



# Highland Manor of Elko

## Joy Kinnee:

- Having someone in authority make some time to listen to my questions and/or suggestions are essential in order to clear the air, and allow me to self express. When I'm troubled they always find time to listen.
- Becoming aware of how wonderful my rights here are of great importance so I may retain my ability of what my path for growth has become. I know if I choose a difference in meals that's great. Also, my choice of bedtime and wake up also enable my emotional comfort and physical improving is greatly necessary in my situation. I have expressed my concerns about my rights here and the staff has been very interested in pleasing me with answers. We residents are very active in making corrections or suggestions at the once a month meetings. There's a family-formal held meeting where old business and new business and notes are taken and feelings expressed.
- Here we're blessed with a family atmosphere everybody cares about everyone around them and all of us residents are made to feel comfortable and secure. I'm very happy with the fact that, here I feel important and my identity is protected plus patient/residents are respected and have all the privacy they would like.



## Elizabeth Hirsch:

- Everything! As a resident it seems that someone cares.
- They're who make living at the Manor seem so special.
- Questions, constant concerns and resident meetings.
- I feel like I matter at the Manor, .....Thank you.





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## **Danale Garibaldi:**

- When someone asks for advice or listens to my opinion it means that they are interested in me and how I feel about the things and events that are affecting my life and the lives of the people around me. It also makes me really think about whatever the subject is and formulate an opinion.
- Resident Rights are so important because when you are ill or incapacitated in any way you feel like you have no control over your life or treatment. Resident Rights guaranties the rights to have a say in your treatment and the facility where you are staying. Everyone that works at the facility should know what the Rights are and how they are portrayed to the residents.
- The facility has a case management meeting ever few months for long-term care residents and rehab patients. The meeting is with the directors and family members. There is a resident council plus a family council that residents can go to with any problems that they are having. Residents can always go to management if there is a need. Management has an open door policy.
- To believe that is because of the "trickle down" effect, Laurie and everyone in management honestly car about the residents here and therefore all residents are treated with respect it sets an example for all of the employees. All of the employees know everyone by their name and they all call you by your name and never "Hey you". All residents are treated with respect and have the knowledge that someone does care about them here.



## **Georgie Sumphries:**

- It means I have to be very sufficient and tell them what they want to know in regards to what the question is.
- It gives me an idea of what to ask in regards to what I need.
- A resident council committee has been formed where we discuss concerns, ideas and questions for the benefit of residents and staff.
- I feel great about how my identity is kept.





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## Mary Morgan:



- It relates to the kind of care we get as residents: the ones who don't give two hoops come and then they're gone.
- Need to feel that they're not just put out in the pasture to graze. That they're cared for, ....that's the big thing to know that they care. Patients/Residents need to know that they're cared for.
- Identity – you need to definitely be treated like a person, those who are unable to take the ones that need the extra care they need to know that they are that's just a portion of them.
- For one thing residents lose a lot of independence when they come to a nursing home, things that they've had all their lives like driving.
- Decision making, they are involved in...they are involved in caring how to do it kind of care. For one thing in the kind of care that we get for as many patients as they have to care for and its good care it's not sloppy.
- For the most part safety and a lot of rules and regulations that staff follows to keep everyone safe.
- Neat bus can do some things that others cannot.
- For one thing ones does for one does for all.