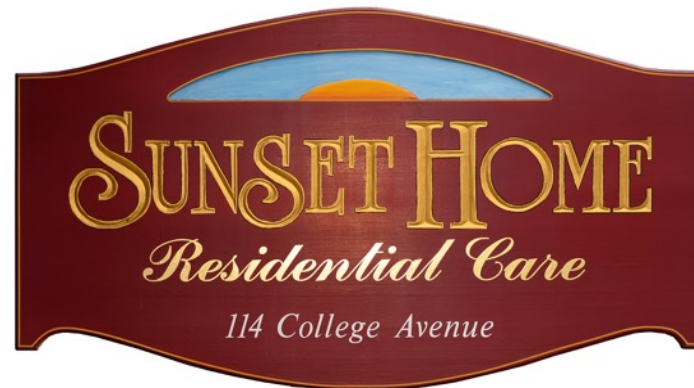


Sunset Home
OF WATERVILLE, MAINE



RESIDENT HANDBOOK



Since 1924 Sunset Home has provided the highest quality residential care to older women, and continues its tradition of hosting a warm and friendly atmosphere in a secure, comfortable and dignified environment. With a cozy family room, living and dining rooms, screened porches, antique furnishings and sentimental belongings, it is understandable many women have come to call Sunset their home.

WELCOME TO SUNSET HOME!

Founded in 1924 with the bequest of a local businessman, Mr. Frederic Boothby, Sunset Home is a non-profit organization governed by a voluntary board of directors. The home is licensed by the State of Maine as a Residential Care Facility. Elderly women reside at the facility, and the home-like setting is maintained by a caring staff.



This booklet is designed to answer many of the most commonly asked questions about life at our facility. If you have questions or if there is anything we can do to make your stay more comfortable, please let us know.

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[THIS IS THE WEB VERSION OF THE HANDBOOK]

WHAT TO BRING TO SUNSET HOME:

• *Recommended Clothing* •

Clothing should be comfortable, provide ease of movement, and fit neither too loose nor too tight. Shoes should be sturdy and offer good support with low or no heels.



• *Personal Belongings* •

You may bring personal items: linens, towels, photographs, books, and art to personalize your room. (Please ask Maintenance Department to hang your photos and art on the walls to ensure no damage). Linens and towels will be provided if you prefer not to bring your own.

We suggest nothing of great value be brought with you; we cannot assume responsibility for personal property. The Resident Care Coordinator will complete an inventory upon move-in and update as needed.

Personal furniture may be permitted depending on space and safety considerations. We ask that your linens and furniture be marked with the resident's initials to ensure nothing is misplaced. We ask that you check with the Maintenance Department prior to bringing any furniture into the facility.

• *Personal Hygiene Items* •

Sunset Home provides such supplies as: facial tissues, soap, toothpaste, and toilet paper. Such items as hand cream, denture products and other personal items should be obtained by the resident or family.

• *Television* •

Residents are welcome to bring in their own television. A small monthly fee will be added to your monthly bill for cable service.

• *Telephone* •

A personal telephone is permitted in all residents' rooms.

• *Items Not Permitted in Rooms* •

Due to safety hazard issues the following items are not permitted in residents rooms: electric blankets, cleaning chemicals, area rugs, extension cords, plug-in air fresheners, candles, oil lamps, heating pads, curling irons, hot rollers, flat irons, refrigerators, microwave ovens, hot plates, live Christmas trees, live arrangements, and live wreaths. If you have a question about an item, please feel free to ask Administrator or Resident Care Coordinator.

FACILITY

• *Sun Porches* •

There is a screened porch in each residential wing for residents to enjoy the outside. Sunset Home residents and their families can reserve the back porch for special events.



• *Paved Walking Paths* •

Walking paths are available surrounding the facility for use when the weather permits. There is also a circular walking path at the front of the facility.

SMOKING IS PROHIBITED ON SUNSET HOME PROPERTY

• *Heat & Air Conditioning* •

Individual thermostats were recently installed for maximum comfort in each resident's room. Room heat adjustments are controlled in a separate area of the building. If you need an adjustment in temperature, please let a staff member

know as soon as possible. Due to the radiant heat provided in the building, the temperature changes gradually and needs several hours to meet the requested level.

Air conditioners are allowed during summer months as long as the air conditioner does not exceed 5000 BTU's. Air conditioners are not provided by Sunset Home but you are welcome to bring one in and Maintenance Department will assist with installation.

SUNSET HOME MEALS

• Menu •

The menu for the day will be announced at breakfast and the resident's choice will be written down at that time. All meals are approved by our dietician.

• Breakfast •

A full breakfast is served at 7:30am. There is a lighter breakfast of cereal, toast, juice, coffee or tea from 8:15am to 9:00am if the resident prefers to sleep a little later in the morning.

• Lunch •

Lunch is served at 11:30am and is the heavier meal of the day.

• Supper •

Supper is served at 4:30pm and usually consists of lighter fare such as sandwiches, soups and salads. (Snacks are available 24 hours a day in the café area of dining room.)

• Alternative Meals •

An alternate meal is always available if the resident does not prefer what's on the menu for that day. Alternate meals are for residents only – guests will be served the regular meal for the day.

• *Guest Meals* •

Guests are always welcome to have meals with the residents. A nominal fee will be charged for the guest's meal. If a guest will be dining, please notify the kitchen at least 24 hours in advance.

