WELCOME GUIDE

For the resident and their loved ones

Discover

your new living environment!



Québec

RESIDENTIAL AND LONG-TERM CARE POLICY



This document was produced by:

- Support for Elderly Autonomy Program Directorate–Long-Term Care
- Multidisciplinary Services and Intellectual Disability, Autism Spectrum Disorder, and Physical Disability Programs Directorate
- Communications, Public Relations, and Legal Affairs Directorate

It addresses the resident directly, even though in some cases they may require the assistance of a loved one to read it. This editorial choice reflects that the resident is at the heart of the "living environment" approach. Thank you for your understanding!

CIUSSS de l'Ouest-de-l'Île-de-Montréal 2024

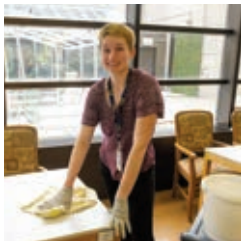
WELCOME!

We are pleased to welcome you to your new home. Your arrival marks the beginning of an important new stage for both you and your loved ones. We completely understand that settling in to your new living environment will take a little time. It is our privilege to accompany you in this stage of your life. We will do so while respecting your dignity, your identity, your values, and your choices.

This guide was prepared for you and your loved ones. It provides an overview of the philosophy behind the residential and long-term care facility, as well as its organization. Please speak with one of the staff members if you have any questions. They will be happy to help you. You will also find more useful information in the appendices.

Rest assured that we are committed to providing you and your loved ones with services and quality care that are both caring and professional.







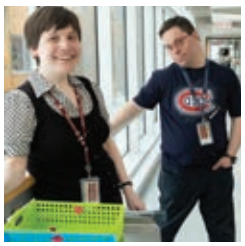





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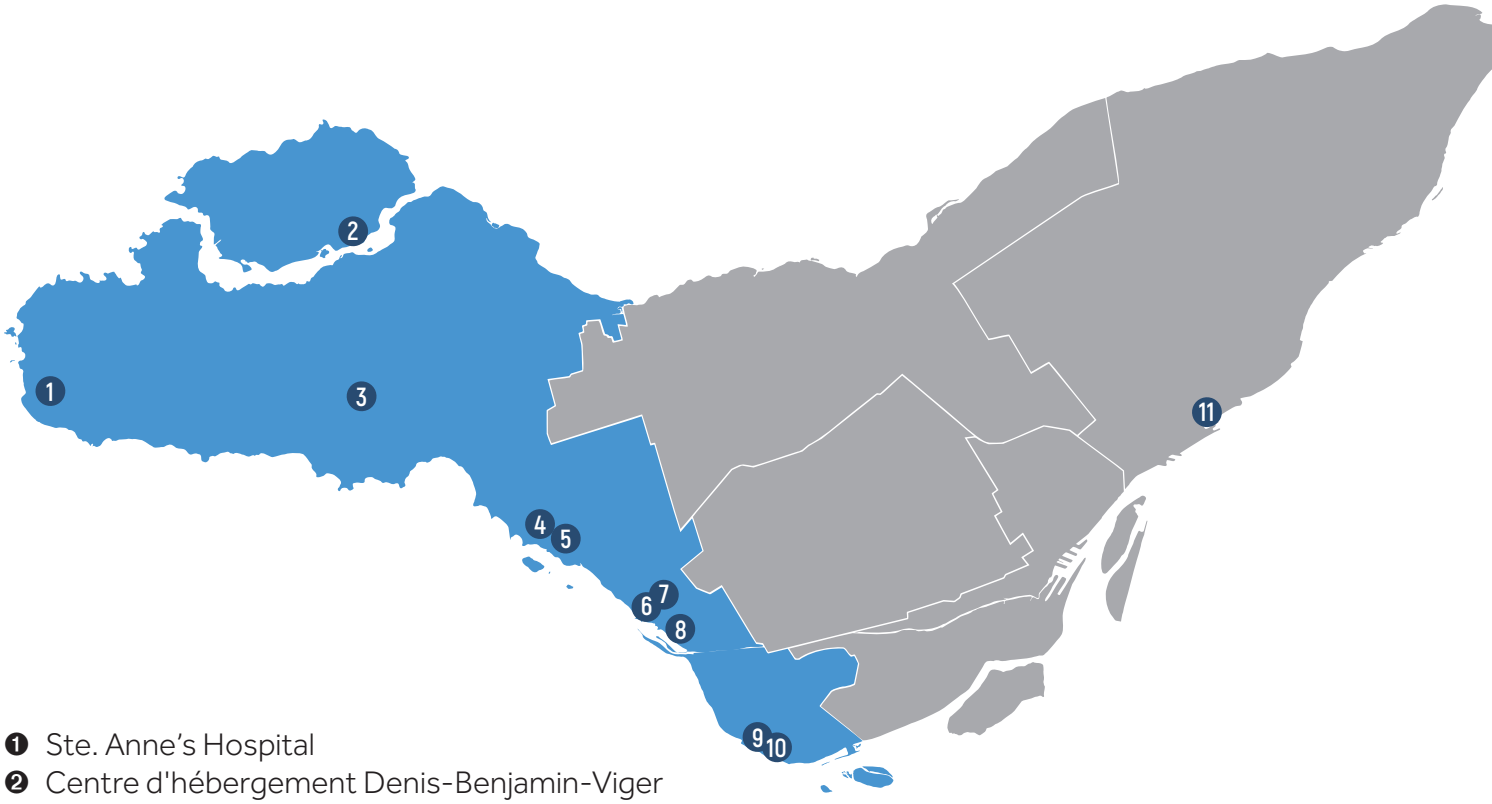
THE CENTRE INTÉGRÉ UNIVERSITAIRE DE SANTÉ ET DE SERVICES SOCIAUX DE L'OUEST-DE-L'ÎLE-DE-MONTRÉAL **WELCOMES YOU TO ITS RESIDENTIAL AND LONG-TERM CARE SERVICES!**

1

WHO ARE WE?

