



Table of contents

- Welcome to your new living environment! 5
- Your arrival** 7
 - The admission process 8
 - The monthly contribution 8
 - Your life story 9
 - Your room assignment 9
 - Hospital stays and temporary absences 9
 - Outings 10
 - Visitors 10
 - Companions and care attendants 10
 - Pets 11
 - Parking 11
 - Interdisciplinary meeting and intervention plan 11
 - Partnership approach with residents and their loved ones 12
 - Your departure 12
- Your environment** 13
 - Furniture and decor 14
 - Refrigerator 15
 - Television 15
 - Telephone and internet 16
 - Air conditioning 16
 - Painting 16
- Care and services provided** 17
 - Personal hygiene 18
 - Nursing and assistance services 19
 - Medical care 20
 - Pharmacy service 20
 - Rehabilitation service 21
 - Social services 21

Note: A collaboration between the Direction du programme soutien à l'autonomie des personnes âgées and the Service des communications et des affaires publiques of the Centre intégré universitaire de santé et de services sociaux (CIUSSS) du Saguenay-Lac-Saint-Jean.

Care and services provided (cont.)

Food and clinical nutrition services	21
Oral care.....	22
Activities/recreational services	22
Specialized education	23
Spiritual care	23
Volunteers	23
Laundry service	24
Adapted clothing.....	26
Housekeeping and maintenance.....	26
Room cleaning	26
Administrative services - Trust	26
Hairdressing/foot care service.....	27
Mail service.....	27
Foundation	27
Palliative and end-of-life care	27
Security and code of conduct	29
Ethics and confidentiality.....	30
Guidelines	30
Incidents and accidents.....	31
Control measures	32
Your personal items and valuables.....	32
Infection prevention and control	33
Additional precautions (temporary isolation)	35
Social media.....	35
Tobacco, alcohol and cannabis	36
Service quality	37
Residents' committee	39
Quality committee and quality steering committee.....	39
Joining a committee	39
Conclusion.....	39

Welcome to your new living environment!

This admission 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 personal care attendant 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) [Politique nationale pour les personnes proches aidantes – Reconnaître et soutenir dans le respect des volontés et des capacités d'engagement \(gouv.qc.ca\)](https://www.gouv.qc.ca/politique-nationale-pour-les-personnes-proches-aidantes-reconnaitre-et-soutenir-dans-le-respect-des-volontes-et-des-capacites-d-engagement)

At the residence, we evolve and adapt to your various needs to help you feel at home, stay close to your loved ones, and remain an active member of society, while still receiving the healthcare you need. As much as possible, we want you to live a life that honours your background, experiences, values, preferences, culture and language.

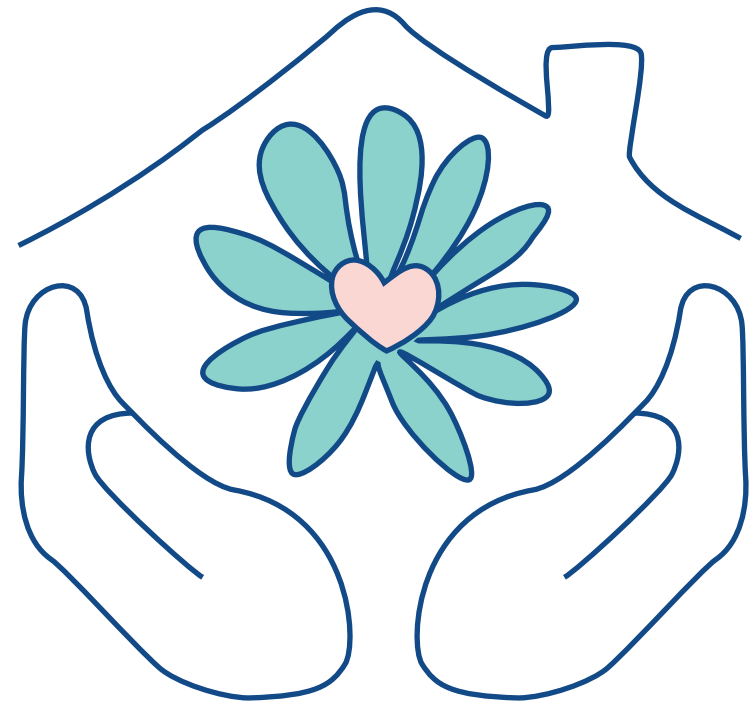
We hope your new home will be everything you need and want it to be—and that you will enjoy living here. To make sure you thrive, we will do our best to create a pleasant environment suited to your condition.

