

Welcome guide for residents and their loved ones

Living environments

WELCOME GUIDE



santemonteregie.qc.ca/ouest

Centre intégré
de santé
et de services sociaux
de la Montérégie-Ouest





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Welcome to your new living environment!

This guide contains all the information you need to familiarize yourself with your new living environment and settle in comfortably. Feel free to speak to the receptionist, your nurse, or your patient attendant-companion if you have any questions or need more information.

Our approach is based on the [Politique d’hébergement et de soins et services de longue durée \(PHSSLD\)](#) of the Ministère de la Santé et des Services sociaux (MSSS) and on the [Politique nationale pour les personnes proches aidantes – Reconnaître et soutenir dans le respect des volontés et des capacités d’engagement \(gouv.qc.ca\)](#).

The residence evolves and adapts to your various needs, helping you to feel at home, maintain relationships with your loved ones, and remain an active member of society, all while having access to the healthcare you need. We want you to be able to live a life that’s aligned as closely as possible with your background, life experiences, values, preferences, culture and language.

We hope you enjoy your new home and that it meets your needs. To make sure you thrive, we will make every effort to provide you with a pleasant environment that is adapted to your condition.

Welcome home!
The entire team of the Direction des services d’hébergement pour les aînés et les personnes en perte d’autonomie (DSHAPPA)

Insert for informal caregivers

This guide was created to make it easier for the resident to settle into their living environment. It is also a very useful tool for loved ones: in the inserts marked with this icon, you will find information specifically for you. Wherever this icon appears in the guide indicates times when your participation would be especially appreciated (based on your wishes and availability).





Your arrival



Your arrival

The admission process



When you arrive, you will be asked for the following documents:

- ☐ Health insurance card, hospital cards, and social insurance number;
- ☐ Void cheque;
- ☐ Financial information, if relevant, bank book, notice of assessment, proof of insurance, funeral prearrangements, proof of homologated protection mandate, tutorship, or copy of non-homologated protection mandate;
- ☐ Advance medical directives (AMD).

You will also be asked to provide the names of your father and mother. You will need to provide the name of a contact person, along with their phone number and address. This person will be your main informal caregiver and the liaison with the residence, in order to simplify communications between staff members and your loved ones.

Did you know you are still an informal caregiver even if your loved one is living in a residence?



Anyone who provides support to a member of their immediate circle who has a permanent or temporary disability—no matter where they live or what type of support given—is considered an informal caregiver. Since this support must be freely given, informed, and revocable, you may adjust your level of involvement over time (based on your wishes and availability) by informing the care team.

We will also need your list of emergency contacts. It is important to inform us during your stay if there is a change in your legal representative.

Resources for you



Moving a loved one into a residence can be challenging. It is normal to experience a wide range of emotions—and to need time to adjust to this new situation. The Caregiver Support Helpline is available at 1-855-852-7784 if you need to talk to someone.

Don't forget to change your address. These are usually the main changes needed:

- | | |
|---|--|
| ☐ Old Age Security program and Government of Canada; | ☐ Financial institution; |
| ☐ Québec Pension Plan and Government of Québec; | ☐ Newspapers; |
| | ☐ Telephone; |
| | ☐ Any other subscription. |

If you would like to subscribe or sign up for any other service, you are responsible for taking the necessary steps, i.e., contacting the provider directly and paying the associated costs.

If possible, we suggest you give your main informal caregiver's address as your billing address for any services, to make sure your bills are paid on time.

The monthly contribution

Once you have been admitted, we will calculate your temporary financial contribution. It will then be calculated based on your financial situation and the standards set out by the Régie de l'assurance maladie du Québec (RAMQ). This contribution is reassessed regularly. It is payable on the first of each month, for the current month. We encourage you to set up preauthorized payments. Your first contribution is due on the day you move in. Initially, it will be calculated based on the number of days of occupancy during the month. You will not be charged for the day that you leave the residence.

If you have any questions about payment methods, the nurse can give you more information.

Your life story

Each resident has a unique life story. And the staff want to know more about your story as this will help them to better understand your needs, wants and interests. Either before you arrive or just after you are admitted, you will be asked to fill out a form describing certain aspects of your life. The information you give us will be passed on with all due respect to the workers concerned, so they can better meet your needs.

The **“Life story” form** is an important tool for our care team. We would appreciate your cooperation in filling it out completely, since even a small detail can make a big difference for your loved one.



Your private space (room) assignment

Depending on the residence, private spaces may be rooms or apartments, and be **private or semi-private** (shared by two people). Private spaces are assigned based on availability and the specific needs of residents, who are assessed by the staff.

Private spaces are grouped by floor or unit. Some units are reserved for residents with special needs. Depending on how your needs or the unit evolves, we may move you to another private space, either at your request or to better meet your needs or those of another resident. In that case, your nurse or unit manager will explain the reasons for the move to you and your main informal caregiver. Rest assured that we will consult you as we try to find the best possible solution for you.

During admissions, room transfers and departures, you may be asked to help move your personal belongings. Private spaces do not become available often, and we need to act quickly to accommodate people on the waiting list.