The Centre intégré universitaire de santé et de services sociaux de l'Ouest-de-l'Île-de-Montréal (CIUSSS ODIM) has many residential care options to meet the diverse needs of the West Island community. These are spread over 10 long-term residential care centres (CHSLDs) and an alternative home (MA), and are located throughout its territory.

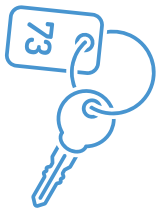
In the next few years, Maisons des aînés (MDA) will add to the residential care beds available.



1. Ste. Anne's Hospital
2. Centre d'hébergement Denis-Benjamin-Viger
3. CHSLD Stillview
4. Dorval Alternative Home
5. Centre d'hébergement de Dorval
6. CHSLD des Berges-de-Lachine
7. Centre d'hébergement de Lachine
8. Centre d'hébergement Nazaire-Piché
9. Residential Unit at the Hôpital de LaSalle
10. Centre d'hébergement de LaSalle
11. Grace Dart Extended Care Centre

2

THE LONG-TERM CARE CENTRE: **YOUR HOME, YOUR ENVIRONMENT**



We are very happy to welcome you to your new living environment. We are committed to making every effort to ensure that it is caring, safe, and respectful of your values and those of your loved ones. This living environment is your home!

OUR MISSION

Whether your stay is temporary or permanent, our mission is to provide a substitute living environment, accommodations, assistance, support, and supervision along with recreational services to people who, despite the support of those around them, can no longer remain in their natural environment because of decreased functional or psychosocial autonomy. We also provide the services of rehabilitation therapists, clinical nutritionists, and psychosocial specialists, along with nursing, pharmaceutical and medical services.

OUR VALUES

Your new home is an adapted living environment intended to meet your lodging, care, service, and safety needs. We will treat you as an individual, with your own personality, your own history, your own values, interests, and abilities.

Should you wish, you and your loved ones can participate in the planning of your care and your services, because your well-being is our top priority. Your care will be provided by competent and attentive staff who will work to maintain your independence, while respecting your dignity.

OUR CODE OF ETHICS

The cultural diversity of the residents and staff members generates opportunities for exchange, innovation and creativity that are based on respect and inclusion.

Our Code of Ethics defines the values and principles expected of our staff, individual residents, loved ones, as well as volunteers and other community partners. It describes your rights and duties as a resident. It also describes the commitment of the residential facility (or alternative home) to welcome you and to provide quality care and services that respect your rights:

- Your right to respect, dignity, and privacy;
- Your right to care and services that are accessible, adequate and of quality;
- Your right to information, to communication, and to freely express yourself;
- Your right to responsibility and participation;
- Your right to confidentiality;
- Your right to express your dissatisfactions and make complaints.

You can ask your head nurse (sometimes also referred to as the unit manager or unit chief) for a copy of the Code of Ethics brochure.

You can also call the **Mistreatment Helpline at 1-888-489-2287**. This provincial telephone line provides listening services, referrals, and support. It specializes in issues relating to the mistreatment of seniors and vulnerable adults.



YOUR FAMILY AND LOVED ONES

Your loved ones are real partners in your care because they know you, and we understand that they are an essential part of your quality of life. We encourage them to come for a visit, to share a meal, to be with you during your daily activities. They can also take part in social activities or go to a medical appointment with you. Our doors are open to your loved ones and visitors, day or night, provided they respect the safety and well-being of all residents.

For special events or family gatherings, a room can be made available for you.

In the case of an infectious disease outbreak (gastroenteritis, flu, etc.), visitors will be told what measures they must take. They must agree to follow the infection prevention and control measures applicable to manage the situation.

INFORMAL CAREGIVERS

You are an informal caregiver if you provide non-remunerated support to someone with whom you share a family or emotional bond. You may provide such support occasionally or continuously, on either a short- or long-term basis. While this role is certainly rewarding, providing ongoing support over a prolonged period can affect your health and well-being, leading to exhaustion, stress, sadness, feelings of anger, and so on.

THERE ARE RESOURCES AVAILABLE TO HELP:

- **Psychosocial Intake–CIUSSS de l'Ouest-de-l'Île-de-Montréal**
  www.ciusss-ouestmtl.gouv.qc.ca
- **Info-Social**
  811
- **Caregiver Support Helpline**
  A professional and confidential service that provides counselling, information and referrals, from 8:00 a.m. to 8:00 p.m., 7 days a week (Tel.: 1-855-852-7784; email: info-aidant@lappui.org)
- **Québec government site** (enter *caregiver* in the search bar)
  quebec.ca

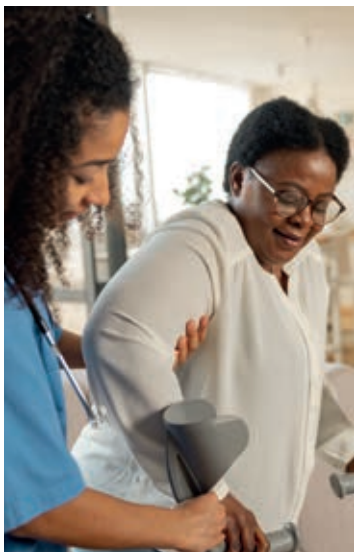
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DEDICATED TEAMS
ATTENTIVE TO YOUR NEEDS

An attentive and qualified team is committed to meeting your needs. A site (residential care) manager is responsible for the facility. Working alongside a team of proximity managers, they coordinate all of the care and services provided at the facility. Managers are available around the clock to ensure that the facility runs smoothly. They will come introduce themselves to you when you arrive.

YOUR CARE & SERVICES TEAM

The **interdisciplinary team** brings together staff members from various fields. They work together, using their areas of expertise to meet your health and service objectives.



Nursing Care

The nurse assesses your needs. They also develop and coordinate your individualized care and services plan. They provide the clinical care your health requires and ensures follow-ups. The nursing assistant also provides care and treatment. They help to evaluate and monitor your health.

Support Care

The orderly sees to your comfort, providing support and assistance according to a plan that takes into consideration your choices and preferences in a safe manner. As soon as you arrive, you will be assigned an orderly who will accompany you in your new residential setting for the duration of your stay. The accompanying orderly helps you to settle in by developing a close, meaningful, and personalized relationship with you and your loved ones.