Welcome home!

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



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, as needed, bank book, notice of assessment, proof of insurance, funeral prearrangements, proof of homologated protection mandate or 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 give the name of a contact person, along with their phone number and address. This person will be your point of contact with the residence. We will also need a list of your emergency contacts. It is important to inform us if there is a change in your legal representative at any point during your stay.

The monthly contribution

Once you have been admitted, we will calculate your temporary financial contribution. Moving forward, your contribution will be based on your financial situation and the criteria 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. When you leave, you will be charged for the number of days of occupancy during the month. You will not be charged for the day that you leave.

Your life story

Each resident has a unique life story. The staff are eager to learn more about your life, 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 agree to share with us will be passed on with all due respect to the workers concerned, so they can better meet your needs.

Your room assignment

Rooms are assigned based on availability and the specific needs of residents, who are assessed by the staff. Depending on the residence, you may be assigned a **private or a semi-private** (two-person) room.

Rooms are grouped by floor or unit. Some units are reserved for residents with special needs. While we try to avoid unnecessary transfers, at some point during your stay, we may move you to another room, 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. Rest assured we will involve you in trying to find the best possible solution for you.

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

Hospital stays and temporary absences

Should you need to be treated at or admitted to a hospital, you and your loved ones will be consulted about the process. If you need to be admitted for a short-term hospital stay, we will keep your room for you while you are away. However, you will still have to make the payments.

Outings

Please 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, hygiene care, special needs, etc.). The residence does not cover the cost of transportation for personal outings.

You are responsible for arranging and paying for your own transportation for personal outings. However, we can help you make the booking if needed. You can also ask your nurse about adapted transportation 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 ask for a key card from the unit manager.

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

We have rooms available where you can visit with your loved ones; speak to the receptionist to make a reservation. During the summer, you are always welcome to use the outdoor patios. During the winter, visitors are asked to bring indoor shoes or wear boot covers to keep our floors clean and safe.

Companions and care attendants

All residents receive the care they need. However, your loved ones may want to hire 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. You or your

loved ones are responsible for the cost of this service. 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 tandem tasks with visitors who are untrained. Your visitors are allowed to provide care and perform tasks, but not in tandem with our employees. Our team is authorized to provide training to visitors who request it.

Pets

To help create a homey atmosphere, visitors 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, all pets must be registered, and visitors must show up-to-date vaccination records. To find out more, you can make an appointment with the unit manager.

Parking

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

To apply for free parking, your visitors must 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 healthcare workers to create an intervention plan that reflects your needs and services. Your contact person may join you or stand in for you at the meeting. Afterwards, your condition will be reassessed once a year or as needed.

Your environment

Partnership approach with residents and their loved ones

The concept of the partner user or resident is an approach embraced by all our facilities where care and services are provided.

The goal of this approach is to combine the knowledge of the resident (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 health and well-being, while taking into account their needs and those of their caregiver.**

It is an approach that contributes to the continuous improvement of services, and you can play your part by participating in your own intervention plan or by acting as a partner resident during a consultation process.

Your departure

Given the long waiting list for housing, all new residents must be admitted within 48 hours of a room becoming available. When you leave your room, **you will have 24 hours** to move out your personal belongings so we can get the room 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 your personal belongings, failing which we will dispose of them in accordance with the policy in effect.



