

WELCOME GUIDE

for residents at Groupe Santé Arbec's
Residential and Long-Term Care Centre
(CHSLD)



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Adopted by the Management Committee on January 30th 2024

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WELCOME TO YOUR HOME

Dear resident,

We would like to warmly and cordially welcome you to your new home. We understand that your arrival or the arrival of your loved one in one of our residential and long-term care centres is a major event that represents a big change in your life.

This is your home. You will be guided every step of the way as you settle in and adapt to your new living environment.

Your family and your loved ones are also welcome at the residential and long-term care centre, and we encourage them to get involved at the centre to help ensure your wellbeing.

To ease your integration and adaptation to your new living environment, we have created this Welcome Guide for you and your family, where you will find important information. We hope that it will answer your questions and familiarize you with the services available to you. We encourage you to read it, keep it and refer to it at any time.

Please feel free to contact your unit coordinator or the site managing director of your center if you have any questions or concerns. You can find their contact information in the telephone directory included in your folder.

The members of Groupe Santé Arbec's Management Committee

OUR ORGANIZATION

Our Mission

To offer people who are losing their autonomy a warm, innovative and safe home, while promoting their development and autonomy, in a personalized and evolving approach, through the commitment and dedication of our employees..

The residential and long-term care centre where you are living is one of six centres managed by Groupe Santé Arbec.

The mission of a residential and long-term care centre is to offer, on a temporary or permanent basis, an alternative living environment with housing, assistance, support and supervision services as well as rehabilitation, psychosocial, nursing, pharmaceutical and medical services for adults who, due to a loss in functional or psychosocial autonomy, can no longer live in their natural living environment, despite the support of friends and family.

(Act respecting health services and social services, CQLR, Chapter S-4.2, Part II, Chapter I, a 83).

Our Vision

Happy seniors: a team committed to humanizing the lives of our residents..

Our Values

- KINDNESS
- TRANSPARENCY
- CREATIVITY
- EXCELLENCE

Our Philosophy

Our intervention philosophy is based on a human approach, working hand in hand with residents and their families when important decisions must be made.

Our guiding principle is the way we deliver care and services to ensure that our residents and their families have a meaningful experience at our centre. Our approach is based on compassion and family values that respect each resident's pace of life.

Our interventions are guided by the principle that every person is unique and has a right to dignity at every moment of their life. Our interventions are personalized and adapted to each resident, always with compassion: that small gesture that makes all the difference in the resident's daily life.

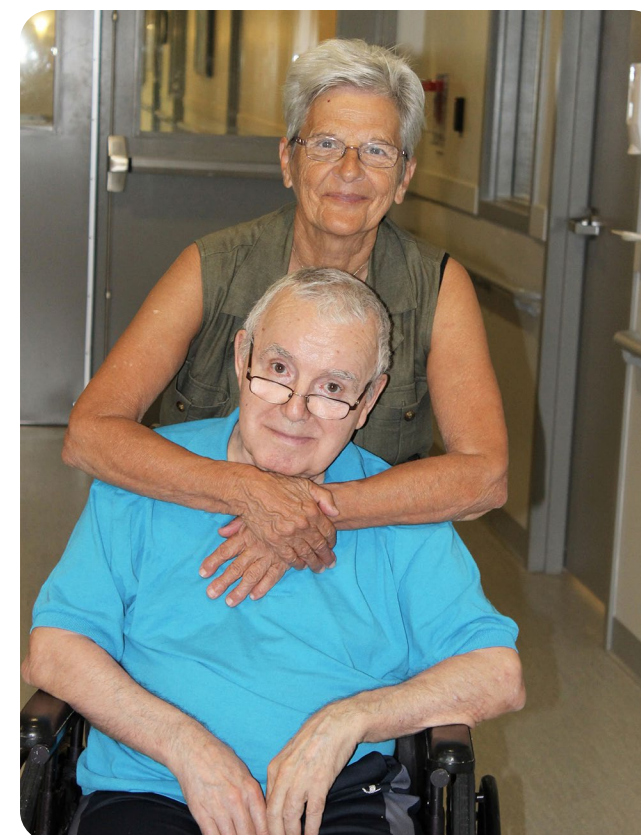
Our Approach

Our approach is personalized for each resident. Your particular needs will be evaluated and the right conditions will be set up so that we can adequately respond to your needs. We are interested in the whole person, which means that your physical, psychological, social, cultural and spiritual dimensions are important to us..

All the professionals involved in your life will play an active role in developing your own individual intervention plan (IIP). We encourage your participation as well as that of your loved ones in the many aspects of your life, especially during the interdisciplinary meeting to establish your intervention plan in collaboration with the various professionals who will evaluate your needs and make adjustments as needed. Your plan is a vital tool developed with your collaboration and based on an evaluation of your needs, preferences, interests and abilities, which is why your role is so important. This plan serves as a guide for all our practitioners, because it describes who you are and your specific needs. The plan sets out the objectives, methods, timeline and criteria for evaluating your progress. The plan is established within four to six weeks after your admission.

You will be guided by practitioners who respect your rights, your integrity, your choices and your lifestyle according to the resources available. Your abilities and strengths will be highlighted so that they can be preserved as long as possible.

You are a vital partner since your knowledge of your life story is a rich source of information that helps us personalize our approach. Your involvement in your daily needs is invaluable as well as your participation in making decisions that concern you.



Our Guiding Principles for your Living Environment

An alternative living environment is a place where:

- the resident is an active player in their daily life.
- the resident is encouraged to maintain their abilities.
- the resident is part of a community.
- the resident and their representative feel at home.
- the resident is considered a person with their own life experience, interests and memories, beyond their condition and abilities.
- words and gestures are respectful and reassuring.

To create this kind of living environment, we are committed to:

- being up-to-date on all information related to your health as well as the care and services available.
- listening to what you and your representative have to say.
- taking into consideration your life story, especially in determining the daily care and services you need.
- involving you in decisions that affect you.
- answering your questions so that you can make informed decisions that respect your rights, the rights of the community and the resources available.
- respecting your rights.

Our approach to your living environment is designed to create a space where everyone feels at home and part of a community.

With our strong commitment to compassion and family values, we are guided by empathy in maintaining a pace of life that reflects each resident. We are attentive to each resident and respect their particular choices and preferences, while adapting to their changing abilities.

It is our duty to question ourselves, to adapt and to continuously improve our practices. By working together, hand in hand with families, we can improve our residents' living environment so that it reflects who they are.



Our End-of-life Approach

The primary goal of the care team's end-of-life approach is quality of life, which includes respect, values, last wishes as well as symptom and pain management. When a resident's health deteriorates, we provide adapted care to ensure their comfort and wellbeing as well as personalized accompaniment so that they can live out their last days and leave this world with dignity. All our practitioners provide support to help residents and their loved ones during this last stage of life.

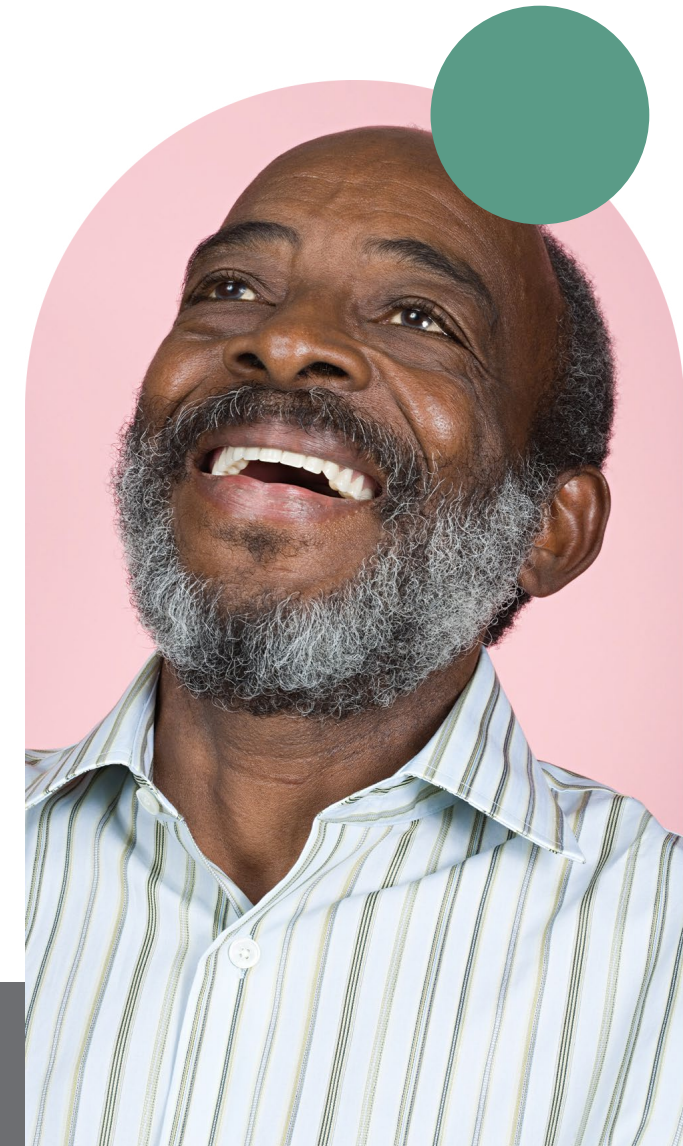
Our Code of Ethics

We encourage you to read our code of ethics which expresses our values and commitment to welcoming you and offering you quality care and services with the utmost respect for your rights and freedoms.

Our code of ethics determines the standards of conduct that all members of the organization must respect in their daily activities and relationships with others based on the organization's mission, values and management philosophy.

It also sets out your responsibilities as a person receiving care and services as well as those of your loved ones who are the people accompanying and supporting you. Your participation is at the very heart of our vision and represents the driving force behind our actions. We rely on your collaboration according to your abilities. The code of ethics also applies to your representative or legal representative and any other person who comes to visit you.

