needs.

**VOLUNTEER CO-ORDINATOR** (825-2246 or 825-2717 ext.3)

The Volunteer Co-ordinator works with community people, staff and residents to offer a variety of services and social supports for you.

**HOUSEKEEPING** (825-2246 ext. 2240)

Housekeeping staff work daily to assure a clean environment for you. If you decide to bring in any breakable items, we ask that family and friends assist you in dusting these items on a regular basis. Our staff will not dust any fragile or precious items. Housekeeping does not clean the inside of any decorative cabinets. Staff are not responsible if items are damaged or broken.

**NUTRITION SERVICES** Kitchen (825-2246 ext.7)

A qualified Dietician will complete an initial assessment for all residents after admission with follow-up as needed. Nursing will complete a test for texture modifications to determine risk of choking. The dietary staff will meet with you to discuss your likes and dislikes.



Three meals a day are supplied, with the main meal served at supper time. Light snacks and beverages will be available during the day and evening. Visitors are welcome to join you for meals. They will need to purchase meals from the kitchen (up to 5 extra).

**HAIRDRESSER**



Hairdressing services are available weekly in the Facility. Costs are: (prices are subject to change)

Set- \$12

Set & Haircut- \$20

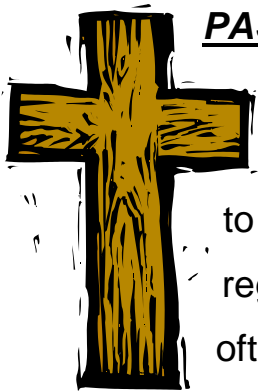
Colour- \$30

Men's Haircut- \$12

Perm & Haircut- \$55

## **INTERDISCIPLINARY CARE CONFERENCES**

Interdisciplinary Care Conferences are meetings that one person from each department i.e. Nursing, recreation, housekeeping, laundry, kitchen and social worker, in Rock Lake Personal Care Home and Prairie View Lodge attend for each resident. Residents and their family are invited to attend Care Conferences as well (letters are mailed to family). Each resident will have a Care Conference 6 to 8 weeks after their admission and then yearly after that. At a Care Conference staff discusses what the resident does during the day, the activities they attend and any concerns staff may have. Family and residents are welcome to discuss any issues or concerns with staff at this time as well.



### **PASTORAL CARE**

Non-denominational services are held every Sunday in Prairie View Lodge. Residents are encouraged to attend services with family or friends. Hymn Sing is regularly offered at the Personal Care Home. Bible study is often organized during special seasons. Your clergy is welcome to visit at any time and may be called at your request. Spiritual Care providers will only visit with your signed consent.

### **PALLIATIVE CARE**

Palliative Care is the combination of acute and compassionate therapies intended to comfort and support individuals, their friends and families, who are living with, or dying from a progressive life threatening illness, or are bereaved (CPCA.1995)

Palliative Care is about living life as fully as possible with dignity and comfort. Rock Lake Personal Care Home and Prairie View Lodge have a

## **PALLIATIVE CARE (Continued)**

variety of services available for residents and families as each resident's condition changes and to ease the burden and pain of this difficult journey. Volunteers are available to spend time with individuals and families. They provide support in a variety of capacities such as active listening, alleviating isolation, providing relief for care givers and assisting with outings.

## **CELEBRATION OF LIFE SERVICES**

Following the death of a resident, staff, residents and family are invited to a Memorial Service for a time of reflection and thanksgiving for the life of the deceased. A time of informal fellowship shall follow.

## **SPECIAL OCCASIONS**

You and your family will be invited to attend our Resident Christmas Party in December and annual Loved Ones' Tea in June. Rooms are available to be booked at the facility if family wish to celebrate a special occasion or bring in a meal with residents. If you would like to book a recreation room please speak to the recreation coordinator, if you would like to book the Senior's Day Out room or the Sun Room please speak to Linda Ralph in the Business Office.

## **PERSONAL ITEMS**

Personal items such as Kleenex, toothbrushes, deodorant, etc. may be purchased independently, through the facility or by setting up a charge account at local businesses.

## **LIBRARY SERVICES**

The facility library has a variety of books available for lend to you. Public Library book loans are available at Rock Lake Personal Care Home and Prairie View Lodge through our Volunteer Coordinator. Large print books and books on tape are also available.

# **RESIDENT COUNCIL**

The Resident Council is a group that meets every other month on the second Tuesday of the month at 2:00pm in the Rock Lake Personal Care Home activity room. The Resident Council meets to discuss resident related issues and concerns/compliments, review Resident Bill of Rights and to discuss any upcoming events at the facility. Resident Council is facilitated by the facility Social Worker and the Recreation staff. Guest speakers may be invited to speak at the meeting as desired by the members of the council.