Your environment

Furniture and decor

Your room is fully furnished and comes with basic amenities. It is your private space, and we encourage you to decorate it any way you choose.

How?

With objects that reflect your interests, passions, hobbies and tastes: knickknacks, framed artwork, washable blankets and bedspreads, curtains, family photos, work, 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, especially in the specialized units. Fire-resistant curtains are recommended. Residents and their loved ones 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 room.

To comply with health and hygiene regulations—and for your safety and that of the staff—we ask that you keep your room free of clutter. **For cleaning, maintenance and prevention reasons,**

we recommend furniture upholstered in leather, imitation leather or vinyl. We cannot store furniture or accessories on site.

If your health condition deteriorates, we may need to rearrange your room 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.

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

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

Refrigerator

If you would like a refrigerator in your room, you must make a request to the unit manager. The technical services department will be consulted, and some requests may be refused. You are responsible for purchasing and maintaining the refrigerator.

Television

Televisions are available in some of the common rooms. If you want a television in your room, you must call your local cable provider to subscribe to the service (at your expense). To avoid late payments, we recommend giving your contact person's address as the billing address.

Important

Please note the following information:

- Flat screen TVs are limited to **42 inches** and will be wall mounted. Very small TVs (\pm 19 inches) 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 room (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 cancelling the cable service. The wall bracket belongs to the residence; please leave it in place.

Telephone and internet

If you want a phone or internet in your room, 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.

WiFi will gradually be made available to our residents and their caregivers. Please check the availability of free WiFi in your residence.

There is a courtesy phone available in each residence, but any long-distance charges will be billed to you. In the specialized units, we recommend you speak to 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

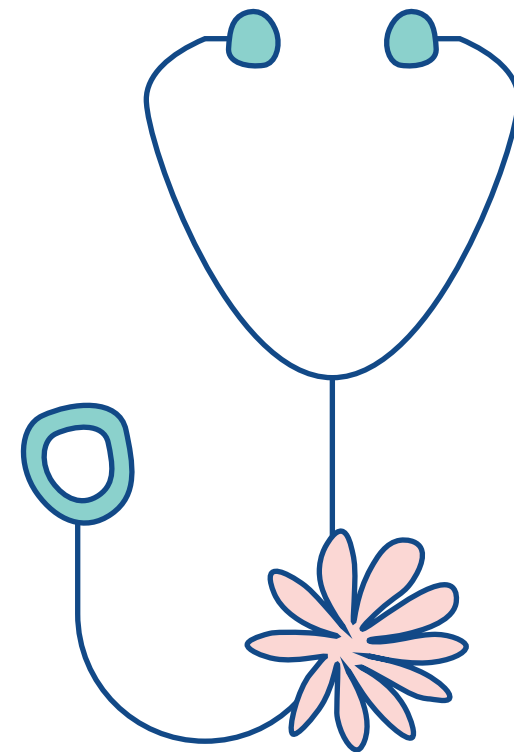
In early April, a memo is sent out to residents or loved ones reminding them to submit their request for an air conditioner. Full details are provided in the memo.

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

Care and services



Care and services

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

- Doctor
- Occupational therapist
- Physical rehabilitation therapist/ Physiotherapist
- Social worker
- Nutritionist
- Dietitian
- Nurse
- Geriatric psychiatry nurse
- Pharmacist
- Psychologist
- Psychoeducator
- Nurse – palliative care consultant
- Respiratory therapist
- Recreation technician
- Special education technician
- Kinesiologist
- Spiritual care worker
- Dental hygienist
- Auxiliary nurse
- Department aid or unit attendant
- Personal care attendant

Personal hygiene

We supply the following items:

- Tissues on the unit
- Toothpaste and oral hygiene products
- Body lotion
- Deodorant
- Denture case
- Soap and shampoo

We use products purchased from a supplier. If you prefer other brands, you may buy them at your own expense.

