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## *“Family Caring”*

*Christoph, Ursula and their sons Philipp and Niklas Summer welcome you to Mountainview Residence and Mountainview Terrace.*

*Christoph and Ursula have 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 an 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 ever 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 **Resident Services Coordinator** holds the responsibility of enhancing Mountainview for new residents and assisting our existing residents

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

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

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

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

All staff members of Our Community are always available to assist you with any concerns you may have.

# GENERAL

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## CASH AND BANKING

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.

Depending on demand, bank visits can be arranged to assist you in banking transactions. Contact the Administrator for details.

## FAMILY CONTACT

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

## 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.

## HOUSEKEEPING

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

In Mountainview Terrace, we provide light housekeeping on a weekly basis. Towel exchange is available, but it is the resident's responsibility.

## INSURANCE

Insurance for personal furniture and other valuables is the responsibility of each resident. Please contact your insurance agent to discuss a "Contents/Tenants" insurance package.

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## **LAUNDRY**

At Mountainview Residence your basic personal laundry is done weekly at no additional cost. All clothing must be clearly labeled with room number and/or name to ensure prompt return of your clothing.

At Mountainview Terrace, personal laundry can be done at an additional cost. Laundry facilities are available adjacent to the elevators on the second, third and fourth floors

## **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 Reception. Every effort will be made to retrieve your articles.

## **MAIL**

Personal mail may be picked up at the Reception Desk in each building. If you wish to have an item mailed, please deposit it in the outgoing mail basket at the Reception Desk. Your address for return mail is:

**Mountainview Residence**  
**222 Mountainview Road North**  
**Suite #**  
**Georgetown, Ontario**  
**L7G 3R2**

**Mountainview Terrace**  
**222 Mountainview Road North**  
**Suite #**  
**Georgetown, Ontario**  
**L7G 3R2**

## **MENDING**

The name of a seamstress is available for mending and alterations. Please ask at Reception.

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## **NEWSPAPER DELIVERY**

You may arrange for the newspaper delivery of your choice. Please notify Reception for any assistance you may require with this.

## **PARKING**

Parking is available for you and your visitors at the front of each residence. Residents with cars can park anywhere within the “Residents Only” parking area.

A limited number of designated underground parking spaces are available in the Mountainview Terrace building at a nominal monthly fee.

## **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 not come inside any building. We thank you for your cooperation.

## **REPAIRS**

If anything in your suite requires repair, or if you notice something broken in the building, report it directly to reception or any member of the staff. 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 area. Under the Ontario Smoke Free Act, you must not smoke within a nine-metre radius of the entrances.

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## **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.

Each Suite is also equipped with an active High Speed Internet jack.

## **TELEVISION**

Mountainview Residence and Mountainview Terrace have an in-house Cable television network (SMAD TV) of 40 channels

## **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.

# 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 baking in our kitchen area, crafts, card games, shuffleboard, using the pool table, or bowling -- you will find all of this and more in the Activities Lounge. The piano enables us to have singalongs; you will see a variety of entertainment and enjoy parties in this spacious room. The Fireplace Lounge is located on the ground floor of the Terrace

## **TUCK SHOP**

For those small items you need, our Residents Council operates a 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.

## **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. Here you will find exercise equipment, the whirlpool and the aquatic pool along with change rooms.

## **SPA ROOM**

A Spa room is available by the lobby on the second floor of the Terrace.

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## **BARBER AND BEAUTY SALON**

Hair cutting, barber services, styling, perms, as well as nail care are available in the hair salon located on the first floor of the Mountainview Residence. Rates and hours of operation will be posted in the salon and will also be available at our Reception Desk.

## **PRIVATE DINING ROOM**

A private dining room is available in Mountainview Residence for special get-togethers, celebrations or anything else a family or group wishes. Please contact the Receptionist to arrange a booking in advance.

## **RESIDENT LAUNDRY**

In Mountainview Residence a laundry room is available on the first floor for those delicate items you want to do yourself. Of course, if you live in this building, full laundry services are included in your monthly resident fees.