Hospital stays and temporary absences

In the event you need to be treated at or admitted to a hospital, you and your family will be consulted about the process. If you need to be admitted for a short-term hospital stay, we will keep your private space (room) for you while you are away. However, you will still have to make the payments.

Outings

We ask that you let the nurse know if you will be absent for a meal, an appointment or an outing. If you are planning to leave the residence, please **let us know 24-48 hours in advance** so we can make the necessary arrangements (medication, special needs, etc.). Note that the residence does not cover the cost of transportation for personal outings. However, we can help you make the booking if needed. You can also ask your nurse about paratransit, if the service is available in your area.

Visitors

We try to make the residence as welcoming as possible for you and your loved ones. You are allowed to have visitors at any time. For security reasons, the front door is locked during evenings, holidays and weekends. However, your visitors are always welcome; they simply need to ring the bell and identify themselves. Depending on your condition, they can request a key card from the unit manager.

Visitors can have meals with you (at their own expense) during the dining room opening hours.

You can speak to the receptionist about reserving certain rooms to visit with your loved ones. And during the summer, you are welcome to use the outdoor patios. During the winter, we encourage visitors to bring indoor shoes or use boot covers to keep our floors clean and safe.

You can **reserve a room** in the residence for special occasions or family gatherings. Ask a staff member or a nurse for more information.



Companions and care attendants

All residents receive the care they need. However, your family may want to hire (at their own expense) a companion to keep you company, spend extra time with you, and keep you busy and stimulated. If you are considering this option, talk to your unit nurse first, who will figure out what you need and help make the arrangements.

CISSS de la Montérégie-Ouest employees are not allowed to work as private companions. Our insurance company (which covers us for workplace accidents) also prohibits our workers from performing tasks with family members who are not trained. Your family members are allowed to provide care and perform tasks, but not with our employees. Our team is authorized to provide training to family members who request it.

If you would like to help provide care or do tasks for your loved one, feel free to speak to the unit manager and request the proper training. You can choose to be involved less (or not at all) over time, depending on your wishes and availability.



Pets

To help create a homey atmosphere, family members are allowed to bring small pets to the residence. These animals must be kept on a leash or in a cage. For health and safety reasons, we ask that all pets be registered and remind visitors to bring up-to-date vaccination records with them. Certain admission criteria must be met in order for your loved ones to bring a pet. You can make an appointment with the unit manager to discuss this.

Parking

As an incentive for your loved ones to visit, we offer free parking for regular visitors, depending on daily traffic.

If you would like free parking, please fill out the form available at reception.



Fees may apply for occasional visitors without a parking permit. The first two hours are free for visitors.

Interdisciplinary meeting and intervention plan

Within 4-6 weeks of your arrival, you will be invited to attend a meeting with some of your care providers to create an intervention plan that reflects your needs and personalized services. Your contact person can join you or stand in for you at the meeting. After that, your condition will be reassessed once a year or as needed.

What is an intervention plan?
An intervention plan is an agreement between you and your care providers to prioritize the actions needed to meet your needs.

If you cannot attend this meeting, we encourage you to review your loved one's intervention plan.



Partnership approach with residents and their loved ones

The concept of the resident-partner stems from the partnership approach with the user and their loved ones. This approach is embraced in all residences where care and services are offered.

Partnership approach with residents and their loved ones (cont.)

The goal of this approach is to combine the knowledge of the resident and that of their loved ones (their experience, point of view, needs, etc.) with the knowledge of the professionals who provide or plan the services.

By considering residents' specific conditions and abilities, this approach aims to **improve their well-being, while taking into account their needs and those of their caregiver.**

It is a practice that supports the continuous improvement of services. You can play your part by participating in your own intervention plan.

If you are interested, you can also get involved as a partner for the entire residence or organization. If so, please speak to the residence director.

Your departure

Given the long waiting list for housing, all new residents must be admitted within 48 hours of a private space becoming available.

At the end of your loved one's stay, **you will have 24 hours** to move out their personal belongings so we can get the space ready for the next resident.

If you are unable to meet this deadline, please speak to the unit manager so arrangements can be made for the personal belongings, failing which we will dispose of them in accordance with our policy.



Your environment



Your environment

Furnishing and decorating your private space (room)

The private space comes furnished (bed, dresser, nightstand, and armchair) and includes basic amenities. Feel free to personalize your private space so you can feel more at home.

How?

With objects that reflect your interests, passions, hobbies and tastes: knickknacks, framed artwork, washable blankets and bedspreads, curtains, family photos, projects, sports, music, nature, cards, board games, knitting, paintings, woodwork, TV, radio, newspapers, magazines.

If possible before you arrive, speak to the unit manager to find out about the safety and maintenance rules. Fireproof fabric is recommended for curtains. Residents and their families are responsible for the upkeep of curtains and bedspreads.

For safety reasons, please notify the unit manager of any changes to the layout of the furniture, any special requests, and any new furniture added to the private space.

To comply with health and hygiene regulations—and for your safety and that of the staff—we ask that you keep your private space free of clutter. **Furniture upholstered in leather, imitation leather or vinyl is encouraged for cleaning purposes, and for maintenance and prevention reasons.** We cannot store furniture or accessories on site.