Medical Coverage

A physician will meet you in the days following your arrival and will ensure your medical care. If you want to speak with the physician, ask the nurse. They will let the physician know about your request and ensure that the physician meets with you when they are on site. If your physician feels that you require specialized services that are not available at the residential facility, they will–with your consent–refer you to the appropriate professional care. A physician is on call for emergencies 24 hours a day.

Off-Site Clinical Visits

If you need to visit a hospital or specialist, a member of the nursing staff will inform you and–with your consent–make an appointment for you. If you are unable to go to the appointment alone, one of your loved ones will be called to accompany you. If no loved one is available, the team will organize a support companion and appropriate transport.





Pharmacy Service

The medications your physicians prescribe for you will be provided free of charge by the pharmacy that serves your residential facility. However, if a medication is not listed in the manual of the *Régie de l'assurance maladie du Québec*, you will need to cover the costs. This may occur from time to time. To ensure thorough management of your medications, please provide your healthcare professionals with a complete and up-to-date list of all the prescribed and over-the-counter medications you take.

Rehabilitation, Specialized Education, and Psychoeducational Services

Depending on the facility, various professionals–including occupational therapists, physiotherapists, physiotherapy technologists, kinesiologists, specialized educators or psychoeducators–provide interventions, adaptations, or rehabilitation to help prevent deconditioning and maintain or improve your level of autonomy. These services help to work on maintaining an optimal quality of life. Some interventions may be one-on-one, while others are provided in group workshops.

Clinical Nutrition Services

A physician or a member of the interdisciplinary team may request a nutrition consultation in cases such as undernutrition, difficulty chewing and swallowing, and pressure injuries. The nutrition technician collaborates with the care and food services teams to provide you with a safe, balanced, and quality diet tailored to your needs while also respecting your tastes, preferences, and dislikes.

Psychosocial Services

Depending on the facility, the psychosocial team can consist of a variety of professionals, including social workers, social services workers, human relations agents, and psychologists. They can provide support when you are dealing with personal, family, or social situations that are complex or difficult. They can also provide support as you settle in to your new living environment, help with certain legal processes, and assist during other types of transition.

Recreational Services

The Recreation Department provides a diverse range of recreational activities adapted to your interests and needs. Organized activities take place every day, providing the opportunity to develop new friendships, to socialize, and to enjoy yourself.

Spiritual Care Services

The spiritual care worker provides moral support, comfort, and assistance in accordance with your own convictions and with great respect for the diversity of faiths, values, and spiritual needs. If needed, they can refer you toward representatives of various religious denominations.

The Management Team

The management team is responsible for ensuring that all services run properly. The team consists of the site manager and the head nurses. They are available to answer any questions you or your loved ones might have.

Oral Care Program

This program works to maintain or improve the oral health of residents through daily oral hygiene or preventive and corrective care. It also includes making or repairing all removable dental prostheses (dentures and partials). This program is available to all CHSLD and MA residents.



SOME ADDITIONAL SERVICES

Volunteer Services

Volunteers generously offer their time to accompany you, visit with you, and contribute to enriching your living environment. They offer an attentive ear and a warm presence, and help you to participate in individual, group, or community activities. They make all the difference!

Hygiene and Sanitation, Laundry and Linens Services

The hygiene and sanitation, laundry and linens staff are responsible for keeping your living environment safe, sanitary, and tidy. This team cleans the rooms, common areas, and bathrooms. Certain personal belongings, such as comforters and fans, must be cleaned by you or your family.

Technical and Maintenance Services

This specialized team is responsible for ensuring your comfort, safety, and well-being by carrying out necessary maintenance, repairs, and related tasks. You can request their services by speaking with your care team.

Food Services

The Food Services team is responsible for meal preparation and distribution. They ensure that all meals meet the residents' various dietary needs, textures, tastes, and preferences.

Administrative and Accounting Services

The administrative and accounting services team take care of collecting your accommodation fees. In some cases, they may also help you pay certain bills for services that are not free of charge, such as the hairdresser.

In the days following your arrival, you or your representative must contact the administrative agent responsible for these services. They will explain the monthly residential care rates and other services that are available if needed.

YOUR LIFE HISTORY AND ASPIRATIONS

Your life history is a valuable tool to help us better understand who you are. It serves to establish a special relationship by acknowledging all aspects of you as a person, your preferences, your interests, your milestones, and the people who are significant to you. It is this knowledge that allows us to offer you a personalized approach. Your assigned accompanying orderly will progressively complete the *Life History* questionnaire with you or your loved ones, which will let the team get to know you better.

Every person has their own aspirations in life. They are connected to one's search for direction and motivation, and influence the choices we make. Rest assured that everyone working in your new living environment understands that you have your own life story and aspirations. They are here to help you continue fulfilling them.

YOUR CARE SERVICE PLAN AND INDIVIDUALIZED SERVICES

You are at the centre of your individualized care and services plan, and you will be asked to help develop that plan.

This plan is based on your specific situation. It identifies your needs, defines objectives, and specifies the daily activities to meet them.

INTERDISCIPLINARY COOPERATION

An initial meeting with you, your loved ones, and the interdisciplinary team will take place four to six weeks after your admission. It is an opportunity to review your integration since your arrival and update the care and services plan. Other meetings will be organized throughout your stay, either periodically or as new needs arise.

Your participation, and that of your loved ones, is essential to better meet your needs and expectations.



THE RESIDENTS' COMMITTEE

The Residents' Committee protects residents' rights. It ensures residents are treated with respect and dignity, and upholds their rights and freedoms. It plays a significant role as a representative for residents in relation to the institution's various bodies. Respect of individual and collective rights, service quality, and client satisfaction are the committee's guiding principles. They pay particular attention to those who are most vulnerable and work to promote improvements in residents' living conditions.

You can contact the Residents' Committee to learn more about your rights and obligations, to express your satisfaction with services, or to discuss any other aspect concerning residents' rights and collective interests.

Anyone interested in joining the Residents' Committee can contact the committee office of the facility concerned or leave a voicemail message at 514-363-3025, ext. 8002.