We recommend the following items, depending on your needs:

- Razor (labelled)
- Nail clippers
- Shaving gel and aftershave lotion
- Denture cleaner
- Mirror, comb and brush
- Mouthwash
- Toothbrush
- 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 personal care 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 personal care attendant. The personal care attendant (and their replacement, where applicable) is the attendant assigned to you by the residence.

Nursing and assistance services (cont.)

Your personal care attendant will pass on all relevant information about you to the care team. They will also forward 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 personal care attendant encourages your loved ones to visit and get involved. They make sure your environment is safe and stimulating.

Medical care

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 loved one or a volunteer. If a resident is sent to the hospital, the residence pays for the transportation. Doctors may charge for filling out certain forms; we will let you know if this is the case.

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 supplied 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 evaluate your activities of daily living (transfers, hygiene, using the toilet, moving around) and recommend 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 a 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 loved ones to adapt to their new environment or any other difficult situation.

They can also act as a liaison between the loved ones and the residence. They can support the resident and their loved ones 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 **six-week 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.

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 room, 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.

Food and clinical nutrition services (cont.)

You can ask to meet with a food service manager at any time for help adapting your menus to suit your needs.

Visitors may bring food from outside, however it must be eaten immediately. Visitors are asked to 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.

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

Oral care

The dental hygienist does cleanings and screens for oral diseases. She assists the staff with dental, oral and denture hygiene. She makes recommendations as needed and helps the dentist to follow treatment plans. She also helps to label dentures. Fees may apply for dentist appointments.

Activities/recreational services

In the days following your admission, a member of the activities/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 handed out at the start of each month. With help from a team of volunteers, contract workers, community partners, loved ones and the care teams, the recreation 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 room. If you would like to borrow recreational equipment, please speak to your recreational worker.

Specialized education

A specialized education service is available for residents of secured units living with behavioural and psychological symptoms of dementia (BPSD) 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 accompany certain residents with special needs from other units.

Spiritual care

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

Our trained volunteers also offer end-of-life support. 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 providing 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 **activities/recreational service** at your residence.

Laundry service

Bedding and linens

The residence provides the following items:

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

Laundry service for residents

There are two laundry options available:

OPTION 1 Laundry done by the residence

The 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 not included in the free laundry and maintenance service:

- 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.

All new clothing must be labelled (at your expense). You or a loved one must inform the receptionist, who will contact the supplier to have the labels applied. The clothes are returned to the residence the following week.

OPTION 2 Laundry done by family or caregiver

Your personal clothes can be laundered at the residence, when the washer and dryer are available on the unit. A family member or your caregiver is responsible for doing the laundry.

Adapted clothing

Your health condition may require you to wear adapted 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. If you prefer to keep your regular clothes, they can be tailored (at your expense).

Housekeeping and maintenance

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

Room cleaning

The staff will clean your room 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 loved ones must keep your closets and dresser clean and tidy;
- A deep cleaning is done annually; you and your loved ones 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 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 room daily. You can subscribe to newspapers, magazines, books and more (at your expense); they will be delivered with your mail. Ask the receptionist for more details.

Foundation

All our living environments work with a foundation to enhance the care and services provided and improve the quality of our living environments. You will find a pamphlet about the foundation associated with your residence in the display at your residence.