If your health condition deteriorates, we may need to rearrange your private space or remove pieces of furniture (with your input, of course). This is for your safety and that of our staff, and to make sure you receive the best possible care.

If you want to hang a picture in your private space, speak to your unit manager. You are fully responsible for the repair and upkeep of your belongings, furniture, appliances and electronics.

The technical services team is available to hang decor on the walls in your room. Do not make holes yourself or use tape on the walls.

Refrigerator

If you would like a mini fridge in your private space, you must make a request to the unit manager. Technical services will be consulted, and some requests may be refused. You are responsible for purchasing and maintaining the refrigerator.

Television

Televisions are available in some common rooms. If you want a TV in your room, you must call your local cable provider to subscribe to the service (at your own expense). There will be a wall bracket in your room to install your TV.

Important

Please note the following information:

- Flat screen TVs are limited in size to 42 inches and will be wall mounted. Very small TVs ($\pm$ 19”) can be installed on a tabletop stand, with approval from a maintenance worker.
- The residence will supply the wall bracket and install it in your private space (in an appropriate location).
- If you or your contact person want to take the TV when you leave, you must do so within 24 hours. You are responsible for contacting the cable provider to have the cable disconnected. The wall bracket belongs to the residence; please leave it in place.

Telephone and internet

If you want a phone or internet in your private space, you must arrange for the service and pay the installation and monthly fees. Telephones for the hearing impaired and other special devices are available for rent.

We suggest you give your main informal caregiver’s address as your billing address for any services, to make sure your bills are paid on time.

WiFi will gradually be made available to our residents and their informal caregivers. Please ask reception if free WiFi is available.

There is a courtesy phone available in each residence, but any long-distance charges will be billed to you. In specific units, we recommend you discuss this with the unit manager.

You can also book a video call (Messenger, Zoom, Skype). Let the entertainment/recreational staff know in advance, and they can help you as needed.

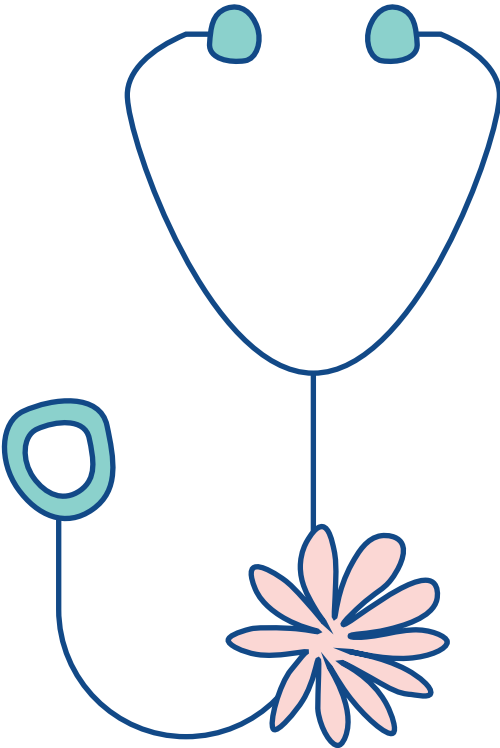
Air conditioning

In early April, a memo will be sent out to residents or family members reminding them to submit their request for an air conditioner. Full details will be provided in the memo. You must submit the request to reception by the deadline. If you do not want an air conditioner in your room, the residence has air-conditioned common areas that you can use during heat waves.

Painting

The colours in your private space have been carefully chosen to create a cohesive look within the residence. If it needs to be repainted, an evaluation will be carried out. The walls will then be repainted on a priority basis.

Care and services provided



Care and services provided

Our team, made up of **professionals from various disciplines**, is qualified to assess your needs. The team includes:

- Doctor
- Occupational therapist
- Physical rehabilitation technician / Physiotherapist
- Social worker
- Nutritionist
- Dietitian
- Nurse
- Specialized nurse practitioner
- Pharmacist
- Psychoeducator
- Nurse – palliative care consultant
- Respiratory therapist
- Recreation technician
- Special education technician
- Kinesiologist
- Spiritual care professional
- Dental hygienist
- Auxiliary nurse
- Unit attendant
- Patient attendant

Personal hygiene

Some personal hygiene items may be available depending on the residence, such as:

- Tissues on the unit
- Toothpaste, mouthwash and toothbrush
- Body lotion
- Deodorant
- Denture cleaner and case
- Soap and shampoo

We use products purchased from a supplier. If you prefer another brand, you must purchase them at your own expense.



We recommend the following items, depending on your needs:

- ☐ Razor (labelled)
- ☐ Nail clippers
- ☐ Shaving gel and aftershave lotion
- ☐ Lip balm
- ☐ Mirror, comb and brush
- ☐ Tongue scraper
- ☐ Denture adhesive
- ☐ Conditioner

For safety reasons, we may issue recommendations on how to store certain items.

In addition to your daily partial bath, you will receive two full baths (tub, shower, or sponge bath) each week.

Nursing and assistance services

The care team is made up of a unit manager responsible for coordinating care and overseeing quality, and a nurse who works alongside the auxiliary nurses and patient attendants. Other members may be added to the core staff. Please note that nursing care and assistance are available **24/7**.