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

An ironing board and iron are available to be used in the laundry rooms as well. These items are provided for your convenience. Use with caution and at your own risk. Please note that residents are responsible for providing their own detergent and anti-static dryer sheets.

## **DRY CLEANING**

Dry cleaning is sent out regularly. Please notify Reception for dry cleaning arrangements.

## **THEATRE/CHAPEL**

A theatre is located on the second floor of the 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 or friends or simply browse the Web. Mountainview will ensure the operation of the computers but not their content.

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## **FIREPLACE/LIBRARY LOUNGE**

This 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 one of 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 as a group.

## **THE CAFÉS**

The Café area, located at the front entrance in both buildings, is for the enjoyment of residents and their guests. At the Terrace, afternoon snacks, coffee, a variety of teas and juices are available.

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.

Guests may enjoy these choices for a nominal fee.

## **GARDENING**

Special raised areas around the patio will allow planting of flowers or vegetables for those residents who are gardening enthusiasts.

## **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 Recreation 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 the Mountainview Terrace building with access from the front porch.

A Gazebo is located at the front entrance of Mountainview Residence for those who want a shaded spot to rest for a moment

A second Gazebo is located adjacent to the patio at 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 service is offered at the Terrace with the exception that lunch is 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 Dining Services Manager will then prepare your special diet program.

In special circumstances such as illness, room service is available at no charge. If you desire room service for any other reason, the Administrator will advise you of the associated fee.

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

## DINING ROOM HOURS

*BREAKFAST	8:00 a.m. to 9:00 a.m.
LUNCH	12 Noon to 1:00 p.m.
DINNER	5:00 p.m. to 6:00 p.m.

\*Continental Breakfast is available in the Residence Café until 11:00 a.m.

\*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 Reception 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 Administrator for a quote on your specific request.

# 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. We also publish a *monthly* information newsletter for residents and family. Your contributions to this newsletter are always appreciated. A *weekly* schedule is posted.

## **LIBRARY SERVICES**

The Public Library comes in regularly. If you would like talking books, large print books, or specific reading material, please make your request to the Life Enrichment Coordinator so she may make arrangements to accommodate your wishes.

## **RESIDENT COUNCIL**

The residents meet monthly to discuss and plan matters of common interest. The residents take an active role in the decision making and planning for their home.

The Council is responsible for fund-raising activities and choosing programs and events that will be of interest to its members.

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## **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 of the Mountainview Residence. Times are posted and included in both the weekly schedule and monthly Activity Calendar.

## **TRANSPORTATION**

For scheduled outings, transportation is provided. Assistance with arrangements for taxis or Activan can be made through the Receptionist. Residents are responsible for this cost.

## **VOLUNTEERS**

Volunteers are welcome at Mountainview. Families, friends, outside community members, students or residents – their talents are needed and wanted. If you are interested in this venture, please discuss with the Life Enrichment Coordinator.

# HEALTH SERVICES

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Our Health Services Staff at Mountainview 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. We will coordinate the ordering and delivering of your personal care products and medications with the pharmacy. The costs of medications and supplies are the responsibility of each resident.

## **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 require it.

## **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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Great care is taken to ensure the security and safety of our residents. For this reason all doors are locked in the evening. 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.

Whenever you leave or return to the property, please use the Book at the Reception Desk to sign in and out. 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 of the building at mealtimes.

## **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 at 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.

## **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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## **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 compact fluorescent 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 on your entrance door for quick review. 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.

## **NIGHT SECURITY**

Each night, all outside doors to the home are locked at 9:00 p.m. If a visitor wishes to enter, they must press the intercom button inside the heated vestibule, above the handicap door opener. Only then can they enter the premises.

After 9 p.m. 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.

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## This Guidebook Belongs To

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### Service Names & Numbers

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Administrator

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Health Services Manager

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Life Enrichment Coordinator

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Dining Services Manager

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Housekeeping Manager

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Marketing Manager

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Front Desk

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### Information

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Major Housekeeping Day

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Laundry Day

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Personal Care Day

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My Suite Number is

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My Telephone Number is

905-877-1828

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My Extension is

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