Every gesture must reflect our code of ethics





Our Policy on Mistreatment

An Environment that fosters Well-Treatment

Well-treatment is everyone's responsibility. It involves reflection and constant collaboration among all those involved in supporting the resident and their loved ones, and finding the best way to respond to a particular need at a given moment. Well-treatment stems from a collaborative and co-building process involving all the players in an institution. It goes beyond technical actions and focuses on the individual, requiring a constant adjustment of skills and knowhow. This means being aware of one's abilities and limitations and creating an environment that fosters well-treatment.

Our Partnership with you

The concept of well-treatment is much more than just preventing mistreating others. In addition to vigilance and attentive interventions to prevent mistreatment, we focus on promoting the resident's wellbeing. Well-treatment is above all a conduct that embraces good practices, teamwork and intersectoral partnerships to ensure your care.

An Environment that does not tolerate Mistreatment

Clear policies and procedures are not enough to combat mistreatment, however they do help to manage situations if they arise. To effectively combat mistreatment, it must first be identified.

Mistreatment can take various forms (physical, psychological, financial, etc.). We do everything we can to protect our residents from any form of mistreatment.

We are committed to working in close collaboration with all the players involved.

Do you have questions about this? You can speak directly to a person you trust at your centre (nurse in your living unit, unit coordinator or site managing director). Consult the pamphlet in your welcome folder.



ADAPTING IN LONG-TERM CARE CENTRE AND ADVICE TO LOVED ONES

Adaptation

Arriving in a residential centre requires a period of adaptation that can last for two or three months. During this period, you and your loved ones may experience various emotions and have unexpected reactions. This is completely normal.

This section of the guide is devoted to helping you better understand these emotions and the behaviours they can induce. We offer various solutions and advice for you to take care of yourself and your loved ones.

Your Life Story

By better understanding your life, your interests and your preferences, our practitioners can get to know who you are and talk to you about subjects that are of interest to you. The contribution of your loved ones is essential in achieving this goal. They are encouraged to join you in completing your Life Story sheet in the days following your admission. This is a way for you to help us learn about your life, adapt our care and service offer and personalize our relationship with you.

This also helps us ease your adaptation to your new living environment. The presence of your family and loved ones is always welcome and encouraged.

Possible reactions to your arrival:

- Relief or anxiety.
- Anger or frustration about your situation or towards your loved ones.
- Improved sleep or interrupted sleep.
- Improved appetite or loss of appetite.
- Sense of insecurity or abandonment.
- Disorientation.
- Wish to go home.
- Sadness, tears, feelings of isolation.
- Change in attitude and mood swings.
- Sense of powerlessness due to illness or loss of autonomy.
- Sense of loss of freedom.
- Decrease or loss of the will to live.
- Refusal to cooperate with hygiene care or participate in activities.
- Fear of disturbing.
- Negative reactions to other residents and practitioners.
- Multiple phone calls to loved ones.

Possible reactions of your loved ones to your admission: guilt, shame, loneliness at home, sadness, a period of mourning, anxiety, anger, depression, etc.

If you or your loved ones need support or accompaniment, do not hesitate to speak to a member of the care team who can refer you to the right support person.

Designation a Representative and his Role

Since you and your loved ones are our partners, it is very important that a representative or legal representative be clearly identified in your file as soon as you arrive.

As a resident, you must, if you are able to do so, choose a person to be your representative or legal representative, if necessary.

If you are unable to identify a representative or do not have a legal representative (mandatory, tutor or private curator), your loved ones will have to choose this person.

The representative is the person who will discuss the resident's needs and make decisions that affect them. The representative must appoint a second person to contact in case of emergency, in case they cannot be reached.

The name of the representative chosen must be conveyed to the care team.

If you have a legal representative (mandatory, tutor or private curator), they will automatically become your representative. If you are under tutorship or public curatorship, the Curateur public du Québec will be your representative.

The representative or legal representative is the ONLY person who will be in contact with the team at the residential and long-term care centre. Information cannot be given to anyone else.

Advice for Families

The Role of Loved Ones

Whether you are a family member or a loved one, your role is crucial. You are a valuable ally for the resident. You are the person who knows the resident best. You are an important link between the resident, staff and the resident's life story that continues on. During your visits, you are reinforcing a strong emotional tie in various ways: acknowledging the person, smiling or bringing joy to the resident.

Sometimes memories begin to blur, roles can be reversed or, gradually, there is a complete loss of memory. However, for a long time, the resident is still able to recognize a familiar presence, a voice, the way someone touches them or the scent of a perfume.

When your loved one first comes to the residence, you will be invited to assist them and to tell us their life story. The information you provide will help us personalize and facilitate their care, and get to know their preferences, interests and particular achievements. All of this will help them adapt to their new living environment.

You will also be invited to attend various clinical and informational meetings. This is an opportunity for you to ask questions and express the needs of your loved one. You can also address your questions to the living unit nurse or the unit coordinator who will assess the needs and requests and how best to respond to them.

At first, you may not know how to feel “useful” or how to behave with your loved one: this is a normal phase and you can count on professionals to guide you in your new role. You may also become your loved one’s advisor and even their decisionmaker.

Moments devoted to personal hygiene and meals are the best time to maintain contact with the person in residence. Meaningful eye contact and touch are important ways to communicate with your loved one.

Your presence with the resident helps to personalize care and services and to promote a feeling of serenity.

You can support your loved one in many ways:

- Help them adapt to their new living environment,
- Accompany them to appointments
- Help them make decisions,
- Accompany them during activities or outings,
- Participate in activities of daily living such as personal care, haircare, help at mealtimes,
- Offer psychological support,
- Participate in the Residents’ Committee,
- Attend meetings, including interdisciplinary meetings and meetings with the resident and family members,
- Participate in surveys on the quality of care and services
- Help to establish an individual intervention plan,
- etc.

Concerns

Throughout your loved one’s stay, you may ask yourself various questions:

- How can I help them accept their new living conditions, or during the stages of end of life?
- Do they still recognize me?
- Can they still participate in certain activities?
- How can I make myself understood given their difficulties?
- Should I confront them when their memories get mixed up or images become confused?
- How do I intervene when behavioural problems start to occur?

Your questions and concerns are completely normal. We encourage you to discuss them with the nursing staff and the special educator.

Community services in the region can also lend support. **A list of the services offered in your community can be found in your welcome folder.**



How can the Family facilitate the Resident’s Adaptation?

- Maintain regular contact.
- Help your loved one personalize their room (e.g., bedspread, photos, artwork, etc.).
- Share memories.
- Have a meal with them.
- Visit the centre together.
- Encourage your loved one to pursue their daily activities.
- Do activities with them.
- Encourage interactions with the other residents.
- Encourage your loved one to participate in activities and accompany them if possible.
- Listen to your loved one. If a problem arises, look for solutions with them and their care team.
- Develop a collaborative relationship with the staff in order to create an atmosphere of trust.
- Do not hesitate to speak to the team members right away if a problem arises so that they can take action quickly.
- Notify the staff if you see that your loved one is afraid to disturb anyone.
- Show your loved one tenderness.
- Talk to the social worker if your loved one is having trouble adapting.

Activity Suggestions for your Visits

During your visits, it may be fun to vary the activities you do with your loved one so that you can spend quality time with them that you will both enjoy. .

A guide with individual activities is available in each living unit. Feel free to ask for it at the nursing station.

- Remind your loved one of important events and bring photos or personal objects.
- Complete their life story sheet with them.
- Bring their grandchildren with you.
- Hold their hand.
- Help them with personal grooming (haircare, shaving, make-up, manicure, etc.).
- Attend to their comfort: massage, moisturizing cream, replacing pillowcases.
- Read newspaper articles out loud or flip through magazines.
- Talk to them about your activities or current events.
- Listen to music with them or play something for them if you are a musician.
- Sing.
- Play cards or do a puzzle.
- Bring them the material they need for their favourite pastime (for example, a CD player and their favourite music, a crossword book, a subscription to a newspaper or magazine).
- Accompany them on outings, depending on their abilities: a drive, a visit to their neighbourhood, a meal in your home or in a restaurant, a walk in the park.
- Pray with them or bring them to a religious service.
- Respect their need for silence

The Role of the Caregiver

A caregiver is anyone who brings support to one or several people in their circle who have a temporary or permanent incapacity that is physical, psychological, psychosocial or other, regardless of their age or living environment, with whom they may or may not have an emotional or family tie.

The support they lend can be ongoing or occasional, short- or long-term, and is provided in a non-professional capacity, free of will and in an informed and revocable manner, with the objective of promoting the recovery of the assisted person or maintaining and improving their quality of life at home or in another living environment.

This support can take various forms, such as transportation, help with personal care and household tasks, emotional support or the coordination of care and services. It can have a financial impact on the caregiver or limit their capacity to look after their own physical and mental health or to take on other social and family responsibilities.

Caregivers can be more actively involved in certain aspects, such as exchanging information with the care team and all the service providers regarding the health of their loved one, as well as ensuring that their values and preferences are respected and that their needs are being met. They can also assist in some forms of care, maintain family ties and friendships with the outside world or look after managing property and finances.

Working in partnership means developing a relationship of trust in which each person's worth and knowledge are recognized when evaluating, planning and providing care and services.

We encourage your participation based on your level of interest.

And we value your role.



OUR SERVICE OFFER

CLINICAL CARE AND SERVICES

A qualified team works in collaboration with you or your representative to evaluate your physical, psychological and psychosocial condition and ensure the necessary follow-up. This team is also there to support you and respond to your needs on a daily basis. Keep in mind that this team is also trained to provide end-of-life care. The following section details each of the clinical services offered to you..

Nursing Care

A team comprised of nurses and assistant nurses is available 24 hours a day, seven days a week, to assess, promote and supervise your health condition, prevent illness, detect new problems and provide the care you need.

Nurses play a pivotal role because they are responsible for ensuring the evaluation, coordination, supervision and follow-up of your care and services. They also serve as an intermediary between your physician and your representative. They keep you and your representative informed of your health condition so that informed decisions can be made.

Assistant nurses work hand in hand with the nurses. In particular, they are responsible for administering your medications, providing treatment and maintaining regular communication with you.



Together, they will make sure to provide you with the care and services required by your health condition and answer your questions.