The care team is there to support and help you with your activities, based on your choices, preferences and needs. You have the right to request that your personal hygiene care be provided by a person of the same sex. We will make every effort to accommodate your request, subject to staff availability.

When you arrive, you will be introduced to a patient attendant-companion. This is the person appointed to accompany you during your stay. It is usually the patient attendant assigned to your sector or their replacement.

Nursing and assistance services (cont.)

Your patient attendant-companion will pass on all relevant information about you to the care team. They will also direct information requests from loved ones and residents to the right people. Their close relationship with you makes them an essential player when it comes to making decisions that are aligned with your needs, values and beliefs, and lifestyle habits.

They understand and draw on your life story to make sure the care and services you receive meet your needs and expectations and are as personalized as possible. The patient attendant-companion encourages your loved ones to visit and get involved. They make sure your environment is safe and stimulating.

Medical services

Regular medical visits are provided on site to make sure your condition is monitored, as needed. We have a team of doctors **on call 24/7**.

If you need to see a specialist, the nurse will make the appointment, arrange for transportation (with you or your loved one), and decide whether you need to be accompanied by a family member or a volunteer. The residence covers certain transportation costs when a medical prescription is involved. As needed, speak to the care team. Doctors may charge for filling out certain forms; we will let you know if this is the case.

If you are interested and available, you may accompany your loved one to their medical appointments or other examinations.



Pharmacy service

We offer a pharmacy service. Its responsibility is to supervise the safe use of medications at the residence and oversee the preparation and dispensing of medications. Medications prescribed by a doctor are provided and paid for by the residence, provided they appear on the RAMQ’s list of medications. Speak to your doctor before taking any drugs, alcohol, tobacco products, natural products, or over-the-counter medications, as they may interact with your regular medication.

Rehabilitation service

In conjunction with the care team, this service helps you to stay independent for as long as possible. The occupational therapist will assess your activities of daily living (transfers, hygiene, using the toilet, moving around) and provide solutions adapted to your physical or cognitive deficits. They can also provide you with any equipment or aids you may need.

The physical rehabilitation technician or physiotherapist assists with implementing the capacity maintenance plan. Rehabilitation services require a prescription from a doctor or a referral from the interdisciplinary team.

Social services

Social services require a referral from the interdisciplinary team or a professional. The social worker can help the resident and their family to adapt to their new environment or any other difficult situation.

They can also act as a liaison between the family and the residence. They can support the resident and their family through the process of instituting a protective supervision regime, homologating a protection mandate, defending their rights, moving to a new residence, or preparing for death.

Food and clinical nutrition services

Meals are prepared according to the Canada’s Food Guide and the needs of our residents. A food policy is in force at the CISSS de la Montérégie-Ouest. The **menu cycle** is based on the preferences expressed by our residents, through the admission questionnaire, various committees and comment sheets. It is important to let us know about your eating habits. This information will help us to incorporate more foods that you enjoy.

Food and clinical nutrition services (cont.)

Menus are posted on the units and in the dining room. Meal replacements are also available. Depending on your condition or personal preference, meals can be served in your private space, on the unit or in the dining room. Snacks are served in the afternoon and evening, but if you're hungry, food is always available. In the interest of improvement, meal satisfaction surveys are available, and your comments are always appreciated.

You can ask to meet with a food service worker at any time for help adapting your menus to suit your needs. You can speak to your nurse to arrange follow-up.

You may bring meals from outside to have with your loved one, although they must be eaten immediately. We ask that you follow the safety measures in the nutrition therapy plan and respect the textures and consistencies recommended for residents' food and beverages. For health and safety reasons, do not give or share a meal or snack with your loved one or another resident without permission from the nurse in charge.



Microwaves are available in the kitchenettes on the units. Please note, however, that we cannot store meals from outside in the food service or kitchenette refrigerators.

You are always welcome to come share a meal with your loved one. If you would like a meal prepared by food services, please speak to the unit manager to make arrangements and find out the current rates for your residence.



Nutritional assessment and intervention services are available to best meet your needs.

Oral care

The dental hygienist performs cleanings and screens for oral diseases. They assist the staff with dental, oral and denture hygiene. They make recommendations as needed and help the dentist to follow treatment plans. They also help to identify dentures. Fees may apply for dentist appointments. Speak to the nurse for more information.

Entertainment/recreational services

In the days following your admission, a member of the entertainment/recreational team will meet with you to learn more about your tastes and interests, and to tell you about the different activities available. The schedule of weekly and special activities is given to you at the beginning of each month.

With the help of a team of volunteers, contract workers, community partners, loved ones and care teams, the recreational management and intervention technician plans a variety of social, recreational and therapeutic activities. Activities are done in groups or individually in a common room, an activity room or a resident's private space. If you would like to borrow recreational equipment, please contact your recreational worker.

You are always welcome to participate in activities with your loved one. At most residences, materials are also available for one-on-one activities with your loved one.



Specialized education

A specialized education service is available for residents who require interventions tailored to their cognitive or behavioural condition. The specialized educator completes an intervention plan and provides programming on these units. They are also available on an ad hoc basis to work with certain other special-needs residents in the other units.

Spiritual care

The spiritual care service provides moral and spiritual support with the utmost respect for your religious beliefs, values and convictions. Individual meetings are available on request.