Prior to each Resident Council an agenda and minutes from the last meeting will be sent to family. Meetings are held in the following months January, March, May, July, September and November. All residents and their family are invited to attend these meetings.

## **VISITING HOURS**



Since this will be your home, visitors are welcome at any time. We encourage your family and friends to come as often as they wish, children are always welcome visitors. For safety of children and unexpecting others who are unsteady on their feet, please tend that children are not running in lounge or hallways. Pets are welcome visitors too, but please avoid meal times and pets are not allowed in the dining rooms.

# **SOCIAL LEAVE**

Residents are encouraged to come and go from the facility as they wish. When leaving please inform nursing and sign record of social leave at nurse's station. Release of Responsibility may be signed for resident's who wishes to leave unaccompanied from the facility. Emergency Response Information Kits (E.R.I.K.) forms are available to take along on outings.

# **PAID COMPANION PROGRAM**

The Paid Companion Program helps meet the need for residents to experience social interaction and personal attention. A Paid Companion is someone willing to visit a resident in Prairie View Lodge or Rock Lake Personal Care Home on a regular basis and is paid for doing so. Paid Companions must pass security checks and sign a Confidentiality Agreement. A request for this service can be made by a resident, a family member or staff member and involves completing a form available from nursing staff. Typically visits are for one hour once a week. The resident will receive a monthly bill for this service and arrangements can be made for payment from the resident's Trust Fund or directly by the resident or their financial representative. If interested in having a Paid Companion please contact nursing.

## **SMOKING**

Rock Lake Personal Care Home and Prairie View Lodge are non-smoking facilities. Smoking is not permitted in our facilities. There are designated outdoor smoking areas. Any residents who choose to smoke will be required to sign a smoking contract.

## **SAFETY/FIRE**

For your protection, hallways and bathrooms are equipped with safety rails. The nurses will show you how to use the call bell system. For fire prevention all electrical cords must be kept away from the heat registers. Rooms are equipped with smoke and fire detectors. When a fire alarm sounds stay where you are; resident room doors are fire doors. Staff will come to give you direction. If you see a fire alert staff and pull the fire alarm if it is not already sounding.

Facility entrances and exits are protected by a locking door system; code available from staff. A Release from Responsibility form is required for residents to be outdoors unsupervised.

## **VETERANS AFFAIRS CANADA**

Information on V.A.C. programs is available upon request. A representative from V.A.C. will visit if requested.

## **CIVIC RESPONSIBILITIES**

The Facility makes every effort for you to exercise your right to vote during elections. Polling stations may be set up within the facility.

## **TRUST FUND**

For assistance in handling your day-to-day financial affairs, you may wish to set up a “*Resident Trust Fund*”. We will maintain this fund for a one time charge of \$25.00. Through the fund, we keep a record of all monies received from you, or on your behalf, and all your disbursements, with the balance being the amount we are holding in trust for you. The balance of each resident’s Trust Fund will be paid to family after the room has been vacated.

Further details of the operation of the Trust Fund can be explained to you by the Business Office staff 825-2246 ext.0.

## **RENT DAY**

**Rent is paid on the first banking day of each month, one (1) month in advance through Pre-Authorized Debit.** Each resident must complete a Pre-Authorized Debit Payor’s Agreement upon admission.

**Refunds are paid from the day after the room is vacated.** (eg. If vacated on the 15<sup>th</sup> of the month, the refund would begin from the 16<sup>th</sup>.)

# **MAIL**

Mail will be delivered to your room by the Recreation Department. You should send out change of address information before admission to the Facility. Your new address will be:

**Rock Lake Personal Care Home**

115 Brown Street, Apt. 27

Pilot Mound, MB R0G 1P0

or

**Prairie View Lodge**

424 Broadway Avenue, Apt. 26

Pilot Mound, MB R0G 1P0

***We hope this information is helpful to you. We also have a website for further information [www.rocklakehealthdistrict.ca](http://www.rocklakehealthdistrict.ca) .***

*Should you or your family have any questions, or should problems arise, please feel free to discuss them with the Resident Care Co-Coordinator Alison Fijala 825-2717 or 825-2246 ext. 2 or Social Worker Nicole Lambkin at 825-2717 or 825-2246 ext. 6 or the Rock Lake Health District CEO Ginger Collins at **873-2132 ext. 3**.*

## **THANK YOU!**

Suggestions? All suggestions welcome verbally or written, suggestion boxes are available in both facilities.