You can speak to a nurse in your living unit at any time if you have questions or problems. The nurse will give you the information you need and, if necessary, will organize a meeting with the person concerned, whether a practitioner or the site managing director.

Assistance Care

A team of Personal Care Attendants is available 24 hours a day, seven days a week, to provide assistance care, ensure your safety and assist you in your activities of daily living in terms of personal hygiene, comfort and diet.

Personal care attendants play a supportive role. They are responsible for responding to your needs and attending to a group of residents' daily activities. Since they work closely with you, they convey all relevant information about you to the nurses. They are committed to building a trusting relationship with you.

The Personal Support Attendant

The Personal Support Attendant plays a crucial role in welcoming and integrating a new resident. He lends support to resident and his loved ones when they arrive in his new living environment and until the end of his stay.

Through the relationship he develops with the resident and his loved ones in the days following his admission, the personal support attendant is the resource person who is designated to assist the resident throughout his stay.

The personal support attendant plays a role in making decisions that respect the needs, values and beliefs of the resident and his loved ones, conveys information to the interdisciplinary team, ensures that the resident's lifestyle is upheld and helps to maintain the resident's autonomy. He promotes personalized care and support that responds to the resident's wishes.

Medical Services

As soon as you arrive, a physician will be assigned to you.

The physician will visit you, get to know your previous medical record and make sure to provide the medical care you need. An on-call medical service is available around the clock for emergency situations.

The physician is responsible for determining your wishes regarding cardiopulmonary resuscitation and the measures to follow if your health deteriorates as well as establishing a medication reconciliation report. The physician will prescribe or adjust your medication in collaboration with the pharmacist throughout your stay at the residence.

If you have concerns or questions about your health or medications, do not hesitate to talk to your nurse at any time so that she can ask the physician to come and see you at their next visit to the centre.

During the medical appointment, the physician will be able to answer your questions and you can obtain information about your health condition. If necessary, the physician can request a consultation for you with a medical specialist. It is up to you or your representative to inform the other members of your family.



Pharmacy Service

Your medications will be prescribed by your physician and provided free of charge by the pharmacy service that serves your residential centre. Most of the medications prescribed and listed on the Régie de l'assurance maladie du Québec's form are free, except for temporary residents and all residents in private residential centres who must pay for their medications. All medications that are not covered by the RAMQ will be billed monthly to the resident's account.

For your safety, we recommend that you only take prescribed medications and talk to your physician before taking any other non-prescribed medications to avoid undesirable effects and unsafe drug interactions.

To avoid any complications when taking medications, it is very important to let us know if you are taking natural products or any medications other than the ones prescribed.

Do not hesitate to talk to the nurse in your living unit.



Multidisciplinary Services

Multidisciplinary services are provided by professionals in physical rehabilitation, nutrition, social work, special education, recreation and spiritual care.

Rehabilitation and Occupational Therapy

Rehabilitation services are provided by a physiotherapy technologist. This professional helps assess transfers (for example, from bed to wheelchair), balance, walking abilities and needs as well as the use of technical aids (cane, walker, etc.). She will register you for the adapted transportation service if you need it.

Occupational therapy services are provided by the occupational therapist who works closely with you to help you maintain your autonomy to its full potential. This professional ensures the assessment of cognitive functions, positioning in bed and in the chair for your comfort and the adaptation of various compensations to maintain your functional autonomy. She will assist you as needed during the positioning clinic to obtain a chair adapted to your condition.

Together, they contribute to the assessment of the risk of falling, the implementation of alternative measures and the safe layout of your room. Considering your desires and abilities, their role is to offer you rehabilitation or adaptation interventions to help maintain or improve your level of autonomy, adapt your environment to maximize your potential and promote an optimal quality of life. They work with you individually or in small groups. The frequency of meetings will be determined according to their assessment of your needs.

Nutrition

When you arrive, the nutritionist will evaluate your nutritional status by asking you about your food preferences, intolerances or allergies, if applicable. This information will help us determine your daily menu with you based on your diet (normal or prescribed).

Do not hesitate to contact the nutritionist if you would like to make any changes to your diet.

If your health condition changes during your stay, your nurse or your physician will ask the nutritionist to come and see you.

The nutritionist is the only intermediary between you or your representative and food services.

Social Services

If needed, a social worker can accompany and support you in your adaptation process. The social worker helps with your social functioning, in particular your interactions and your environment, to ensure that your emotional, social and spiritual development are at their full potential. The goal is to maintain or improve your quality of life.

During your stay, the social worker can give you advice if you are experiencing psychosocial, family or financial difficulties, and guide you on the relevance of obtaining a protection regime or the homologation of a protection mandate, requesting a transfer to another residence or a reassessment for curatorship.

Special Education

The special educator works primarily with people who are experiencing cognitive problems, but they are also there to facilitate the resident's adaptation and support the care team in ensuring a safe living environment.

The special educator offers activities adapted to your needs, based on intervention programs established with the multidisciplinary team in terms of rehabilitation or maintaining your capacities. The objective is to help you to be as autonomous as possible in your activities of daily living and to live a well-balanced life.

Special educators are specialized in helping relationships, cognitive stimulation and assessing residents in situations that require a specific approach. They also develop tools to assist the care staff.



Recreation, Entertainment and Activities

The Recreational activities technician, along with the help of the special educator, ensure a vibrant living environment by organizing leisure activities in your center. These activities are offered on a regular basis, during the day and in the evening, on weekdays and weekends. A monthly calendar of activities is posted in your living environment as well as the schedule of weekly activities. The calendar is also posted on the family bulletin board in the entrance and on the residential centre's website.

Some activities require additional costs. If this is the case, you will be informed ahead of time and are always free to participate or not.

During the first few weeks after your admission, a list of individual activities will be posted in your room. These are activities that you generally enjoy on your own, such as: reading, watching your favourite TV shows, listening to your favourite music, knitting, doing crossword puzzles, etc. Your caregivers will refer to this list and, each week, they will propose activities based on your preference, interests and lifestyle.

Some of our centres also have partnerships with schools in order to offer activities to our residents, like gardening, art, zootherapy, music therapy, etc. These activities are



included in your services and are free of charge.

Your family is always welcome to participate in these activities with you and to let us know your preferences.

Thematic Days

One thematic day a month is organized. Employees, residents and visitors are invited to dress up or wear an accessory that reflects the chosen theme. These special days are festive and create a fun atmosphere in the residential centre.

Spiritual Care

This service is offered in every residential and long-term care centre. It provides support adapted to the spiritual or religious practices of residents and their loved ones.

The spiritual care provider can guide you in your social and spiritual path, individually or in a group. This person lends moral support, comfort and assistance based on your particular convictions while respecting your beliefs, values and spiritual needs. The spiritual care provider can also refer residents to representatives of different religious confessions.

In some centres, mass is held every week. The anointing of the sick can be requested through the nurse in your living unit.

[For any special requests regarding this service, please speak to the administrative agent at Reception at your CHSLD.](#)

Infection Prevention and Control

Infection prevention and control (IPC) is a priority in order to ensure the wellbeing and safety of our residents.

“IPC champions” are trained in each of our living environments to promote good practices among their colleagues and to intervene if a situation arises. They also intervene among residents and families.

A team is in place to oversee the prevention and control of infections that can occur in a residential centre. Hand hygiene, a simple but effective practice, remains one of the best ways to reduce the spread of infections. We encourage you to adopt this practice in your daily routine.

In the event of an outbreak of infection on a unit and to prevent it from spreading, it may be necessary to temporarily isolate one or several residents and restrict visits. We will keep you informed of the situation.

End-of-life Care

When the last stage of life sets in, we are very attentive to the comfort care that the resident requires. We offer personalized accompaniment to end-of-life residents and adapted care that respects their dignity and autonomy, particularly to prevent and alleviate suffering. Spiritual guidance is also available.

When a resident passes away, our practitioners will pay their last respects to your relative or loved one. They will accompany the person during this final stage of life with the same respect shown throughout their stay in our residential centre.

ADMINISTRATIVE SERVICES

Reception

An administrative agent is present in each residential and long-term care centre based on a set schedule. This person welcomes new residents, clients and visitors, and answers their administrative questions.

If you would like to pay for a meal, the administrative agent will be happy to give you a coupon or a booklet of coupons. You can also ask this person to reserve a room for a family gathering, rent a BBQ on the terrace in the summer or obtain an air-conditioner, etc.

Management

The site managing director is responsible for overseeing the organization, implementation and development of the care and service offer. This person is in charge of integrating the priorities set by the higher levels of management. The site managing director is at the centre on a daily basis and ensures regular, clear and transparent communication within the residential and long-term care centre as well as with families. This person is available for employees, residents and families.

Unit coordinators are responsible for managing clinical teams and quality care. They ensure that the units' clinical and administrative activities run smoothly, while acting as a frontline resource person for residents and families. They are present on site every day.

The contact information for the management staff can be found in the telephone directory in your welcome folder.

Accounting - Residents' Billing Department

Billing for your stay and services begins the day of your arrival and is payable on the first day of every month. Direct withdrawal is the preferred method of payment.

It is up to the Régie de l'assurance maladie du Québec (RAMQ) to determine the amount of your monthly contribution. Before rendering its decision, the RAMQ will take into account the type of room you are occupying as well as your financial and family situation. In some cases, depending on your capacity to pay, an exemption may be granted in order to reduce your contribution.

You will be given an Application for Exemption or for Re-Evaluation to fill out regarding your financial contribution. A temporary contribution for housing costs will be determined on the day of your admission, but will be finalized by the RAMQ's financial assistance program for homemaker services.

If you have any questions, please consult the checklist in your welcome folder at the time of admission.



To help us determine your contribution, these are the documents you must provide on the day of your admission:

- Health insurance card, hospital card and any other card pertaining to your health condition, which will be kept on your living unit throughout your stay
- Citizenship or immigration card, if applicable
- Birth certificate for classes offered by the Recreational Department
- A copy of the mandate in case of incapacity, if applicable
- Copy of the protection mandate, if applicable
- If your property is being administered by another person, an attestation is required: a notarized power of attorney, a banking power of attorney, a mandate homologated by the court, a file number with the office of the Curateur public du Québec, etc.
- Specimen cheque.

