Welcome Guide

for new residents and families



www.chheather.com



Welcome



Management and staff of the Heather Long-Term Care Centre are happy to welcome you to your new living environment and bid you the warmest of welcomes.

To better answer your questions and facilitate your integration and adaptation to your new living environment, we have prepared an information guide for you and your family.

In it, you will find all sorts of useful information concerning your new living environment and the services available to you.

Your new living environment offers a warm, family-oriented and safe climate marked by humanity and respect.

Here, we adapt to your needs, we respect your personal tastes, your differences, your choices and your wishes.

Here, you can feel free to express your emotions. We listen to you. We respect your values, customs and beliefs... You will see that our answers will demonstrate our ability to listen.

Here, you can continue developing your abilities and find fulfillment.

Here, you make connections with the community and the staff and maintain relationships with your relatives. What's more, we encourage your family to become involved on all levels.

Here, you are at the heart of our interventions...

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The Heather Long-Term Care Centre



The Heather Long-Term Care Centre is one of Groupe Santé Arbec's three long-term care centres: The Heather Long-Term Care Centre, the des Moulins Long-Term Care Centre and the Émile McDuff Long-Term Care Centre.

The Heather Long-Term Care Centre offers you a new living environment that caters to your needs. We believe that the quality of one's living environment rests on the quality of human relationships. We will be very interested in hearing about your life story because we need to get to know you and adapt our interventions accordingly.

We offer our services and care in both French and English

Our Mission

Our mission is to ensure personalized services in a living environment adapted to the needs of residents with decreasing autonomy.

Contact Information

The Heather Long-Term Care Centre is a public institution that is subsidized by the Ministry of Health and Social Services. It is located at:

3931 Lakeshore Drive

Rawdon, Québec J0K 1S0

Phone: 450 834-3070 Fax: 450 834-5805

Website: www.chheather.com

Historical Background



The Heather Long-Term Care Centre is located on the waterfront of Lake Rawdon and is recognized as a unique architectural and historical heritage site in the region. In 1962, Mrs. Nina Finlayson was the proprietor of a luxurious and prestigious establishment known, in those days, as Manoir de Chardon - Thistle Manor.

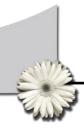
The Manor welcomed distinguished guests travelling from Montreal, the United States and abroad. Tourists from that era already loved Rawdon for the quality of its air and breathtaking natural setting. This peaceful spot was the perfect respite to the constant stress of the city.

Converted into a long-term care centre in 1977, the Heather Long-Term Care Centre has had many proud years and is still relevant today. The Arbec family continues to maintain the tradition of excellence.

Always ready and available for people with decreasing autonomy, the qualified and devoted staff working at the Heather Long-Term Care Centre provide high-end sophisticated services that are specifically designed to meet the requirements of those in search of excellence. The institution is home to 115 residents.



Our Vision



Residents being at the heart of our intervention, our goal is to ensure resident-centred services.

Our continuously improving approach is marked by humanity and safety both for our residents and our staff who makes our vision possible.

We are looking to develop our leadership in this matter and be recognized as such by everyone we have contact with.

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Our Philosophy

- Participative management focused on accountability.
- > Development of skills.
- Acknowledgment of our staff.
- Creativity and decision-making.
- Transparency and efficiency in our communications.

Our Values



Respect: The respect for our clientele and our staff when listening

to their needs and with an answer that demonstrates our

ability to listen.

Trust: In the willingness of our residents and their family to

improve the resident's situation.

Commitment: To remain a learning organization where quality services

are a "must" in keeping with our strong determination to constitute a regional response to the needs of persons

with loss of autonomy related to aging.

Diligence: Provide the best professional management practice

based on conclusive data that applies to our

organizational reality.

Cooperation: At all levels of the organization, between different

departments, between people. This also applies to our

relationships with external partners.

Pride: In our results and our clinical and administrative staff to

whom we owe our success.

Our Code of Ethics and Conduct



It sets out the behavioural standards for all members of the organization. It is their responsibility to apply such standards in their everyday activities and their relationships with others, the whole in accordance with the organization's mission, values and management philosophy.

The Code of Ethics also specifies our clientele's rights and our expectations with respect to their behaviour.

When an action is taken, it must respect the parameters of the Code of Ethics and prioritize:

- The interests of the resident
- The safety of the organization and its members
- The interests of the internal partners
- The interests of the families

The right to Respect and Dignity

During the course of every intervention with a resident, we must respect their person, their dignity, integrity, privacy, private life as well as those of their relatives. This intervention must demonstrate the undoubted ability to listen to the needs expressed by way of an answer adapted to each person's needs.