We regularly hold mass, offer communion, and organize religious or spiritual activities. A memorial service is held each year for residents who have passed away; loved ones are invited to attend. The mass schedule and the spiritual care worker’s hours are listed in the activities calendar. If you are not Catholic, please speak to us about arranging a visit by a minister of your faith.

Volunteers

Our volunteers are very involved at our residence and play an important role in improving your quality of life. Their invaluable help, generosity, availability and creativity make it possible for us to offer a wide range of activities. They work alongside the staff to provide a warm welcome and personalized service. They also help run activities organized by the entertainment/recreational and spiritual care services.

If you or anyone you know would like to become a volunteer, you can submit an application to the entertainment/recreational service at your residence.

Laundry service

Bedding and linens

The residence provides the following items:

- Washcloths
- Towels
- Sheets and pillowcases
- Mattress pad (as needed)
- Blankets

Laundry service for residents

There are two laundry options available:

OPTION 1 Laundry done by the residence

Weekly service includes:

- Washing (clothing and undergarments)
- Drying
- Folding
- Delivery on hangers (dresses, skirts, shirts or blouses, pants and jackets)

We recommend you buy clothing that can go in the dryer. Laundry is done once a week. We recommend having enough clothes **for 10 days**, and rotating clothes seasonally to avoid cluttered closets. For safety and infection prevention reasons, we do not accept wool-covered hangers.

The following services are excluded from the free laundry and maintenance service offered by the residence:

- Labelling
- Dry cleaning
- Drying flat
- Ironing
- Mending, alterations and repairs
- Use of special products
- Delicate or hand-washing
- Washing of personal items (textiles that are not clothing) such as: hard-sole slippers, blankets, duvets, throws, personal curtains, stuffed animals, etc.
- Storage of seasonal clothing

Labelling

In order for the residence to wash and return your personal clothing, it must be labelled (to ensure nothing is lost). As stated in the policy and procedure on protecting personal belongings and managing claims, the residence will only reimburse you for lost clothing if it was labeled.

You must therefore make sure all your clothing (and any new items added to your closet) is properly labelled with your name. Clothing will not be labelled by the residence, and you must pay for your own labels. To find out about the labelling procedure, speak to the receptionist.

OPTION 2
Laundry done by family or caregiver

Your personal clothes can be laundered at the residence, if the washer and dryer are available. Please speak to a member of the unit staff. A family member or the informal caregiver is responsible for doing the laundry.

If you decide to do your loved one’s laundry, you will always have the option to return to option 1. You may also decide to mend and store your loved one’s clothing at the end of each season to avoid cluttered closets.



Adapted clothing

Your health condition may require you to wear special items of clothing. These are designed to improve your comfort and make dressing easier. The nurse will explain the clinical reasons why you are being asked to purchase these items.

At your request, we can give you the names of companies that sell these items or that can adapt your existing clothes.

Housekeeping and maintenance

Our housekeeping and maintenance staff keep the residence clean and safe on a daily basis.

Cleaning of your private space (room)

The staff will clean your private space on a regular basis (and disinfect as needed).

- A full cleaning is done once a week;
- A daily check is done to address and fix any problems;
- You or your family members must keep your closets and dresser clean and tidy;
- A deep cleaning is done annually; you and your family members are encouraged to participate to confirm whether all your personal belongings, accessories and clothing are still being used/worn.



Administrative services - Trust

We recommend that you keep some money in a trust account for the services not covered by your rent, such as hairdressing, foot care, activities, outings, etc. The residence can manage this money for you and send you a statement on request. This service is free.

Hairdressing/foot care service

Hairdressing is available, at your own expense. Speak to your nurse to make an appointment. Basic foot care services are provided by our staff.

If you require additional services, we can give you a list of providers. However, you must pay for these services yourself. We recommend paying for them with your trust account.

Mail service

Mail is delivered to your private space daily. You can subscribe to newspapers, magazines, books and more (at your own expense); they will be delivered with your mail. Speak to the receptionist.

Foundation

All of our residences work with a foundation to optimize the care and services provided and improve the quality of our residences. You will find a pamphlet about the foundation linked to your residence in the display at your residence.

Palliative and end-of-life care

Palliative care is available at all times, for all residents of our long-term care centres who have an incurable disease. Palliative care will be provided at your own residence until your death. When the time comes, the team that has been with you since you were first admitted will provide personalized, end-of-life care.

Our interdisciplinary team provides a palliative approach in collaboration with the doctor, nurse, patient attendant-companion, members of your adaptation team, social worker, spiritual care staff, and volunteers. Your loved ones will always be welcome, and our entire team will ensure your needs are met.