If, for any reason, you decide not to provide the required documents, you will not benefit from any exemption in the calculation of your housing contribution and the full rate will be charged.

If your financial situation changes, copies of the relevant documents must quickly be sent to the RAMQ so that your housing contribution can be reassessed as soon as possible. If the contribution is modified, the Ministère de la Santé et des Services sociaux is responsible for making the change, not the residential centre..

MEALS, LAUNDRY, HOUSEKEEPING AND MAINTENANCE SERVICES

Meals

We want mealtime to be an enjoyable experience for you.

Because we care about your health, the food service prepares well-balanced snacks and meals. We provide three meals a day as well as snacks in the afternoon and evening. Every meal consists of a soup, two main-dish options, dessert and beverages.

The meals are homecooked in the residence's main kitchen by the head chef and the kitchen staff. The menu varies over a four-week period and is revised and improved every year based on feedback from our residents, their families, our staff and our volunteers. Before adding new recipes, tastings are held to see if our residents will enjoy them.

Menus are posted in the dining room, on the units, on the family bulletin board and are available on the website of the CHSLD, under the **Résidents et Familles** section.

All meals are served in the dining room of each unit. If you are unable to come to the dining room, your meal will be served to you in your room or in one of the day rooms.

When you arrive, a meal coupon will be given to you so that you can share a meal with one of your loved ones, whenever you like. Your personal support worker can explain how to use the coupon.

Thematic meals are organized to mark certain events during the year. If someone in your family would like to join you for a thematic or a regular meal, they can **purchase a meal coupon from the administrative agent**

at Reception during their working hours. The nurse on your unit will indicate where you can eat if there is no place at your table.

You can also invite your family to spend a nice moment together by reserving one of our rooms. If you have a big family and the food service cannot accommodate your needs, you can have a meal delivered by a caterer or a restaurant. We can provide certain beverages for this occasion. Please speak to the administrative agent at Reception about this.

We ask that you and your visitors **not offer any food to the other residents** without first obtaining approval from the nursing staff.

A coffee machine and a snack machine are located in the basement of some CHSLDs.

Meal Preparation Area

To avoid contamination and in accordance with the rules of Québec's ministry of agriculture, fisheries and food (MAPAQ), meal service areas in kitchens or on the units are strictly reserved for employees. In addition, the fridges in these locations are reserved exclusively for residents' meals prepared in our kitchen..

No food or beverages brought in by your loved ones can be kept in these fridges..

You can install a small fridge in your room and ask your loved ones to use it for your special treats and beverages. You are responsible for the upkeep of your fridge and ensuring that your food and beverages do not exceed the expiry date.



Laundry

The laundry service offers two options:

- The resident's family or representative can attend to your laundry.
- The resident's family or representative can choose to use the centre's laundry service.

A laundry and linen service is available for the regular washing and upkeep of your personal clothing as well as your beddings. Personal clothing includes the clothes you wear on a daily basis: socks, undergarments, pants, dresses, skirts, blouses, shirts, sweaters, jackets, etc. Personal clothing does not include personal bedspreads and curtains in the resident's room.

The centre offers this service free of charge, twice a week. Make sure you have enough clothes to wear while your laundry is being done. Since the laundry service uses industrial washing machines and dryers, it is best to have clothes that will withstand this type of equipment.

Our service includes:

- Picking up dirty clothes
- Machine washing, in bulk, of all of the residents' clothing, without sorting different types of fabric
- Use of a softener
- Machine drying
- Folding
- Putting away clothes in your room

This service does not include:

- Washing decorative items, such as personal bedspreads, curtains, etc.
- Dry-cleaning
- Delicate washing or washing by hand
- Flat drying
- Ironing
- The use of special products (for example, mild detergents)
- Mending or alterations
- Storing seasonal clothing

To avoid losing clothing, you must make sure, as soon as you arrive, that each item is identified with your first and last name using sew-on pre-printed tags with indelible ink. Thermo-adhesive tags are not accepted since they do not last. Producing and applying nametags are at your own cost. If you would like the name of a supplier, please talk to the administrative agent at Reception.

If a clothing item goes missing, you must fill out the **Lost Objects** form in your welcome folder or ask your unit nurse for the form and return it duly completed. We will conduct a search and inquiry and your nurse will keep you informed.

The CHSLD is not responsible for the loss of clothing that has not been tagged as requested.

Our staff is committed to handling your clothing with care. However, if we are responsible for loss or damage, the institution will assume the cost for replacing or repairing the item.

Bedding, towels, washcloths and blinds are provided by the residential centre.

We recommend that you have enough clothing for seven days, for each season. The wardrobe and dresser in your room are the only places to store your clothes. Depending on your condition, adapted clothing may be necessary to ensure your wellbeing and safety. The staff will discuss this with you if this your situation.

During an outbreak, bedspreads and curtains must be washed as a preventive measure to prevent the spread of infection. As a precaution and in order to protect you, the framework policy for infection prevention, following an outbreak, requires that everything in the room be washed and disinfected, including the comforter, bedspread, cushions, stuffed animals, etc. Everything in the room will therefore be removed and disinfected.

If you or your family would like to tend to your own clothing, washing machines and dryers can be made available to you in some of our residential centres. To find out if this service is available at your centre and about the terms and conditions that apply, please speak to the administrative agent at Reception.

Health and Sanitation

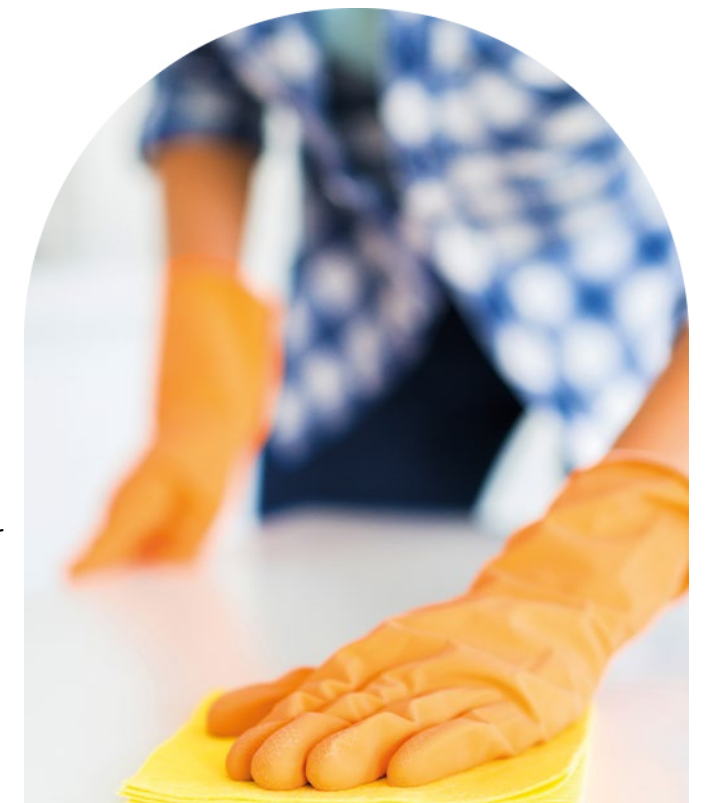
The health and hygiene staff's mandate is to ensure a living environment with safe, hygienic and clean spaces. The team maintains clean surfaces with prescribed techniques, standards and frequency. They also respect the activities of the other services and preserve the quality of your living environment.

The health and hygiene staff cleans your room regularly in addition to periodic in-depth cleaning. Your wardrobe and dresser must be maintained regularly by you or your loved ones.

Housekeeping includes:

Daily:

- Checking the state of your room
- Cleaning surfaces at high risk of contamination (bed rails, doorknobs, light switches, sink, tap, toilet handles, toilet seat, grab bars)
- Emptying garbage cans and disposing of waste
- Removing stains on the floor, if needed
- Cleaning up messes, if needed



Weekly:

- Cleaning furniture, underneath beds, devices and other surfaces, like windowsills
- Cleaning stains on walls
- Cleaning mirrors and accessories
- Bathroom cleaning (surfaces with low risk of contamination)
- Cleaning garbage cans
- Deep cleaning of floors

Monthly:

- Dusting horizontal and vertical surfaces not attended to during weekly cleaning (patient-lift bars, light fixtures, etc.)

Yearly:

- Thorough cleaning including washing walls and windows. For this, planning with you, your representative and staff is required.

Note that surfaces inside your furniture, including your wardrobe, must be emptied in order to be cleaned. Cleaning your personal items is your responsibility or that of your representative (fridge, personal fan, decorative items, etc.).

When the seasons change, your help is required for the cleaning of your drawers.

Maintenance

A maintenance worker ensures your comfort, safety and wellbeing by attending to repairs, maintenance and the layout of your room, when needed. This is the only person authorized to paint or perform any other kind of work, such as installing nails, screws, hooks, etc. If needed, do not hesitate to call on this person by advising your care team.

The centre ensures the maintenance and repair of its furniture based on a maintenance plan for each building. Maintaining items that belong to you is your responsibility and at your own expense.

If your room needs repainting or your walls are damaged, you can ask the unit coordinator to have the maintenance department assess the work.



OTHER SERVICES AVAILABLE

Dental Care

Québec's dental care and daily hygiene program is deployed in all our CHSLDs.

Our nurses are our frontline practitioners when it comes to assessing your oral health and our personal support workers play a key role in providing daily oral hygiene care. A dental hygienist, a dentist and a denturist support our care teams by offering a range of preventive and curative oral hygiene care, including the manufacture and repair of removable dentures. These services are provided on site with the use of portable equipment.

Eye Specialist

A mobile eye clinic is offered by an external resource and is available by appointment. For this service, please speak to the administrative agent at Reception.

Hairdressing

A hairdressing service is available on site. The schedule, price list and information on how to make an appointment are provided in your welcome folder.

Your loved ones can also use the hair salon to do your hair outside its regular hours.