The 12 Rights of Users:

1. The right to information
2. The right to services
3. The right to choose their professional or facility
4. The right to receive the care their condition requires
5. The right to consent to or refuse care
6. The right to participate in decision-making
7. The right to be accompanied, assisted, and represented
8. The right to housing
9. The right to receive services in English
10. The right to access their user file
11. The right to the confidentiality of their user file
12. The right to submit a complaint



Users' Committee:
514-363-3025, extension 8002
www.ciusss-ouestmtl.gouv.qc.ca





THE SERVICE QUALITY AND COMPLAINTS COMMISSION

Our staff makes every effort to provide you with quality care and services that are safe and respectful of your rights. However, you may feel dissatisfied and it is important to let us know.

We encourage you to speak first to your nurse, who will give all necessary attention to your request. Subsequently, if you feel it necessary, the head nurse can also be contacted. Should they be unavailable, the site manager can also address the situation.

If this approach is unsuccessful or you feel the corrective measures are inadequate, you can then contact the Office of the Commissioner of Complaints and Quality Services. They will help you find solutions or review your complaint.

You will find complaint forms in your living unit and in various locations throughout the facility. Feel free to request one from the head nurse or the Residents' Committee. The committee can also help you if you wish to make a complaint.

Service Quality and Complaints Commission:
commissariat.plaintes.comtl@ssss.gouv.qc.ca
Toll-free number: 1-844-630-5125

4 WELCOME **HOME!**



Your room is allocated according to your health needs, availability and, when possible, according to your preference. During your stay, the layout of your room may be modified to better meet your needs, should the state of your health evolve. A change of room or program may sometimes be necessary.

YOUR ADMISSION DOCUMENTS

During the admission process, we may ask you for the following documents:

- your health insurance card;
- your hospital cards from all institutions where you have a file;
- a list of your medications;
- a list of your scheduled medical appointments;
- if applicable, the power of attorney, the approved mandate or the curatorship ruling.

YOUR IDENTIFICATION

During the admission process, we will take a portrait photo for future identification purposes. We also encourage you to put a photo of yourself on the door of your room.

YOUR LIVING UNIT

Some facilities refer to “living units”, while others refer to “households”. Either way, this is the area that includes your room and common areas where you can spend time with other residents, your family, and your loved ones.

YOUR ROOM

To create a familiar environment, we encourage you and your loved ones to personalize your room according to your tastes. We encourage you to bring photos and other personal belongings. To respect the residential setting, we ask you not to post instructions, reminders or other items on the walls of the room. For this reason, we also take care to conceal any displays of a professional or administrative nature. If necessary, speak with your head nurse to find out where you can post such information.

To ensure your safety and that of our personnel, a professional assessment is needed before adding any furniture to your room. Please enquire with the care team if you need further information on this subject.

We ask that you avoid cluttering in your personal living space with too many objects or furniture. Please also note that space heaters and cooking elements are not permitted in the rooms.

▸ **Note: A checklist for your personal items and electronic devices is available in Appendix A.**



YOUR CLOTHING

We recommend that you bring clothes in which you are comfortable. You will need at least 14 days' seasonally appropriate clothing. Washable clothes that do not require ironing are best.

It is important to label every piece of clothing with your name. For information about labelling requirements for clothing items, please speak with your nurse.

If your mobility is limited, an occupational therapist will do an evaluation. If needed, adapted clothing may be recommended to make it easier for you to get dressed.

- **Note: A checklist for your clothing and accessories is available in Appendix B.**

LAUNDRY SERVICES

We also provide laundry services, so long as your clothing is labelled. We recommend clothing that can be machine-dried. Items requiring special care, such as wool garments, are the responsibility of your loved ones and must be maintained at your expense. A laundry room and detergent are also available free of charge. You can choose to have your laundry and clothing maintenance done off-site by your loved ones, at your expense. Regardless of the option you choose, all items of clothing must be clearly labelled with your name.

The facility also provides and maintains your basic linens. Bedspreads, quilts, and personal curtains are not only permitted but encouraged. They contribute to a feeling of comfort and belonging. However, those cannot be maintained by our laundry services.

YOUR PERSONAL CARE ITEMS

We provide the basic necessities and services for your personal hygiene: soap, shampoo, deodorant, body lotion, oral hygiene products, tissues, and certain incontinence products. However, you can bring the items and products you are used to using, if you prefer.

- **Note: A checklist for your personal care items is available in Appendix C.**



MONITORING MECHANISMS

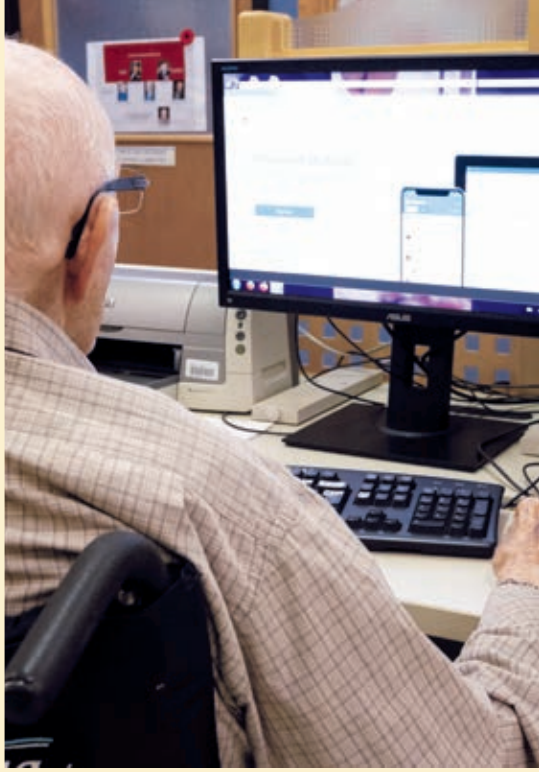
A resident in a residential and long-term care centre or an alternative home, or their representative, may install monitoring mechanisms in their room or private living area when justified by circumstances. Such mechanisms can only be installed to ensure the safety of residents or of their property.