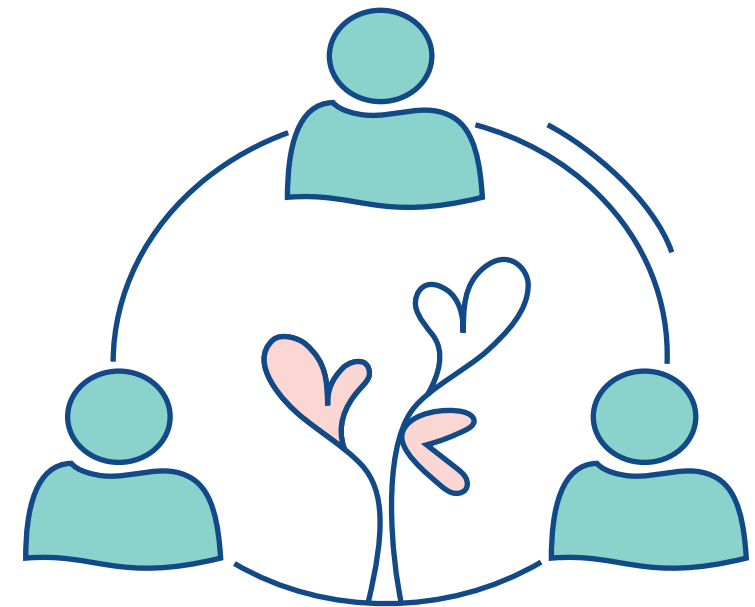
Your healthcare wishes: Many health events can happen over the course of a lifetime. It is important for your new care team to be aware of your healthcare wishes. Your team will speak to you and develop a care plan that aligns with your wishes. The residence has brochures for you and your loved ones to help you think about and make decisions about your wishes.

Organizations offering support, respite, and assistance services are also available in the region. To contact them, speak to a member of the interdisciplinary team or call **L’Appui pour les proches aidants at 1-855-852-7784.**





Security and code of conduct



Security and code of conduct

Ethics and confidentiality

The CISSS de la Montérégie-Ouest has a [code of ethics](#) in place (available on the [santemonteregie.qc.ca/ouest](#) portal). You will be given a copy of this document upon admission. We encourage you to read it and learn more about our organization’s core values and users’ rights. Please note that our staff, interns and volunteers are bound by our code of ethics and are not permitted to accept tips, gifts or payment of any kind. However, you can show your appreciation by making a donation to the foundation of your choice.

The contents of your file are confidential, and none of the information may be disclosed without your authorization or that of your legal representative. You and your legal representative have the right to consult your file. Simply make a request to the residence director, who will forward it to the Medical Records department. Our residences are safe living environments. All private spaces, as well as toilets and bathrooms, are equipped with call bells; do not hesitate to use them if you need help. Each residence is equipped with a sprinkler system and a full fire alarm system.

Guidelines

In the event of a general alarm, wait for instructions from staff (these are based on established emergency response plans). The fire department is aware of our emergency response plan. An internal security system (doors with access codes) provides additional security on units for residents who require constant supervision.

For safety reasons, the temporary use of appliances with heating elements in your private space is prohibited. Only CSA-approved extension cords and power bars with surge protectors (UL 1449 or CSA C22.2 certified) are permitted. Please speak to your unit manager about any electrical appliances you want to bring with you.

During special events or birthdays, the use of candles, tea lights and sparklers is prohibited in private spaces and common areas, as our fire alarm system is very sensitive. We recommend using LED candles or tea lights as risk-free options.



Not allowed in private spaces:

- | | |
|------------------------------|---------------------------------------|
| • Toaster | • Coffee maker |
| • Space heater | • Fondue pot and fuel |
| • Iron | • Hair dryer, flat iron, curling iron |
| • Electric pillow or blanket | • Blunt objects |
| • Hotplate | • Any other dangerous object |
| • Microwave | |

For safety reasons, we may issue recommendations on how to store certain items.

Incidents and accidents

Every effort is made to ensure your living environment is as safe as possible.

However, should an incident or accident occur, your unit nurse or unit manager will let you know; they will also call your contact person to advise them of the situation, the corrective measures, and the steps taken to prevent the incident or accident from happening again.

To help make our living environments safer, we encourage you to report any situation that poses a risk to your safety or that of others.

Please note that certain precautions may be necessary to ensure the safety of residents: in addition to the supervision and safety measures in place, some stations and elevators may be equipped with a keypad and a security system to prevent wandering, to protect more vulnerable residents. You can ask for the codes at reception, if needed.



Control measures

Our living environments have a policy on the exceptional use of control measures, aimed at minimizing the frequency and duration of use of all types of restraints, including bed rails. These measures must be used only to prevent a person from harming themselves or others in a situation of imminent risk.

If a control measure is unavoidable, it must be the least restrictive possible and be used for the shortest period of time possible. Its use must respect the person’s dignity, safety and well-being. It is also important to ensure the resident is comfortable and closely supervised at all times, and to make sure their rights are respected. Speak to your unit manager if you would like to consult this policy.

Without exception, the use of control measures must meet the following three criteria:

- 1. The resident risks harming themselves or others;
- 2. The risk is serious and imminent; the resident is likely to act at any minute;
- 3. The use of control measures is a last resort, after first attempting alternative measures.

Your personal belongings and valuables

Given the large number of people circulating in the residence, we recommend you avoid keeping valuables in your private space, and that you keep only small amounts of money. The residence does not monitor your personal belongings and is not responsible for the loss or theft of objects, clothes or money that you decide to keep in your private space.