Foot Care

For specialized foot care, the nurse in your care team or the administrative agent at Reception can give you the contact information of the person **authorized by management**.

Dressmaker

A dressmaker is assigned to your residential centre. To obtain this service, you must contact the dressmaker directly. Contact information is in your welcome folder.

Additional Services

You can hire private resources for additional care or services (massage therapy, osteopathy, etc.), through our GSA Multi+ program. The pamphlet for this program is in your welcome folder.

You can hire a companion to help you. This service is at your expense, and you must find your own companion, if needed.

To avoid any conflict of interest, please note that it is not permitted to hire Groupe Santé Arbec's staff for private services.



ESSENTIAL INFORMATION

Access to your Medical Record

Access to your medical record is protected by privacy rules.

To access a resident's medical record, we ask that you submit a written request to the on-Site Managing Director of the residential centre who will direct your request to the appropriate department.

Accompaniment and Support

If you have an appointment outside the centre and need to be accompanied, you must first call on your loved ones. If they are not available, your nurse will appoint someone on the team to accompany you.

Transportation for personal outings or appointments that is not part of your care or treatment plan is at your own expense, including any related costs.



The Day of your Arrival

On the day of your admission, you will first be welcomed by the administrative agent at Reception. You will then be directed to your new living environment. The nurse on your unit will introduce the staff on your living unit and will help you fill out various forms. Your personal support worker on your living unit (or, in their absence, the unit nurse) will accompany you to your room. They can answer your questions or refer you to the appropriate person. It would be best for you to be accompanied by a family member or loved one in order to complete and sign the contract and other documents.

During the first month, a person on the team will follow up with you (or your representative) to find out about your experience when you arrived at the centre and to see if you have any questions.

Living Unit

Your room is located in one of the living units. We encourage residents to participate in life on their living unit in order to create a pleasant environment. The living units differ from one residence to another. Each unit has its own unique atmosphere, depending on when it was built.

In more modern centres, floor plans facilitate getting around and foster better communication among residents.

Residents can go about their activities in a safe, functional and quality environment. Depending on the residence, the facilities include:

- A dining room for each unit
- A hair salon
- Family rooms
- A recreation room
- A physiotherapy and rehabilitation room
- A sensory stimulation room
- A green space and a covered outdoor terrace
- Comfortable sitting rooms with a television, sound system and DVD player
- Therapeutic bathtub and adapted shower
- Camera surveillance system for residents' safety
- Large outdoor balconies on each floor
- Etc.



Layout of your Room

The furniture in the room is provided based on an assessment of your mobility, your physical condition, the space available as well as the building code.

When you arrive, your room will have an electric singled bed, a wardrobe with drawers and shelves or a closet, an adapted easy chair, a table for meals and snacks, a bedside table with drawers, some with a compartment that can be locked, and a stand for a TV and sound system with a shelf for a DVD player, blinds and valances. Your washroom is equipped with a support bar. It is not permitted to modify your furniture. None of the doors in the room can be locked for obvious safety reasons.

Since this is your home, you can decorate it according to your own taste (bedspread, curtains, pictures, etc.). It is important to personalize your room by bringing meaningful objects. You can have the maintenance person hang photos and pictures on the walls. For your safety and that of the other residents and employees, no objects that could catch fire can be placed near a heat source.

In keeping with the safe layout of your room, any additional furniture or equipment must first be approved by the unit coordinator. These objects must not have any fabric so that they are easy to wash.

Management reserves the right to refuse any furniture that could compromise your safety and that of the staff.

Safe circulation space must be taken into account when adding furniture to the room:

- 46 cm (18 inches) on either side of the bed for providing care in bed.
- 91 cm to 1.2 m around the bed if the person uses a wheelchair.

The unit coordinator, in collaboration with the rehabilitation service, can help you with the ergonomics of your room.

Each room is equipped with a nurse call system and integrated intercom. This system is located close to the bed and in the washroom. Each room is also equipped with a handrail.

It is your responsibility not to clutter your wardrobe. You will be advised if your clothes need to be sorted. If you cannot do this yourself after our request, we will have to proceed out of concern for the safety of your environment.

The staff considers your room a private and inviolable space that no one can enter without being invited in. You can receive visitors at all times, except in special situations (for example, an outbreak).

Your room is assigned to you based on your availability. However, management reserves the right to request a room transfer to ensure your safety and the best quality of care. You yourself can request another room by speaking to your unit nurse, if the one that was assigned to you does not suit you. If your health condition requires hospitalization, your room will be reserved for you during your absence.

Fire-resistant Fabric

All of the decorative fabric in your room (bedspread, curtains, etc.) **must be fire-resistant.**

Clearance Space from a Heat Source

There must be a clearance space of at least 7 cm (3 in.) in front of any heat source (baseboard) for objects that are 2.54 cm (1 in.) or more from the floor (for example, a piece of furniture on legs, like a desk), and 15 cm (6 in.) if there is no space between the object and the floor (for example, a filing cabinet).

The minimum clearance space for curtains above a baseboard is 7 cm (3 in.).



Use of Electrical and Electronic Devices

Since some residential centres are organized differently and have specific electrical systems, before installing small devices in your room, you must call on the maintenance worker at your residential centre.

All electric devices must have a CSA seal of approval and be checked to make sure they are safe. All devices must meet safety standards (circuit overload) and hygiene standards (daily upkeep and infection prevention measures). Regular maintenance of your electric and electronic devices is your responsibility. Electrical extension cords must have three prongs and must never prevent current flow.

List of Authorized Devices

- Television, ideally installed on a wall mount provided by the establishment. **You must first ask the maintenance worker about the maximum dimensions permitted.**
- Fridge (maximum dimension of 2.5 ft³, that can be placed on a piece of furniture, like a desk): **the upkeep of the appliance and its contents are your full responsibility.**
- Air conditioner (conditions apply according to each centre)
- Fan
- Radio
- Small clock or alarm clock
- Electric razor
- Computer
- Electronic tablet
- Cell phone
- Small furniture (for example, a bookcase or a humidifier) **with authorization** from unit nurse or the unit coordinator

Prohibited Appliances

For safety reasons, **all electrical appliances that produce heat** are not permitted in your room. Here are some examples:

- Kettle
- Toaster
- Coffeepot or coffee maker
- Iron
- Electric blanket
- Microwave
- Space heater
- Etc.



Motorized wheelchairs, tricycles, four-wheeled vehicles

Four-wheeled vehicles and three-wheeled vehicles are prohibited inside the facility. Only electric wheelchairs, wheelchairs and walkers are allowed inside.

At CHSLD Heather, if you have a four-wheeled vehicle or a three-wheeled vehicle in your possession, you must take charge of storing it outside the facility during the months when you are not using it. In other CHSLDs, if you have one in your possession and want to use it outside, we have a place reserved for this type of motorized device with electrical outlets to charge the batteries. Before purchasing any motorized device or bringing any device, you must make a request to the physiotherapy department of the CHSLD where your loved one resides so that the physiotherapy technologist can carry out assessment procedures and involve an occupational therapist qualified in driving this type of motorized equipment.

This assessment is mandatory to evaluate the resident's cognitive and physical abilities to drive a motorized chair in order to ensure their safety and that of others, as well as to avoid unpleasant surprises following the purchase of this equipment.



Special Needs

Specific needs pertain to items or services that a resident needs for a physical condition, such as:

- Glasses or contact lenses
- Communication devices (for example, language or speech)
- Hearing devices (for example, a hearing aid)
- Orthopedic shoes
- etc.

You can obtain these items and services from different organizations. To find out about the specific terms and conditions, please contact the social worker at your CHSLD.

Cameras

You can have a monitoring system installed in your room if the circumstances require it. The system can only be installed to ensure the safety and the quality of services provided, in particular, to monitor a potential case of abuse. It can be installed by you or your representative.

However, **the use of any monitoring system must respect certain rules** to protect the right to privacy of the individuals who are filmed or recorded. In keeping with this objective and to ensure a safe living environment for seniors, the government of Québec adopted the *Regulation respecting the terms governing the use of monitoring mechanisms by a user sheltered in a facility maintained by an institution operating a residential and long-term care centre*, under the *Act respecting health services and social services*.

Compliance with sections 3 to 11 of the Regulation is the responsibility of the person who installs or uses the monitoring system, in this case, the resident or their representative. Individuals who do not comply with these provisions may be prosecuted under *Québec's Charter of rights and freedoms or the Civil Code of Québec*.

For details and conditions, consult [Policy DSI-PO-038 Conditions for the use of monitoring mechanisms by a resident in a centre which is included in French Version in your welcome folder and available on the website of your residential and long-term care centre \(available in English upon request\).](#)



Telecommunications

Wireless Internet is provided free of charge everywhere in the residential centre. The user name and password are included in your welcome folder and posted in various locations in the centre.

You can have a computer in your room if there is enough space. Otherwise, we suggest that you use a tablet. **We are not responsible for theft, damage, repairs or debugging, etc. You are responsible for your computer and its upkeep.**

Your family and loved ones can also send you emails via the residential centre's website, by clicking on the tab at the bottom of the homepage or under the **Résidents Familles' tab (in French only)**. The administrative agent at Reception will be happy to print your messages and a personal support worker will be pleased to give them to

you or read them to you.

Did you know that your family can communicate with you via videoconference? If your loved ones are faraway or on vacation and you would like to stay in touch, this service is perfect for you. Tell them to sign up for this service with the Recreational Department.

Your room is equipped with a phone jack. If you would like to have your own phone, we can provide you with one or you can bring your own. There are no charges for long-distance calls within Canada. A monthly fee will be charged for this service.

We offer a basic TV broadcasting service at a very reasonable monthly rate, without installation fees. A television cannot be hooked up in your room without paying for cable TV. If a television is installed without permission, it will immediately be disconnected.

We also prefer the use of television wall mounts, which the CHSLD can provide.

If you would like to have Illico, you can call Videotron directly. The cost of this service is at your own expense.

If you would like to have a phone or a television installed in your room, please contact the administrative agent at Reception.

Air-conditioner

You can have an air-conditioner in your room. However, you must use the model provided by the centre and put in a request for one.