However, the use of any monitoring mechanism must comply with the rules so as to respect the privacy of the individuals who are filmed or recorded. To this end, and to ensure that older adults have safe living environments, the Québec government has adopted the *Regulation respecting the terms governing the use of monitoring mechanisms by a user sheltered in a facility maintained by an institution operating a residential and long-term care centre or an alternative home.*

For more information, consult the site manager.







SERVICES AVAILABLE AT YOUR EXPENSE

Hair Care

Hairdressing services are available on site. The schedule and price list are available upon request. You can enquire at the nursing station.

Cable, Telephone, and Internet

Telephone, internet, and cable television are available free of cost in the common areas. To receive such services in your room, you need to contact the service provider directly. You are responsible for all installation costs and monthly charges.

Mail, Newspapers, and Subscriptions

It is important to let us know if you prefer to receive your mail in your room or to have it forwarded to a loved one. A mailbox is available for sending your personal mail. You are responsible for the postage costs. You can also ask for help at the reception desk.

If you wish to subscribe to certain newspapers and magazines, they will be delivered to your room. You are responsible for the subscription costs.

Specialized Foot Care

Toenail trimming is done by the care team on site. Should you need specialized foot care, the nurse in charge will speak with you and can help you to select a professional.

Other Private Services

You can receive services from service providers or professionals who do not work for the residential facility, such as massage therapists, acupuncturists, chiropractors, private escort services (e.g., companion), etc. You may receive these services either onsite or offsite.

You can find out about the terms and conditions related to these services by asking your accompanying orderly, the nurse, or the installation's administrative agent. It is important that you remember to notify us of your actions to ensure good coordination with the entire team.

- **Note: A checklist for your expenses and contributions is available in Appendix D.**

5 YOUR **COMFORT** & **WELL-BEING**



We make every effort to ensure an optimal quality of life here in your new home.

A CULTURE FOCUSED ON TREATING YOU WELL

Your well-being, dignity, fulfillment, self-esteem, inclusion, and safety are fundamental to our philosophy of care and our approach. We are committed to providing you with a living environment that is focused on treating you well. No violence, neglect, harassment, or abuse of residents or staff is tolerated. The establishment has adopted various mechanisms to support civility and combat mistreatment. They include policies and intervention procedures; training and awareness programs for residents, loved ones, service providers, and volunteers; and, frameworks governing the use of monitoring mechanisms. We encourage you to report any case of rude or abusive behaviour to the facility's manager.

A RESIDENTIAL SETTING THAT IS ALWAYS IMPROVING

Providing you with quality residential services requires that we regularly reassess and update the way we do things. Someone from the Ministère de la Santé et des Services sociaux will occasionally come to assess the facility. Their goal is to ensure the quality of care and services reflects the needs, preferences, and values of the residents and their loved ones. In addition to those visits, we also monitor the quality of care rigorously to ensure best practices are implemented and that we are meeting the ministry's standards for quality of care.

CONFIDENTIALITY

The contents of your medical file are confidential. No information contained in your file can be communicated to anyone without your permission or that of your legal representative. You and your representative have the right to consult your medical file at all times.

The form that authorizes the sharing of information from your medical file and the form requesting access to the file of a deceased user are available from the administrators. You must fill out the form and send to the institution's Medical Records Department, who will contact you.

Supporting documents may be required. No clinical information can be provided by telephone.

For all information concerning vaccinations, you must contact the Québec Vaccination Registry.

INTIMACY AND SEXUALITY

We recognize that all human beings need friendship, affection, and sexuality. We respect the privacy of your room and your right to intimacy by knocking on the door and waiting for your permission before entering. Please feel free to discuss these issues with your accompanying orderly or nurse if you wish to do so.

OUTINGS



You can plan outings for a meal or a night away with loved ones if your health permits. For your safety, you must inform the nurse of your residential unit of the day and time you will be leaving and returning. If you are going to be away from the facility for a few days, you must let your care team know a few days ahead of time. This will give them time to prepare your medications and inform others who provide your care. We will be happy to help you plan your outing.

Any transport costs are your responsibility. If you require adapted transport, we will provide you with the necessary information so that you can make the arrangements.

TOBACCO USE



For the health and safety of all residents and staff, and to comply with the *Tobacco Control Act*, smoking, vaping, and use of electronic cigarettes is forbidden in your room and the indoor common areas. The facility has a smoking room that is reserved for the residents. However, you must follow the rules in place regarding its use. For safety reasons, residents who require assistance to get to the smoking room must speak with the care team so that someone goes with them.

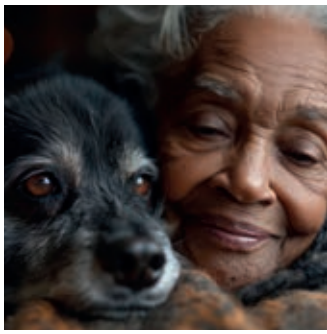
Outdoors, it is forbidden to smoke within 9 metres of the doors. We can help you in your efforts to quit smoking, should you wish.

ALCOHOL AND DRUGS



Moderate alcohol consumption is allowed. However, in certain cases you may need to discuss this with your physician to avoid any risk of drug interactions. Cannabis can be consumed, but only outdoors, and the 9-metre rule must be respected. The use of all illegal drugs is forbidden both indoors and outdoors on facility grounds.

PETS



Family members and loved ones can bring pets during their visits, both inside and outside the facility. However, the pets must be vaccinated, dewormed and housetrained. Out of consideration and for the safety of other residents, pets must remain in the room of the resident they are visiting. The pet's owner must remain with the pet at all times (which must be kept on a leash, if necessary).

TIPS AND GIFTS



Staff members welcome all verbal and written expressions of thanks and acknowledgment they receive from residents or their families. However, given the institution's policies, staff members must refuse any perks they may be offered in the course of their work. As such, individual staff members, volunteers, or interns cannot accept tips and gifts.

6

YOUR **SAFETY**

The facility is committed to providing a safe living environment for residents and staff. You can contribute to your safety simply by asking questions about the care and services that are available to you; by identifying yourself when medications or treatments are administered by staff; by keeping your environment free of objects that could lead to falls, etc.