• *Holiday Meals* •

During certain holidays (Thanksgiving and Christmas) holiday dinner is served at 11:30am. Up to 2 guests are invited to join us at a nominal fee.



• *Birthday Meals* •

A free meal will be offered to two guests on the resident's birthday. A cake of their choice is provided at lunch time as well as singing and good wishes by all.

• *Bringing in Outside Food* •

Family or friends can bring food in for a resident as long as it is labeled with the resident's name and date. The food will be kept for only

36 hours per State food service policy and then will be discarded. Residents are not allowed to share food from outside sources with other residents.

VISITATION POLICIES

• Visiting Hours •

We encourage family and friends to visit frequently and there are no restrictions on visiting hours. If you would like to visit a loved one after the front door is locked for the evening, please pick up the phone in the entry and staff will let you in.

• Visiting Pets •

Pets are welcome at Sunset Home as long as the pet remains on a leash at all times. A copy of current shots for each pet must be produced at the time the pet arrives. If a list of shots cannot be provided, the pet will not be allowed into the facility.

• Visits Away from the Facility •

A Log Book is located at the front desk. Residents are to sign out when leaving and sign in upon returning. This will provide the direct care staff the whereabouts of the resident. Families are welcome to take residents out of the facility anytime.

SERVICES AT SUNSET

• Monthly Bills •

Rent bills will be sent out monthly. An invoice will be sent through US mail. Payment is expected by the 10th of each month.

THE BOOKKEEPER'S HOURS ARE POSTED ON THE OFFICE DOOR

• *Petty Cash Accounts* •

Each resident at Sunset Home can open a petty cash account through the Bookkeeper. The account is used to cover any expenses approved by the resident. The resident is allowed to keep up to \$200.00 in their account which will be kept in a safe. The resident or family member will be notified if the funds get low. An authorized signature is required by the resident or financial power of attorney each time an activity is made on the account. Residents have access to their funds at any time. Residents are discouraged from keeping money in their rooms.

**SUNSET HOME
DOES NOT GIVE CASH ADVANCES**

• *Direct Care* •

Sunset Home has direct care staff in the facility 24 hours a day 7 days a week to assist with activities of daily living and medication administration. An RN consultant is available to assist direct care with any medical complications that may arise.

A Certified Medication Residential Aide is always on duty to provide medications to the residents as needed.

• *Transportation to Medical Appointments* •

Trips to and from medical appointments within a 25 mile radius are provided when necessary. Residents are requested to have direct care assist with scheduling appointments to ensure transportation is available. Families are encouraged to attend medical appointments with their loved ones when possible.



• *Pharmacy* •

A local Pharmacy provides prescription medications, over-the-counter medications and incontinence supplies. The pharmacy delivers daily. Whatever is not covered by insurance, the pharmacy can bill the resident or a family member.

PLEASE LET DIRECT CARE STAFF KNOW WHEN LEAVING THE FACILITY IN CASE MEDICATIONS NEED TO BE PROVIDED. IF A RESIDENT IS GOING AWAY OVERNIGHT, PLEASE LET DIRECT CARE KNOW AT LEAST 24 HOURS IN ADVANCE SO MEDICATIONS CAN BE ORGANIZED.

• *Hairdresser* •

A professional hairdresser comes to the facility every week; the dates and times are posted on the hair salon door. Please feel free to ask the Activities Coordinator for a list of the services and prices.

• *Visit from Podiatrist* •

A Podiatrist visits Sunset Home every 12 weeks to see any resident who would like to have their toenails trimmed or their feet examined. This charge is usually covered under Medicare or MaineCare.



• *Activities* •

The Activities Coordinator develops a daily schedule of activities for all residents to enjoy. Exercise, shopping, arts & crafts, meals in restaurants, and many parties are planned regularly and residents are encouraged to participate.

• *Manicures* •

On a weekly basis, a volunteer is available to provide nail service to all residents free of charge.

• *Computer Access* •

Sunset Home is proud to offer wireless internet service. A resident is welcome to use the resident computer or they may use their own personal computer.

• *Religious Services* •

Catholic communion is provided every Monday at 10:45am in the formal living area. We also offer non-denominational services several times a month.

• *Postal Mail* •

US Mail service includes delivery and pickup of outgoing mail. Mail will be distributed to a resident's mailbox when it is received. Large packages will be brought directly to the resident's room. A mailbox by the office is available to the resident for any outgoing mail.

• *Laundry Service* •

Laundry is done for each resident on a weekly basis. No labels are required on clothing as we wash each resident's laundry individually. Bedding is washed and replaced on the same day. If a resident requires special detergent or softener, the resident will need to provide the products.

• *Housekeeping* •

Light housekeeping is done three times per week (dusting, trash, etc.) and heavier housekeeping (floor washing, bathroom cleaning) is done on a weekly basis.

• *Extra Storage* •

Each resident has a designated spot in the basement for extra storage. We do ask that residents do not store items under their beds as it makes it difficult for housekeeping staff to thoroughly clean the rooms.

There is an elevator available to access the basement. Sunset Home requires that a resident has a family member or a staff member with them when using the elevator.

• *Volunteers* •

We are fortunate to have several volunteers who enjoy spending time with the residents at Sunset Home. If you have any suggestions a volunteer might be able to do, please feel free to contact the Activities Director or Administrator.

• *Security* •

For the safety of residents, visitors, and staff, Sunset Home has a security and camera system installed. Cameras monitor the parking lot and common areas in the building. All doors are alarmed including the front entrance door. The front door is disarmed during regular business hours.



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