

Our facility hosts its 111 residents on five wings, Young Park, Burden Lane, Blenkhorne Centre, Snow Haven and Wallace Place.

The Wallace Place and Snow Haven wings specialize in dementia care and house a total of 36 residents. The other three wings are home to 25 residents. Each wing has a mixture of private and double rooms.

Residents are assigned to a room based on availability at the time of admission.

Due to changes in care requirements, it may be necessary to change room or wing assignments during one's stay at the facility however such changes will be kept to a minimum.

Visiting

Family members are encouraged to be involved in the residents care and assist staff with their family member.

This could involve helping with meals, taking the resident for walks, accompanying the resident to recreational activities or appointments. We appreciate hearing from family any suggestions for making a loved one more comfortable.

Visitors are welcome (main door is open from **8 am to 9 pm** however please be mindful of the needs of the resident and the other residents in the room and on the unit).

While our residents enjoy seeing visitors, we ask that you remember that many of our residents are frail and may become ill if in contact with individuals who are unwell. As a result, we ask that if you are feeling under the weather that you delay your visit.

We have residents, staff or volunteers who are sensitive to scents (perfumes, colognes, aftershaves, other). **For the health and comfort of those involved, please do not wear scented products when visiting.**

Hand sanitizer is available throughout the facility for the use of visitors. Hand-washing is one of the most effective means of preventing the spread of infection.



Furnishings and personal possessions

All residents' rooms are furnished by the home. However, residents are welcome to bring in some personal belongings. While we wish to create a warm, comfortable home like environment, please take into consideration that space in residents' rooms is limited and excessive clutter from furniture or other belongings can create safety issues for the resident.

Please feel free to seek guidance from staff on appropriate furnishings.

- Refrigerators, kettles, toasters and microwave ovens are available for resident/family use in the kitchenette area on most units.

All electrical equipment is inspected by the home at the time of admission.

- It is strongly recommended that residents not keep valuables or large sums of money in their rooms as the home is not responsible for lost items. Funds can be held in trust for the resident by turning them into the main office. They will be accessible to the resident during normal office hours (8 am to 4 pm, Monday to Friday).

- All important papers/legal documents should be kept by the family. Copies of legal documents relating to POA, medical directives (old act or new personal directives act) and funeral arrangements should be left with the receptionist to put in the residents' records.

Telephone/Cable

All of our rooms are equipped with cable and telephone jacks. Telephone service is available through the facility with the resident or his/her family responsible for the monthly fee and any long distance charges.

Residents must supply their own television and full tier digital cable service is provided in-house for a small monthly fee.

To arrange for either of these services, please see the receptionist during normal office hours.

Mail

Mail is delivered to residents in their rooms. Stamps are available from the receptionist and any mail left at the main office is forwarded to the post office.

Smoking

The Smoke Free places act allows us to have a designated smoking room for the use of our residents only. Please keep in mind that the act stipulates that there is to be no smoking within 4 meters (approximately 14 feet) of windows, air intake vents or entrance.