Despite all the safety precautions in place, incidents and accidents may occur. In such cases, the facility must declare the events, analyze them, and, if necessary, make corrections to prevent the events from recurring.

EVERYDAY SAFETY

Your room has a call bell, usually located near the head of your bed. There are also call bells in the washrooms, in the living unit bathrooms, and in some common areas.

To ensure the safety of all, certain access doors are locked. Other measures include the entry doors limiting evening and night access and magnetized doors in the stairwells.



SAFETY IN YOUR ROOM

To keep the living environment safe, you cannot store or use the following items in your room:

- A kettle;
- A toaster;
- A microwave oven;
- A cooking element;
- A space heater;
- A clothes iron;
- Electric blankets or heating pads;
- Candles, lanterns, and sparklers;
- Household cleaning products.

A kettle, a microwave oven, and a toaster are available in the common areas. Should you wish to use other appliances, the head nurse can explain the rules in place at the facility.



KEEPING YOUR PERSONAL BELONGINGS SAFE

We ask that you don't keep valuables or large sums of cash in your room. Should you choose to do so, we cannot be held responsible for any losses.

For your regular expenses, we recommend you open a trust account. This will save you from having to keep significant sums of money in your room while giving you some financial autonomy. You can withdraw money from the account to pay for your day-to-day expenses (hair care, foot care, activities, outings, etc.). The long-term care facility will administer the money for you and will send you a statement of account upon request.

PREVENTING INFECTIONS

To protect residents and ensure the quality and safety of care, the long-term care centre is committed to implementing surveillance, prevention, and infection control measures. All staff have a responsibility to adopt safe practices. You and your loved ones have a vital role to play in preventing the spread of infections. We ask that you wash your hands before and after meals as well as when leaving your room. Antiseptic gel dispensers are also available within the facility. We also ask that you respect all isolation measures when they are in effect.

PREVENTING AND MANAGING PARASITES

To avoid the spread of parasites, it is strongly suggested that perishable food not be stored in your room.

PREVENTING FALLS

Here are some practical tips for preventing falls:

- Wear shoes that are closed in the back;
- Wear your glasses and hearing aids;
- If you need a walking aid (such as a cane or a walker), make sure to use them whenever walking;
- Use a walker and apply the wheelchair brakes. Support yourself before getting in or out of it;
- Use the support rails when transferring from one position to another;
- Keep your room uncluttered.

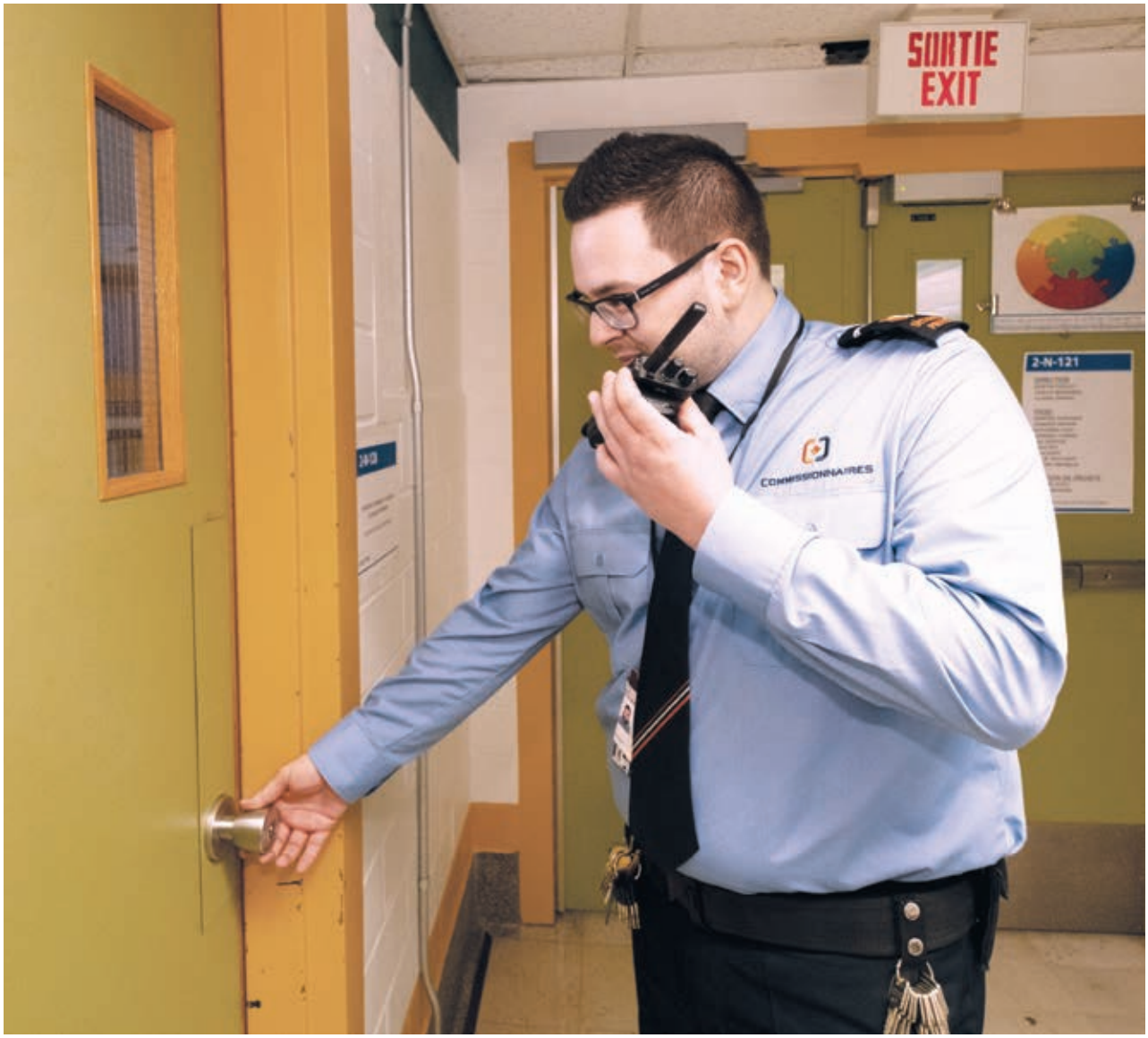
EXCEPTIONAL USE OF RESTRAINTS

The use of control measures is exceptional and a last resort. They must be approached in the same way as any specific health treatment or other clinical intervention would be. There are rules and procedures governing their use, follow-up, and reassessment. We prefer to use alternative measures and non-pharmacological approaches. If you have any questions, you can speak with your team. They will provide you with a pamphlet that provides the details.