You have the option to take out personal insurance to cover these items. On request, we will give you the key to the door of your private space. If, because of your health condition, you are no longer able to look after your essential personal belongings or assistive devices (hearing aids and/or dentures, glasses), we will draw up an intervention plan with your family members.

When you are admitted, you will be asked to help make a list of all the personal belongings in your private space. It is your responsibility to inform the care staff of any new personal belongings that are brought in or removed.

If you **lose a personal item**, please let the staff know so they can look for it. You can also file a claim for a lost or broken item. An investigation will determine whether the residence is responsible.

Infection prevention and control

Many residents are at risk of catching an infection because of their vulnerable condition. The Direction de la Santé publique strongly recommends you stay up to date with your vaccinations: seasonal flu (yearly), COVID-19, pneumococcus (once after age 65 or as recommended by your doctor), and tetanus (every 10 years). Speak to your nurse for more information. Vaccination can prevent many complications, including hospitalization.

Infection prevention and control (cont.)

Handwashing is a simple and effective way to prevent infections caused by germs. You touch countless objects and people every day, meaning your hands come into direct or indirect contact with all kinds of bacteria and viruses.

When entering or leaving the residence, visitors and family members are encouraged to use hand sanitizer or wash their hands with soap and water at the nearest sink. This precaution can prevent you from catching bacteria or viruses.

Soap and water

Takes 40-60 seconds, including all steps

				
Wet hands	Apply soap	Wash for 15-20 seconds	Clean under nails	Rinse
				
Dry	Turn off the faucet with paper towel	Throw the paper towel in the garbage can		

Hand sanitizer

Rub for at least 15 seconds to be effective

				
Squirt hand sanitizer on hands	Rub your fingertips	Rub your palms and thumbs	Rub between your fingers	Rub the outsides of your hands

Hand hygiene, combined with respiratory hygiene and cough etiquette, help to prevent the spread of various respiratory infections. Respiratory hygiene and cough etiquette includes coughing or sneezing into your elbow or a tissue, and then washing your hands.

			
Cover your mouth and nose with a tissue.	Throw the tissue in the garbage.	If you do not have a tissue, cough or sneeze into your elbow or upper arm.	Follow with hand sanitizer.

When someone is sick, it is important to avoid contact to reduce the risk of contamination.

It can be best to postpone your visit if you are coughing or have a fever. If your visit cannot be rescheduled, you will need to take additional protective measures. Your cooperation is very important to protect your loved one and reduce the risk of spreading the infection within the residence.



Additional precautions (temporary isolation)

Temporary isolation is intended to prevent infections from spreading. Once you have been isolated, it is essential to follow instructions and wear the necessary personal protective equipment (PPE). If necessary, the staff will teach you or your visitors/ caregivers how to properly put on and remove PPE.

**Please do your part to prevent infections in long-term care centres.
Each small gesture to curb the spread of infections has a major impact
on everyone’s safety.**

Social media

These days, it has become second nature to post on social media (Facebook, Instagram, etc.) about a visit or a joyful occasion with family. However, before posting any information, photos, videos or comments on your social media accounts, always ask for permission from everyone who is tagged or pictured in your post.

Avoid posting group photos, and do not post anything without permission from everyone pictured in your post. We ask that you please respect the privacy of our residents and their loved ones, not to mention that of our staff and volunteers.

Our employees and volunteers are required to maintain a professional distance from residents and their loved ones. For that reason, please do not be hurt or insulted if they refuse your friend request on a social media platform.

Tobacco, alcohol and cannabis

Smoking in public areas is prohibited at all residences, according to the *Act respecting the protection of non-smokers*. Management also prohibits the use of smoking items (including vapes) in your private space. Where available, an indoor smoking room is reserved for the exclusive use of residents.

If you wish to smoke, you must do so off the grounds, in the designated smoking area. Any other person who wishes to smoke must also use the designated smoking area.

Since spring 2023, all visitors and residents who smoke outdoors must remain nine metres away from the building. Smoking is also prohibited on the grounds of all long-term care centres in Québec. Permitted outdoor smoking areas will be identified by the residence.

If you are an at-risk smoker, for your safety and that of others, you will be asked to wear a fire-resistant apron when smoking. We recommend that you purchase a smoker’s apron. Shared smoker’s aprons are also available at some residences.

So as not to inconvenience the other residents, special permission is needed to smoke cannabis in the smoking room. We recommend that you purchase non-combustible cannabis products or smoke cannabis off the residence grounds, in compliance with municipal regulations.

Tobacco, alcohol and cannabis (cont.)

You may drink alcohol provided you do not disturb the other residents. However, you must store your bottles or products in a secure location.