To find out more about the conditions that apply at your residence, please speak to the administrative agent at Reception.

Communications

Photos and Videos

On the day of your admission, we will take your photo. This photo is one of two ways to identify you so that we can recognize you more easily and to ensure that you receive your treatment or services, in particular administering your medications or delivering a particular treatment.

Moreover, since photos and videos are taken during different activities and some may be used for different occasions and on various media, a photograph and video recording consent and waiver form will be given to you by the recreational activities technician for you to sign.

You have the right to refuse the dissemination of photographs and videos taken during activities, but the identification photo upon admission is mandatory.

Life Story

Your life story is an important step when you come to live with us.

You or your representative will be given a questionnaire when you arrive.

Your life story is a compilation of biographical information about you, including your qualities and strengths, your spiritual practices, your education and work, your leisure activities and personal interests, significant events in your life and a few words of wisdom. This helps us get to know you. By understanding the important stages in your life as well as your particular preferences and interests, we can adapt the services to your needs, and the staff in your unit can provide more personalized assistance.

It is very important that you fill out this questionnaire as soon as possible so that we can write your life story and post it in your room.

Rules to respect to ensure harmonious and clear communication

Communication between workers, residents and loved ones is very important.

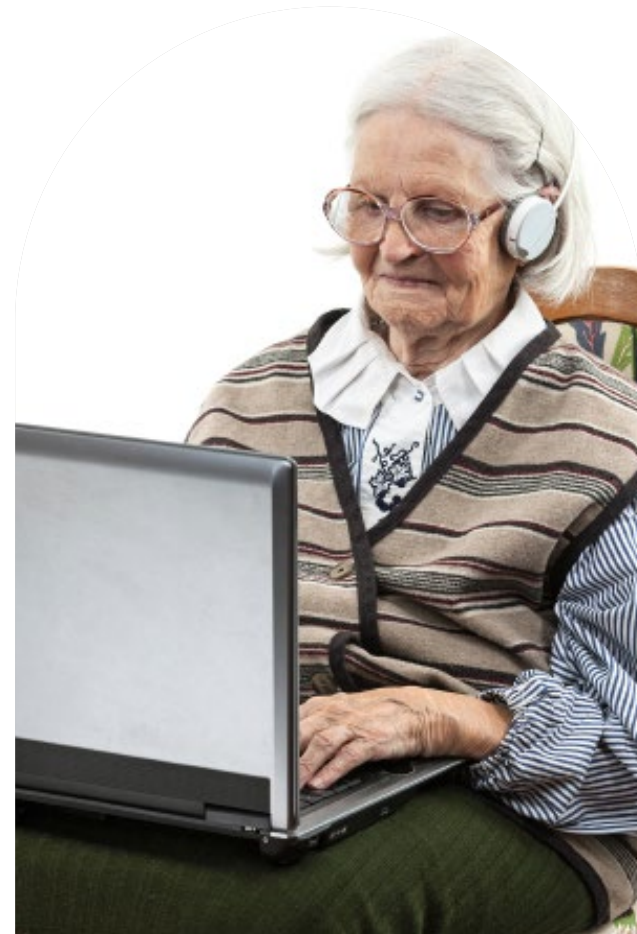
Only one person per resident is considered the intermediary between workers and your family members and loved ones to avoid having to repeat information and respond to numerous phone calls.

Your representative will be this person. However, if your representative must be replaced, they must inform your unit nurse.

We encourage you as well as your loved ones and family members to respect the following rules to facilitate communication:

- Participate in establishing your individual intervention plan and attend the meeting of your interdisciplinary team.
- Inform the unit nurse or coordinator of any situation that could compromise your safety.
- To protect confidentiality, please do not enter the nursing station unless you have been asked to do so.
- While medications are being distributed, avoid calling the nurse or assistant nurse to prevent them from making errors. If you need to speak to a nurse, agree on a suitable time.

To ensure the best sharing of information, various communication tools are at your disposal in each of our CHSLDs.



Our Web Site is YOUR GATEWAY

Groupe Santé Arbec has its own website, as does each residential centre. You can find helpful information and answers to some of your questions, as well as certain forms.

This is YOUR gateway to obtaining information. The contact information for the team at your CHSLD and senior management are available on the website.

Facebook Page

Groupe Santé Arbec has its own Facebook page, as does each residential centre. We post activities, invitations to thematic days and celebrations, photos, videos, and more. Don't hesitate to access it to find out what's going on in your residential centre.

Please avoid sending messages on these pages. Instead, you can send an email to the professionals on your team, which are clearly indicated on the website of your CHSLD, to ensure that you receive a timely reply. Even though the management team is always available, we ask that you not call them after 8 p.m., during the night or on weekends.

Team Board

Located at the main entrance of the residential centre, this board indicates the primary contact persons. You will find their photo, title and telephone number as well as the location of their office. The managers' cell phone numbers are also indicated.

Information board for residents and their loved ones

Located in the main entrance of the residential centre, this board provides general information for all residents and their loved ones. For example, you will find the monthly activity calendar, menus, invitations to families, various information from the Living Environment Committee.

In the waiting room at the main entrance, there is also a rack with pamphlets that provide important information.



Information board to situate residents

Located in each living unit, a board helps residents to situate time by indicating the day's activities, menu, birthdays, etc.

How we communicate with you and your family

Communication is mostly provided by our newsletter. We send periodic newsletters to keep you informed of highlights, news, changes, upcoming activities, outbreaks, etc.

To subscribe to our newsletter, go to Groupe Santé Arbec's webpage (www.groupesantearbec.com) and fill out the subscription form for Groupe Santé Arbec's residents and families. Several of your family members and loved ones can also subscribe.

Newsletters are also posted on our website and Facebook page. Keep in touch with our website (under Publications) and our Facebook page to stay abreast of the latest news.

Meetings with residents and their families

Organized once or twice a year, these meetings are designed to convey information, promote exchanges and express concerns.

Surveys

Another way to help us improve our services is to answer the various surveys we send or give to you: surveys can pertain to admission, daily life, the quality of our website, food services, etc.

The answers to our surveys are compiled and closely analyzed with a view to continuous improvement, and the results are shared with you.

Mail and Newspapers

If you have mail to send, you can bring it to Reception with the correct postage or buy a stamp from the administrative agent at Reception who will make sure to mail it.

If you receive mail, you or your loved ones can pick it up at Reception. Make sure that those who send you mail properly indicate your full name as well as your room number.

You can also subscribe to your favourite newspapers and magazines at your own expense. You are responsible for managing and paying for your subscriptions.



Definitive Departure from the Residential Centre

Since people are waiting for a place in a residential centre, keep in mind that we do not have much time before we must admit another person. Therefore, in the event of a death or a definitive departure, we ask that the family or representative empty the room of its contents within a maximum of 24 hours.

In exceptional cases, where it is impossible for the family to empty the room, we will look after emptying it and ensure the temporary supervision of the resident's personal effects, **without however being responsible for them**. The representative must take possession of these items **within a maximum of three weeks**. After that, the residential centre reserves the right to dispose of the personal effects.

Upon departure, the family must leave the room as it was when the resident arrived. No furniture, clothing, objects or curtains must be left behind without first talking to the site managing director of your centre, otherwise the related costs will be billed to you.

After your departure, the Billing Department will return any sums that were overcharged after the day of your departure or will invoice you for any outstanding charges for services rendered up to the day of your departure.



Elections

As a resident of a residential and long-term care centre, you maintain your rights as a citizen, like your right to vote in elections. During elections, each residential centre, in collaboration with the elections office, opens a polling station. In most cases, party representatives will come to meet with you and will be accompanied by a special education technician.

However, it is your responsibility and that of your representative to ensure that you are on the electoral list and to express your right to vote on election day. To avoid potential conflicts of interest, note that the staff is not permitted to accompany you behind the polling booth when you cast your ballot.

Risk Management

As soon as you arrive and during your stay, note that the members of the interdisciplinary team will assess your risk of falling. Interventions to prevent or minimize the consequences will be put in place and re-assessed yearly or as needed. To prevent falls, we strongly recommend that you:

- wear clothes of a safe length,
- wear shoes or slippers with anti-slip soles,
- not lay any carpets in your room,
- respect the instructions in your intervention plan for all of your movements, including assistance with walking,
- respect the alternative measures,
- follow the control measures that have been determined, if applicable.

Our residential centre works to prevent and decrease the risk of falling and the related consequences. Our approach is based on promoting autonomy, maintaining mobility and the best quality of life possible, as well as respecting your dignity.

Implementing a control measure is **an exceptional measure of last resort**. This is determined by the interdisciplinary team. It must be considered in the same way as a specific healthcare treatment with rules and procedures to govern its application, follow-up and re-assessment. If you have questions, you can refer to your team and an explanatory pamphlet can be given to you.

Other preventive measures are available in the pamphlet **Simple gestures to ensure my safety and health**, which can be found in your welcome folder.

As partners in the living environment, you and your loved ones can help to prevent undesirable incidents just like the volunteers and staff. We encourage you or your loved ones to promptly mention to staff any situation that could endanger your safety in your living environment, for example, if there is water on the floor or if any equipment is defective.

Although our residential centres have a prevention and safety management program, we encourage you to also play a role in this.



Posting Information

Posting information for staff is not permitted in your room or in the common areas of the living environment. However, if you or your representative want to post information deemed important for staff to ensure your wellbeing, it can be posted inside your wardrobe. Any information regarding your medical condition or loss of autonomy cannot be provided in this way. This information can only be found in the nursing staff's work plan.

Visiting Hours

You can have visitors at all times. We understand how important these moments are. Your family and loved ones are also invited to accompany you on outings (shopping, restaurants, medical appointments, etc.) and to participate in the centre's recreational activities.

Families must obtain door access codes from the administrative agent at Reception. These codes must not be divulged to other residents or to anyone else. This is for the safety of our residents.

Visitors are asked to remain calm and discreet out of respect for the other residents and to not make noise when leaving the centre in the evening or around 9:30 p.m.