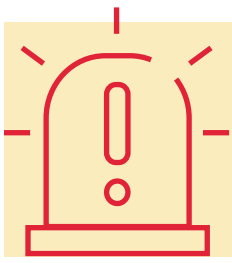






THE EMERGENCY PLAN

The facility has an emergency plan. The staff are trained to act in such situations. In the case of an emergency, keep calm and follow the instructions given by the staff.



In an emergency:

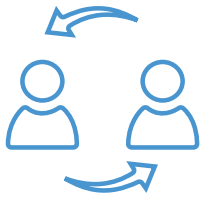
1. Listen to the message
2. Follow the instructions given by the staff
3. Do not hide
4. Go see a staff member of the facility

Each room in the facility is equipped with a fire alarm system and smoke detectors. The building has a complete network of sprinklers, and portable fire extinguishers are available in the living units. These systems are inspected annually to ensure their reliability and to ensure the safety of the premises.

Evacuation plans showing the exit route are posted on the walls of the facility at specific locations. A fire evacuation drill may take place during your stay.

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THE BEST OF CARE
UNTIL THE END



Shortly after your admission to the CHSLD or alternative home, you or your representative will need to have an important discussion with your physician concerning levels of care. Levels of care can be used as decision-making aids when planning a comprehensive care plan that evolves along with your health, desires, and preferences. Levels of care describe the relevant interventions that respect your choices and are medically appropriate. Levels of care are reviewed annually. You can also request changes to your levels of care at any time.

Level A (or 1): Prolong life with all necessary measures;

Level B (or 2): Prolong life with some limitations to care;

Level C (or 3): Ensure comfort as a priority over prolonging life;

Level D (or 4): Ensure comfort without prolonging life.

Any competent adult who is capable of consenting to care can use advanced medical directives to indicate whether or not they consent to medical care that could be required by their health condition, should they become incapable of giving consent to care. The physicians and nurse can give you and your family or your representative more information about this if needed.

End-of-Life Support

The support of your loved ones can be helpful at this stage of life. The nurse, spiritual care worker, social worker, or other significant person can also accompany you and your loved ones, if you wish. For more information or to access their services, please speak with a nurse.

Palliative and End-of-Life Care

A multidisciplinary team that is considerate of your needs and those of your loved ones will offer you palliative and end-of-life care when the time comes. Their dedicated, humane and compassionate approach ensures everything will be done to make you comfortable and to preserve the best possible quality of life, while also respecting your values, wishes, and choices. To learn more about the conditions related to continuous palliative sedation or medical assistance in dying, please speak with your nurse and your physician. They will be able to guide you.

Timeframe for Vacating the Room

We ask that the loved ones of the deceased person ensure that room is vacated within 24 hours. We understand that this is a short timeframe, and that this is a very emotional time. We set the 24-hour delay taking into consideration the support provided prior to the death of your loved one and our responsibility to provide the promptest possible care and services to those waiting for a place in a residential care facility.

CONCLUSION

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We are very happy to welcome you to your new living environment. We will do everything we can to help make your transition as smooth as possible.

Please consult with your head nurse or any other staff member if you have any questions or concerns.

PARTNER FOUNDATIONS

Some residential facilities also have a foundation. Feel free to ask for a manager for information if you would like to find out more about the foundations.

A number of partners support the services provided in residential and long-term care facilities. These include the Grace Dart Foundation, which proudly supports seniors across the Greater Montréal Area. Their funding focuses on projects that address the developing needs of our aging population. To learn more about the Foundation and the range of programs it funds in the community, visit fondationgracedart.org. The Grace Dart Foundation funds initiatives at all residential and long-term care facilities within the CIUSSS de l'Ouest-de-l'Île-de-Montréal territory.

We are very grateful to all our partner foundations for their support.







GLOSSARY

To ensure the content of this guide is clear for you, we feel it is important to define some of the terms used:

Resident: A person living in one of the residential and long-term care facilities of the CIUSSS de l'Ouest-de-l'Île-de-Montréal. The term *resident* is synonymous with *user*, *beneficiary*, *patient*, and *client*.

Representative: The person who acts as the legal representative of the resident.

Staff/Service Providers/Employees: Anyone who directly or indirectly provides services to the population of the CIUSSS de l'Ouest-de-l'Île-de-Montréal, including members of the board of directors, managers, professionals, practitioners, support staff, trainees, volunteers, and all related persons (partners) with or without a contract at CIUSSS de l'Ouest-de-l'Île-de-Montréal.

APPENDIX A

CHECKLIST
AUTHORIZED PERSONAL ITEMS AND ELECTRONIC DEVICES

To create a familiar environment, you and your loved ones are encouraged to personalize your room according to your tastes.



AUTHORIZED PERSONAL ITEMS AND ELECTRONIC DEVICES

- ☐ Decorative items (artwork, photos, trinkets, stuffed toys, cushions, small plants)
- ☐ A chair or lounger
- ☐ A bedspread or quilt for a single bed (not electric)
- ☐ A blanket (Polar® fleece) (not electric)
- ☐ A small battery-powered clock
- ☐ A telephone and computer
- ☐ A television (confirm the dimensions with the head nurse)
- ☐ A CD/DVD-player, radio
- ☐ A fan
- ☐ A small refrigerator (maximum dimensions: 20 x 34 inches, 51 x 86 cm, upon approval by the head nurse and Technical Services)

Should you wish to bring other items, the head nurse can provide the rules in place at your facility. All items must meet safety and hygiene standards.

APPENDIX B

CHECKLIST
CLOTHING AND ACCESSORIES

We recommend that you bring comfortable clothes for all seasons. You should have enough clothing for at least 14 days. Washable clothes that do not require ironing are ideal.