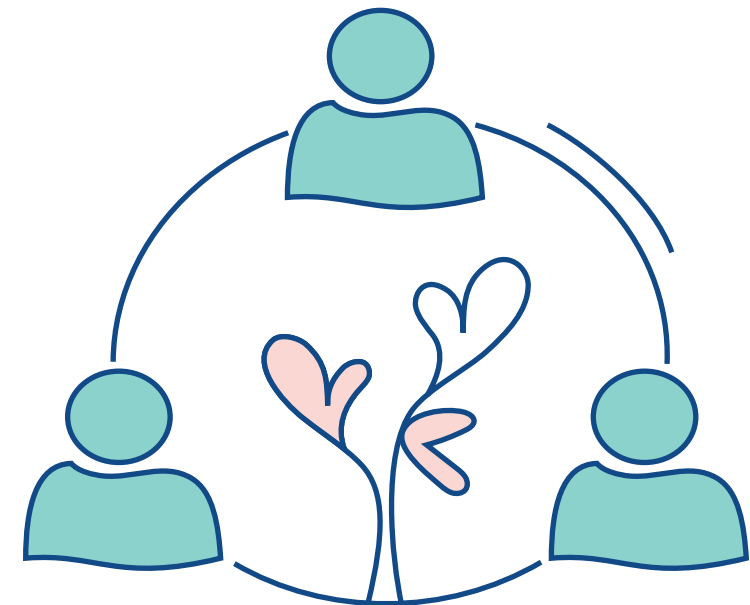
Palliative and end-of-life care

Palliative care is always available, 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, personal care attendant, 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.



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. Please note that our staff, interns and volunteers are bound by our code of ethics and are not permitted to accept tips, gifts or treatments 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 your residence manager, who will forward it to the Medical Records department. Our residences are safe living environments. All rooms, 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 room 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 rooms 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 the room:

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

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.

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 are to 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 items and valuables

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

You have the option to take out personal insurance to cover these items. A key to lock your room door is available on request. 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 room. 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.

Handwashing is a simple and effective way to prevent infections caused by bacteria. 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 are encouraged to use hand sanitizer or wash their hands with soap and water at the nearest sink. Not only will this precaution prevent you from catching bacteria or viruses, but it can also make you less vulnerable to infection.

Soap and water

Takes 40-60 seconds, all steps combined



			
Wet hands	Apply soap	Wash for 15-20 seconds	Clean nails
			
Rinse	Dry	Turn off with paper towel	Throw away paper towel

Hand sanitizer

Rub for at least 15 seconds to be effective

		
Apply hand sanitizer on hands	Rub fingertips	Rub palms and thumbs
		
Rub between fingers	Rub backs of hands	Finish with wrists

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 when coughing or sneezing.	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. If a loved one has a cough or a fever, sometimes it is best to postpone your visit, to protect yourself and to reduce the risk of spreading the infection. If the visit cannot be rescheduled, you will need to take additional protective measures.

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 reduce 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 about a visit or a joyful occasion with loved one. 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.

Service quality

Tobacco, alcohol and cannabis

Smoking in public areas is prohibited at all residences, according to the *Act respecting the protection of non-smokers*. An indoor smoking room is reserved for the exclusive use of residents. 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. Areas where smoking is permitted outdoors 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. Smoker's aprons are also available at each residence.

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

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.



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.

You and your loved ones have the right to openly share your opinions about the care and services, without fear of reprisals. If you are dissatisfied or have questions, please speak to your unit manager first; if you are still dissatisfied, then you can speak to the residence coordinator.

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. www.quebec.ca/en/family-and-support-for-individuals/violence/mistreatment-older-adults-vulnerable-people/act

Contact information

Local service quality and complaints commissioner

Jardins-Roussillon territory

450-699-2425, ext. 2462 | 1-800-700-0621, ext. 2462 (toll-free)

Suroît, Haut-Saint-Laurent and Vaudreuil-Soulanges territories

450-371-9920, ext. 2280 | 1-800-694-9920, ext. 2280 (toll-free)

By email: insatisfaction-plaintes.cisssmo16@ssss.gouv.qc.ca

Residents' committee

Your living environment has a residents' committee made up of residents, their loved ones, volunteers and other people with an interest in 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. Contact information for your residents' committee is available in the display in the lobby.

Quality committee and quality steering 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. The quality steering committee discusses issues at all CISSS de la Montérégie-Ouest long-term care centres. Composed of some members of the **11 committees**, it meets 3-4 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 manager. Feel free to come forward; input from our residents and their loved ones 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. You can also read the documents included with the guide (in the welcome folder) 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!