In some situations, for example, an outbreak of gastroenteritis, influenza or another virus, the centre may have to limit the number visitors and/or visiting hours until the situation returns to normal. If this is the case, information will be provided as well as the measures to take to avoid the spread of infection.

For humanitarian reasons, the family is permitted to stay all night in an end-of-life situation.

With the exception of CHSLD Heather, for safety reasons, the numeric keyboard to access the centre is deactivated between 8 p.m. and 7 a.m.

If your loved ones come to visit you during these hours, they must ring at the main entrance located at the front of the building and wait for the nurse to give them access.

The nurse will ask all visitors to identify themselves before giving them access to the building.

Waking and Sleeping Schedule

The time you wish to wake up and go to sleep is determined when you arrive, based on your lifestyle.

We will do everything in our power to respect your preferred schedule, in the context of community life. If your schedule does not suit you, please discuss it with your nurse.

Incidents and Accidents

At your residential centre, everything is put in place to make your environment as safe as possible.

However, if an incident or accident occurs, for instance, if you fall, your unit nurse or coordinator will inform your representative of the situation. You and your representative will also be informed of the measures taken to reduce the consequences and prevent another incident.

If you witness an incident or you have an accident, we ask that you immediately notify a member of the care staff.

Your Opinion Matters

Express your Satisfaction

Would you like to share something with us? A positive experience you had? A good deed you witnessed? Tell us about it by filling out the electronic form on our website in the section **Résidents et Familles**, under **Votre Opinion compte**.

Express your Dissatisfaction: the Steps and the Right Means of Communication

Dissatisfaction is a concern, discontent or frustration towards someone or a situation (for example, a lost item of clothing, the time it took to respond to you, family not being informed of an incident, etc.).

Your comments and suggestions are important to us. They help us improve the quality of care and services we offer you.

People who work in your living environment care about offering quality services that respect the needs and rights of residents. However, it may happen that you or your family are not satisfied with the care provided or the response to a request.

You can express your dissatisfaction or make a complaint.

STEP 1

To ensure continuous improvement, if you are dissatisfied with the care or services received, we ask that you first talk to your unit coordinator. You can then discuss the matter with the site managing director.

You can express your dissatisfaction to any member of staff, either verbally or by filling out a form that you will find in your welcome kit as well as at the reception or by going to the centre's

website where you will find, in the section **Résidents et Familles**, under **Votre Opinion compte**, a form to print and one to fill out online, depending on the choice you prefer. The online form is a way to reach the right people quickly.

STEP 2

After completing this process, if you are still not satisfied with the results or answers, you can file a complaint with the Service Quality and Complaints Commissioner of the region's CISSS. The pamphlet and the form for this purpose are available in your welcome folder, at the entrance to the centre and on each unit as well as on the centre's website in the section **Résidents et Familles**, under **Votre Opinion compte**.

STEP 3

After 45 days, if you have not received a response from the Commissioner or you do not agree with the conclusion, you can contact the Québec Ombudsman.

The Québec Ombudsman is independent of any institution or government. The Ombudsman will review your complaint and inform you of its decision: <https://protecteurducitoyen.qc.ca/en>.

Need Assistance?

If you need to be accompanied to express your dissatisfaction or to file a complaint, you can reach a member of the Residents' Committee at your residential centre. The contact information is in your welcome folder.



Intimacy and Sexuality

Your room is for your need for solitude, reflection and rest. The staff must protect your privacy and intimacy.

It is our duty to preserve your overall integrity and your right to be sexually active while protecting you from different forms of abuse. Therefore, we will not arbitrarily restrict your right to be sexually active or undermine your sexual identity.

Valuable Objects: Loss, Damage, Theft

Residential centres and Groupe Santé Arbec are not responsible for managing your personal effects and cannot be held responsible for any loss, theft, disappearance or damage of objects that you decide to keep in your possession.

You and your representative assume full responsibility for these objects.

We strongly recommend that you engrave your glasses, dentures and hearing aids as well as their protective cases.

When you arrive, you must fill out a **form to declare your valuable objects**, including jewellery, glasses, orthotics, dentures, hearing devices, artwork and any other items of value.

You can ask your unit nurse for the form at any time if you would like to update it. It must be signed by you or your representative on the date it is updated.

We recommend that you only keep small sums of money in your room for your needs. This money must be kept under lock and key at all times. We also recommend that you keep all your valuable objects under lock and key.

If you have lost an item of clothing or an object that belongs to you, you must fill out the **Lost Objects Form** which is in your welcome folder or ask your nurse for the form and give it to your unit nurse. A search and investigation will be carried out and the nurse will follow up with you.

If you would like to make a claim, you must fill out the **Claim Form** which is in your welcome folder or ask your unit coordinator for the form, and submit it to your unit nurse.

An investigation will be carried out and if we are indeed responsible and the conditions indicated on the form are met, you will be compensated.



Third-party Liability Insurance and Property Insurance

We strongly recommend that our residents take house insurance and third-party liability insurance to ensure optimal coverage in the event of a disaster or an accident.

We suggest that you take private insurance for your personal property, including jewellery, glasses, orthotics, dentures and hearing devices, etc.

Tips, Gifts and Donations

Practitioners, volunteers and employees **are not permitted** to accept gift cards, tips, cash donations, gifts and special favours or to engage in any transactions of any kind with a resident. We count on your collaboration in enforcing this rule.

We encourage you however to mark your gratitude and support by making a donation to the Fondation du Groupe Santé Arbec to the residential and long-term care centre of your choice. The contact information is in your welcome folder and you can also visit our website at www.fondationgsa.org.

Donations are used to help us accomplish our mission and to achieve our vision and objectives. An evaluation must first be done for the following donations:

- Donation of an animal or fish
- Donation that requires maintenance
- Donation that requires maintenance costs

These types of donations must first be presented to the site managing director who will determine the suitability of the donation and decide whether or not it can be accepted.

Only adapted clothing will be accepted as a donation. Families must take all other clothing after a departure or death.

Pets on Site

Under certain conditions, your loved ones can visit you with their pets. Visitors who bring a pet to the residence must guarantee that the animal is in good health and does not have any behavioural issues. They must also ensure that all vaccinations are up-to-date and that the pet has received its deworming treatment. The animal's health booklet is required.

Your loved ones must always supervise the animal and keep it on a leash or in an appropriate carrier. If other residents feel uncomfortable, a room can be made available for this visit. The pet owner is fully responsible for any potential accidents and incidents caused by the animal.

Management reserves the right to refuse access to a pet if it deems that its behaviour or breed is inappropriate.

The policy on pets on site is included in your welcome folder and on our website.



Family Gatherings

Family gatherings can be organized during the week and on weekends, depending on the availability of a room. Please contact the administrative agent at Reception to find out how to reserve a room.

Security and Emergency Measures

In your room, you must keep potentially dangerous products out of sight and out of reach. This includes nail polish, perfumes, etc. These items must be kept in a closed drawer or under lock and key.

In case of emergency, we must be able to quickly reach your representative. Please make sure that your representative's contact information is up-to-date.

The following measures are in place to ensure your safety:

- 24-hour surveillance and security
- Security camera system in all common areas
- Main entrance and exit doors as well as doors on the coded units designed to control access
- Alarm system linked to a call centre in case of emergency
- Sprinkler system and other security devices
- Call bells that are easy to use in all rooms and washrooms
- Protected balconies
- Limited access to electrical devices

In the event of an alarm, wait for instructions from the staff. Our alarm system is linked to the fire department.

Candles, sparklers and any other type of flame are strictly prohibited at all times and everywhere in our centres.

Our care staff must at all times validate your identity, especially before providing care, during an examination or when administering treatment or medications. Stating your name and date of birth is a simple gesture to ensure that the proper care is being provided.

Outings and Absences

You are permitted to go on temporary outings unless otherwise indicated in your intervention plan. However, in order to prepare your medication, **we ask that you notify your nurse of your departure and the expected time of your return 48 hours in advance.**

Your room will be reserved during this period and you must continue to pay for your room during your absence.

Students-in-training

Some CHSLD have agreements with educational institutions. At different times throughout the year, we welcome students-in-training who are completing supervised during their training in various disciplines.

Volunteers

Volunteers enrich the living environment of residents by complementing the professional services offered. They lend support for your recreational activities, spiritual care, friendly visits, among others. They are present every day and on all the floors.

Volunteers are invaluable partners for our staff and their support in the daily lives of residents enhances our services. Volunteer activities vary from one centre to another, but their services never replace the overall work of our employees.

If you know someone who would like to do volunteer work, they can contact the recreational technician who will be happy to welcome them and direct them according to their preferences, skills and talents.

Parking

Parking spots are available in front of all of our residential and long-term care centres. Parking is free. Some centres have charging stations for electric cars.



Alcohol Use

You are permitted to consume alcohol in moderation in the residential centre, unless there is a specific contraindication. However, alcohol must be purchased at your own expense and no staff member is permitted to buy or provide alcohol for you. Management reserves the right to limit the use of alcohol or to prohibit it if there is any problem

Drug Use

Therapeutic Use

Cannabis must be prescribed by a practising physician in the residential centre. You are not permitted to have any form of cannabis for therapeutic use in your possession. The product must be provided by the residential centre and must be framed by the same control mechanisms as narcotics.

Recreational Use

Drug use (cannabis or other) in residents' rooms and the designated smoking area, or anywhere else in the centre or on its premises, is not permitted.

Smoking

Only residents are authorized to smoke, including e-cigarettes, in designated smoking areas. If, for your safety, you require assistance while smoking, we will call on your loved ones or a volunteer to accompany you. You may be required to wear a smoking apron if this recommendation has been made by a professional who has assessed you. This apron is at your own expense.

Smoking on balconies is not permitted.

You must buy your own tobacco or cigarettes and staff is not permitted to buy them or supply you with them. You are not permitted to borrow these products from other residents or employees.

It is not permitted to smoke or vape within a nine-metre radius of the building - This regulation applies to anyone who lives, visits or works at the centre, without exception.

By law, visitors and staff are prohibited from smoking on all our CHSLD's grounds, including gardens, balconies, roofs and parking lots.