CLOTHING	ACCESSORIES
☐ Sweaters*	☐ Socks
☐ Shirts or blouses*	☐ Shoes or sandals that are closed in the back and washable, with non-slip soles
☐ Dresses or skirts*	☐ Slippers that are closed in the back and washable, with non-slip soles
☐ Pants	☐ Boots with non-slip soles
☐ Jackets	☐ Shawls
☐ Undergarments	☐ Hats, scarves, gloves
☐ Pyjamas or nightgown*	☐ Belts or suspenders
☐ A bathrobe or dressing gown	☐ Jewellery of nominal value (watch, necklaces, bracelets, etc.)
☐ Winter and spring coats	

*Adapted if needed: Adapted clothing is specially made to meet the needs of certain residents whose mobility is limited, and is intended to make dressing easier.

APPENDIX C

CHECKLIST
PERSONAL CARE ITEMS

We provide the basic necessities and services for your hygiene and personal cleanliness: soap, shampoo, deodorant, body lotion, oral hygiene products appropriate to the resident's profile, tissues, and certain incontinence products.



NOT PROVIDED	PROVIDED
	If there are products or personal items you prefer using, you can bring your own.
☐ Reading glasses and sunglasses	☐ Tissues
☐ Eyeglass case	☐ Toothbrush or denture brush
☐ Hearing aids (with case, batteries, instruction manual, and cleaning kit)	☐ Toothpaste, denture cleaner, mouthwash
☐ Hairbrush or comb	☐ Denture case
☐ Electric razor	☐ Soap and soap dish
☐ Aftershave lotion	☐ Shampoo
☐ Nail clippers	☐ Deodorant
☐ Nail file (emery board)	☐ Moisturizer
☐ Beauty products	
☐ Perfume	

APPENDIX D

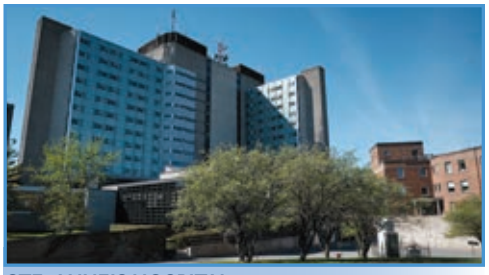
CHECKLIST
EXPENSES AND PAYABLES

Under the *Act respecting health services and social services*, persons residing in a long-term care setting must contribute to the cost of their accommodation. In essence, just as with people living at home, those in residence must cover the expenses related to their lodging and their food.



SERVICES AND ARTICLES PROVIDED FREE OF CHARGE	THERE IS A CHARGE FOR THESE ARTICLES AND SERVICES
☐ Medical and nursing care, assistance, and rehabilitation, social services and activity coordination	☐ Clothing and personal care items
☐ Medications listed in the manual of the *Régie de l'assurance maladie du Québec*	☐ Medications not listed in the manual of the *Régie de l'assurance maladie du Québec*
☐ Medical and surgical supplies	☐ Personal items and furnishings (radio, television, lounger, etc.)
☐ The services and items for basic personal hygiene and cleanliness (soap, shampoo, toothbrush, etc.)	☐ Costs related to your personal telephone, cable television, or Internet service
☐ Basic linens (bedding, towels, wash cloths, etc.)	☐ Dry cleaning, pressing, and laundry services from outside the facility
☐ Washing and normal maintenance of your clothing and your linens	☐ Hair care, tailoring, and nail care services
☐ All equipment used for therapeutic purposes	☐ Newspapers and magazines
	☐ Meals ordered from outside the centre

YOUR PERSONAL NOTES



STE. ANNE'S HOSPITAL



CHSLD DES BERGES-DE-LACHINE



CENTRE D'HÉBERGEMENT DENIS-BENJAMIN-VIGER



CENTRE D'HÉBERGEMENT DE LACHINE



Crédit : Résidence Le Vivalis

CHSLD STILLVIEW



CENTRE D'HÉBERGEMENT NAZAIRE-PICHÉ



DORVAL ALTERNATIVE HOME



RESIDENTIAL UNIT AT THE HÔPITAL DE LASALLE



CENTRE D'HÉBERGEMENT DE DORVAL



CENTRE D'HÉBERGEMENT DE LASALLE



GRACE DART EXTENDED CARE CENTRE

Ste. Anne's Hospital
305 Boul. des Anciens-Combattants
Sainte-Anne-de-Bellevue (Québec) H9X 1Y9
Telephone: 514-457-3440 or 1-800-361-9287

Centre d'hébergement Denis-Benjamin-Viger
3292 Rue Cherrier
L'Île-Bizard (Québec) H9C 1E4
Telephone: 514-620-6310

CHSLD Stillview
300 Stillview Avenue
Pointe-Claire (Québec) H9R 0A1
Telephone: 514-694-4141

Dorval Alternative Home
875 Dawson Avenue
Dorval (Québec) H9S 1X4
Telephone: 514-633-1545

Centre d'hébergement de Dorval
225 Avenue de la Présentation
Dorval (Québec) H9S 3L7
Telephone: 514-631-9094

CHSLD des Berges-de-Lachine
3320 Rue Notre-Dame
Lachine (Québec) H8T 1W8
Telephone: 514-634-3993

Centre d'hébergement de Lachine
650 Place D'Accueil
Lachine (Québec) H8S 3Z5
Telephone: 514-634-7161

Centre d'hébergement Nazaire-Piché
150 15th Avenue
Lachine (Québec) H8S 3L9
Telephone: 514-637-2326

Residential Unit at the Hôpital de LaSalle
8585 Terrasse Champlain
LaSalle (Québec) H8P 1C1
Telephone: 514-362-8000

Centre d'hébergement de LaSalle
8686 Rue Centrale
LaSalle (Québec) H8P 3N4
Telephone: 514-364-6700

Grace Dart Extended Care Centre
5155 Sainte-Catherine Street Est
Montréal (Québec) H1V 2A5
Telephone: 514-255-2834

Centre intégré universitaire de santé et de services sociaux de l'Ouest-de-l'Île-de-Montréal

Québec