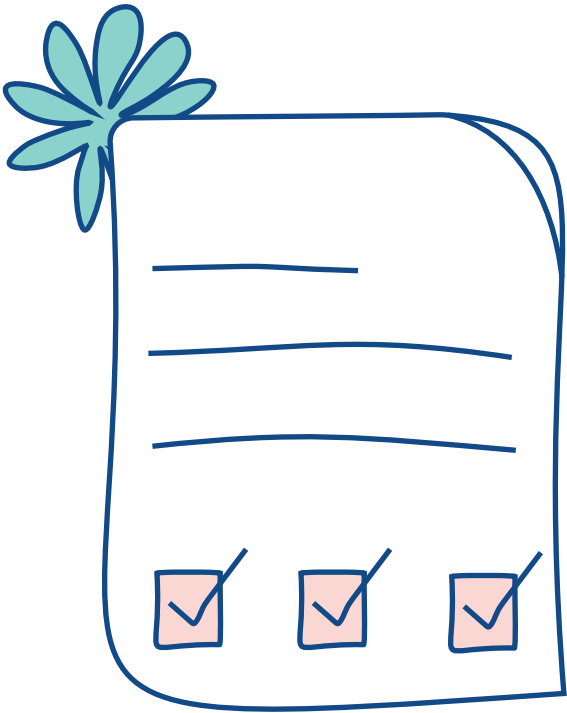
In some cases, your doctor will talk to you about the health consequences and risks of combining alcohol or cannabis with your medications. We recommend you speak to your care team in order to make an informed decision.

Search and seizure

In exceptional circumstances, searches and seizures may be carried to ensure everyone’s safety.

You have basic rights, such as the right to privacy, safety and dignity. Before any search or seizure, staff members must first discuss other options with you. If no other option is available, the reasons for the search or seizure will be clearly explained to you. You will be told what staff members are looking for, how the search will be carried out, and what could happen if you refuse.

Service quality



Service quality

As an organization, we are constantly striving to improve. We are always happy to hear your feedback, both positive and negative. Any complaint or dissatisfaction will be thoroughly investigated. Your positive feedback will also be shared with our staff.

We are committed to providing you with high-quality services; as such, your comments and suggestions are always welcome. We will send you a comment form on a regular basis to collect your feedback. Please note that all your comments will be reviewed and shared with the appropriate people.

Twice a year, we send a **satisfaction survey** about service quality to all residents and informal caregivers.

If you are not satisfied with the outcome, the *Act respecting health services and social services* (ARHSSS) allows a person who feels their rights have been violated to express their dissatisfaction or file a complaint, either verbally or in writing, and confidentially, with the office of the institution’s service quality and complaints commissioner.

The [Act to combat maltreatment of seniors and other persons of full age in vulnerable situations](#) also gives the service quality and complaints commissioner the power to receive complaints and reports of maltreatment, in all confidentiality.

It is the duty of every person (doctors, managers, employees, interns, volunteers) to report any unacceptable behaviour toward a resident. This policy is intended to ensure residents receive safe, respectful, and appropriate care and services in an environment free from abuse, violence, or neglect.



Contact information

Local service quality and complaints commissioner

Jardins-Roussillon region
450-699-2425, ext. 2462 | 1-800-700-0621, ext. 2462 (toll free)
Suroît, Haut-Saint-Laurent and Vaudreuil-Soulanges regions
450-371-9920, ext. 2280 | 1-800-694-9920, ext. 2280 (toll free)
By email: insatisfaction-plaintes.cisssmo16@ssss.gouv.qc.ca

For the well-being of residents

The *Plan d’action pour l’hébergement de longue durée 2021 2026 – Pour le mieux-être des personnes hébergées* (Action plan) aims to update the vision, guiding principles, and recommendations of the *Politique d’hébergement et de soins et services de longue durée*. The initiatives proposed in the Action plan reflect the government’s commitment to transform long-term care in collaboration with users, their loved ones, service providers, and community partners.

The six guiding principles are:

1. Respect the dignity of the person;
2. Allow the person to exercise their rights and support their self-determination;
3. Update the partnership approach between the user, loved ones, and professionals in the health and social services system;
4. Act in the best interest of the resident’s well-being;
5. Personalize care, services, and the living environment;
6. Promote and implement well-treatment.

Residents’ committee

Your living environment has a residents’ committee made up of residents, their loved ones, volunteers and other people who care about the residents’ well-being. The role of this committee is to keep you informed about your rights and responsibilities, advocate for improvements to living conditions, assess your level of satisfaction and, if necessary, help you to defend your rights and interests. Please ask reception for the contact information for your residents’ committee.

Quality committee

The quality committee, which meets 4-5 times a year, discusses ways to improve the quality of your residence. It is made up of residents and their loved ones, volunteers, workers, a resident advisor and managers.

Quality steering committee

The Quality steering committee sets the main guidelines for harmonizing practices, addressing issues, and improving all CISSS de la Montérégie-Ouest residences. Residents have a voice on this committee, which meets several times a year.

Joining a committee

If you would like to join one of our committees, working groups or consultations, please speak to your residence director. We encourage you to come forward; input from our residents and their families is essential to improving the quality of our living environments.

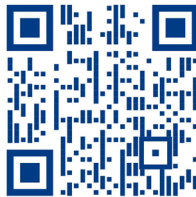
Conclusion

If you have other questions, please feel free to ask the nurse or another staff member, including your patient attendant-companion. You can also read the documents included with the welcome guide (in the kit) or found in the display in the lobby. We want your stay here to be a pleasant one, and we will do everything in our power to make it happen. We always appreciate your suggestions, which help to improve quality of life for everyone. Welcome home!

Notes



The translation of this guide was made possible through the partnership and financial support of the Montérégie West Community Network (MWCN) and Dialogue McGill.



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our housing services