Clothing

Clothing that is appropriate for your physical condition is required. We strongly recommend that your clothes be loose and comfortable to ensure your autonomy.

If your physical mobility is reduced, all of your clothing must be adapted.

To ensure your comfort, wellbeing and safety, here is a list of recommended clothing that you can bring with you on the day of your admission. If the centre is in charge of maintaining your clothing, it must be washable and dryable in our machines.

For Women

- 6 pairs of pants or dresses
- 2 housecoats (1 warm and comfortable for bathing and showering)
- 4 pyjamas
- 6 pairs of socks (no ankle or knee-high nylon socks)
- 6 pairs of underwear (if the person does not wear incontinence underwear)
- 3 bras
- 1 or 2 sweaters or woolen vests
- 2 hats (summer and winter)
- 1 pair of non-slip shoes for safety and comfort
- 1 pair of non-slip slippers for safety and comfort
- 1 pair of boots
- 1 coat
- Scarf and gloves

For Men

- 6 pairs of pants
- 2 housecoats (1 warm and comfortable for bathing and showering)
- 4 pyjamas
- 6 pairs of more or less thick socks
- 6 pairs of underwear (if the person does not wear incontinence underwear)
- 6 undershirts
- 1 or 2 sweaters or woolen vests
- 2 hats or caps (summer and winter)
- 1 pair of non-slip shoes for safety and comfort
- 1 pair of non-slip slippers for safety and comfort
- 1 pair of boots
- 1 coat
- Scarf and gloves
- 1 belt or suspenders
- 1 electric razor

Adapted Shoes and Clothing

In some circumstances, we may request adapted clothing in order to improve your comfort and safety for getting around.

You or your representative must obtain your adapted clothing. You can contact the special educator for any information. If adapted clothing is necessary, and if you have a medical prescription, most suppliers will not charge any taxes. They can even provide you with catalogues.

If you need adapted shoes, please contact the physiotherapy technologist.

Shopping days are organized twice a year by the special educator at your residential centre.

ITEMS PROVIDED BY THE CENTRE OR BY RESIDENTS

Items provided by the Centre

Bedding

The centre provides sheets, standard pillows, pillow cases, blankets, towels and washcloths.

If you would like to have any other type of bedding (for example, flannel sheets or healthy sheets), talk to your nurse first. You must provide two extra sets of sheets (fitted sheets and flat sheets), identified with your name.

Personal Hygiene Items

- Nail clipper
- Kleenex
- Toilet paper
- Toothbrush
- Denture brush
- Concentrated fluoride toothpaste
- Interdental brush
- Alcohol-free antiseptic mouthwash
- Denture cleaning tablets
- Denture case
- Deodorant
- Soap
- Regular shampoo
- Incontinence products

However, since the centre has a plan for group purchases offered to all the health centres in the region, the choice of companies that supply these products is limited. Therefore, if you would like to buy the above-mentioned items from another company, you must assume the cost.



Items provided by the Residents

Personal items are provided by you or your loved ones.

We encourage you to bring the following items, based on your needs:

- Large bath towel
- Nail polish
- Electric razor (manual razors are not permitted)
- Comb and hairbrush
- Shower cap
- Moisturizing cream
- Bedspread or comforter for a single bed (non-flammable fabric only)
- Blanket (non-flammable fabric only)
- Curtains (non-flammable fabric only) – curtains must not touch heaters (clearance of at least 7 cm or 3 in.)
- Stuffed animals, dolls
- Paintings, pictures, photos
- Favourite personal and/or meaningful objects
- Any other personal items for your wellbeing



COMMITTEES AT THE RESIDENTIAL CENTRE



RENSEIGNE | ÉCOUTE | DÉFEND | ASSISTE | ACCOMPAGNE

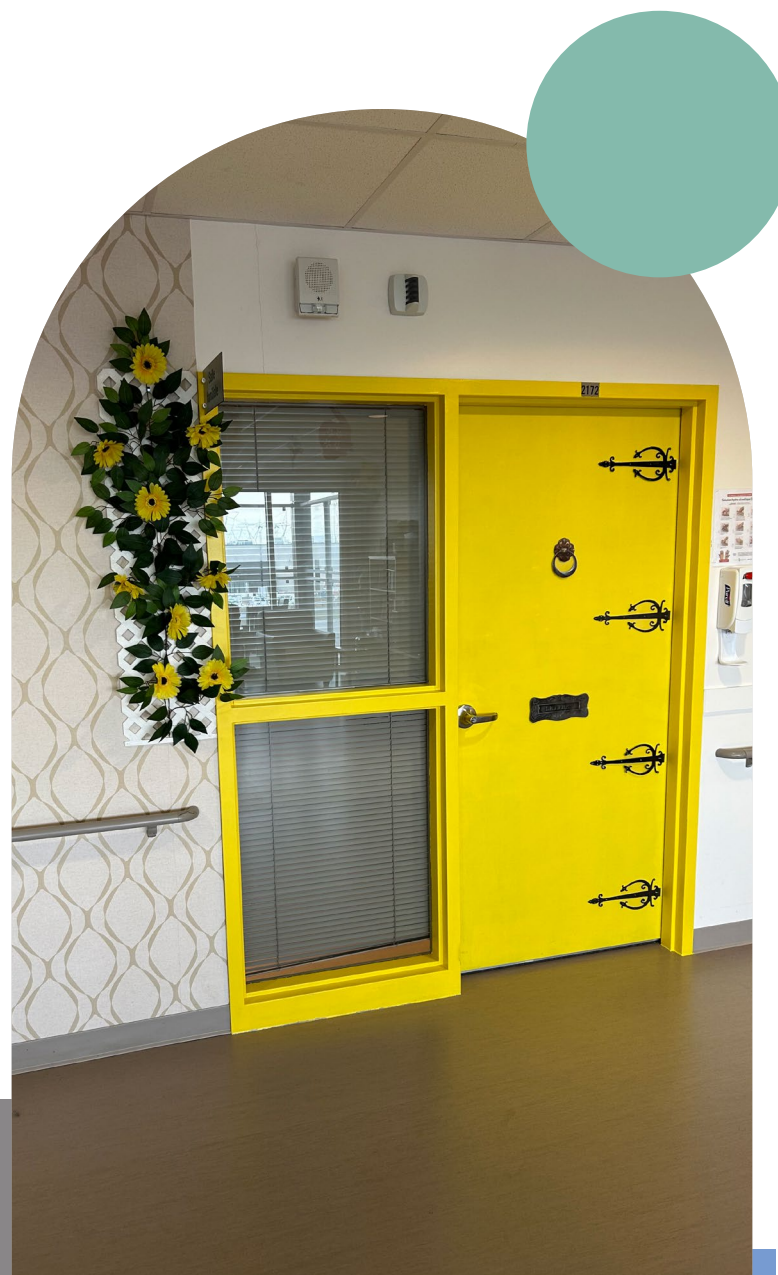
LIVING ENVIRONMENT COMMITTEE

The Living Environment Committee's role is to:

- enhance the quality of residents' living conditions through living environment projects,
- partner and collaborate with the Residents' Committee in implementing certain projects related to respecting human rights (for example, awareness-raising activities),
- encourage interactions between residents and families,
- help improve the quality of care and services,
- help residents maintain their autonomy.

The person in charge of the living environment ensures the follow-up of projects.

We encourage you to actively participate in this Committee that works to improve the living conditions of residents. Contact the director of your CHSLD to find out more.



RESIDENTS' COMMITTEE

The Residents' Committee is the guardian of the rights of residents. It ensures that residents' dignity as well as their rights and freedoms are respected. It is an important spokesperson for residents in our residential centres.

Respecting residents' rights, the quality of services and user satisfaction are the foundations that guide its actions. The Committee must show a particular concern for the most vulnerable users and work to improve the living conditions of all residents.

Under Section 209 of the Act respecting health services and social services, the Residents' Committee must be comprised of at least five members elected by all residents or their representative.

Each representative acts in the place and stead of a resident within the Committee. Anyone who shows a keen interest in the activities of the Residents' Committee can also be elected a member of the Committee (for example, a relative, loved one or volunteer).

More specifically, the Committee's role is to:

- inform residents of their rights and obligations,
- improve the quality of the living conditions of residents and assess their degree of satisfaction with regard to the services provided by the institution,
- defend the common rights and interests of all residents,
- defend the rights and interests of a particular resident, at their request, as a user of a residential and long-term care centre or any competent authority,
- identify and implement projects for all residents, based on certain criteria.

The Residents' Committee can also defend your rights and interests by supporting you in your particular process, including filling out a form to express your dissatisfaction or filing a complaint.

If you would like to join this Committee, do not hesitate to speak to the resource person of the Residents' Committee at your residential centre. The Committee is often looking for new members. You can consult the telephone directory in your welcome folder.

FONDATION GROUPE SANTÉ ARBEC

The Fondation Groupe Santé Arbec (or Fondation GSA) was created by Paul Arbec, President and CEO of Groupe Santé Arbec. The Foundation works to narrow the gap between the needs of residents in Groupe Santé Arbec's institutions and government-funded services.

A registered charitable organization since September 11, 2018, the Fondation GSA works to improve the conditions of people experiencing loss of cognitive or physical autonomy by offering them services and equipment to help them recover, maintain or improve their mental and physical capacities as well as organizing a variety of social activities for them.

Its mission is to raise funds to promote, improve and enhance the quality of life and wellbeing of residents living in Groupe Santé Arbec's residential and long-term care centres and transitional resources.

When you are admitted, a form included with your admission contract will be given to you and you can choose whether or not you would like to be contacted by the Fondation GSA to inform you of the latest developments, campaigns as well as current or upcoming activities.

Giving to the Foundation means offering a little EXTRA to your loved one as well as the other residents living with them.

A pamphlet and other relevant information can also be found in your welcome folder.





Compassion
Transparency
Creativity
Excellence

www.groupe-sante-arbec.com

www.chheather.com

www.chslddesmoulins.com

www.chsldmcduff.com

www.chsldlouisefaubert.com

www.margueriterocheleau.com

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