We Are Committed To:

- Providing you with a peaceful, relaxing, clean and safe environment.
- Being courteous, civil and polite to all internal and external partners.
- Wearing our ID badges and introducing ourselves by name and function.
- Using appropriate language and a respectful tone when dealing with all of our internal and external partners.
- Showing deference to the residents and using their preferred name when addressing them.
- > Specifying the purpose and nature of the our actions.
- Making sure you understand the message we are trying to convey.
- Forbidding the use of patronizing forms and coarse or offensive language.
- Adopting effective means to respect your sense of decency and dignity when dispensing care or hygiene services.
- Taking very good care of your personal effects and abstaining from personal use thereof (telephone, newspapers, magazines, personal items, etc.).
- Maintaining the schedule that you have set for your activities, including wake-up and bed times, bath and shower times, all the while taking the available resources into account.
- ➤ Helping you with your decisions and respecting your choices.
- Respecting your emotional and spiritual life as well as your need for privacy and solitude to the extent that this does not compromise your safety, integrity or the rights of others.
- ➤ Being discrete, showing restraint and, especially, avoiding conversations amongst ourselves (staff members) that are irrelevant to our functions.
- Refusing any and all gifts, cash or bequests from you, your family or your relatives.

- Respecting your beliefs and helping you gain access to the related services.
- Informing you of the spiritual life services that the institution provides.
- ➤ Applying the Smoking Policy and refraining from smoking within 9 metres of any door or window of the care centre.

You Are Committed To (resident, legal representative & relatives):

- > Telling us how you wish to be addressed.
- ➤ Being respectful when interacting with frontline workers, volunteers, trainees, visitors and other residents.
- Using appropriate language.
- If you wish to show your appreciation, giving a gift that all team members can share.
- Administering your property or assets and freely disposing thereof.
- Denouncing abusive or inflammatory language.
- Voicing your expectations regarding your spiritual and religious needs.
- Exercising your right to privacy all the while respecting the privacy of the other residents.
- Applying the Smoking Policy, namely by using the smoking room on the 3rd Floor or by refraining from smoking within 9 metres of any door or window of the care centre.



The Right to a Climate of Trust

Groupe Santé Arbec deems it essential to provide its residents with the protection, safety and attention they need by establishing routine activities for residents.

We Are Committed To:

- Respecting the corporate structure of the organization.
- Guaranteeing safe provision of care and services in an adapted environment.
- Avoiding, to the fullest possible extent, any type of physical or chemical restraints in accordance with the policies in place.
- Reporting any type of violence, abuse, assault, harassment against anyone, whether victims or witnesses, to the designated persons of authority.
- Respecting all residents irrespective of their cognitive or physical limitations.
- Forbidding any type of abruptness, threat, physical, verbal or psychological abuse directed at the resident, between residents, directed at families and frontline workers.
- ➤ Declaring any incident, accident and sentinel event immediately and intervening quickly to minimize the consequences. Implementing appropriate corrective measures thereafter.
- Using safe and functional equipment and ensuring proper maintenance thereof.
- > Avoiding the use of retaliatory measures against residents or their relatives.
- Excluding any form of criticism or reproach concerning a resident whether during our interventions or conversations between colleagues.
- Excluding any form of criticism or reproach between colleagues concerning the organization, whether voiced out loud or on social media, in the presence of residents and their families and making your issues and concerns known to the appropriate person in authority who can ensure a follow-up.
- Preserving your physical and personal integrity at all times.
- Respecting your personal life, personal world, need to spend time with visitors in private and your need for occasional solitude.

- Knocking on your door before entering your room and, depending on your condition, waiting for a response from you before opening the door.
- Avoiding interfering in your personal affairs.

Are Committed To (resident, legal You representative & relatives):

- > Telling the Nursing Team Leader or any other person in authority if you are a victim of or witness to any type of violence, abuse, assault or harassment.
- Respecting the other residents irrespective of their mental or physical limitations.
- Informing the Nursing Team Leader or Management of any event that you consider a retaliatory measure.
- Avoiding any type of abruptness, threat, physical, verbal or psychological abuse directed at the other residents and frontline workers.
- Exercising discretion when it comes to facts or information that, if disclosed, could compromise your private life.
- Adopting a positive, understanding and discrete attitude with respect to a friendly or romantic relationship between residents.



The Right to Quality Care and Services

The resident has access to quality health care services that are personalized, adequate and provided continuously.

We Are Committed To:

- Demonstrating empathy and listening to you.
- > Respecting the agreed-upon levels of care.
- Accompanying you and helping you to express yourself or to obtain a particular service.
- Approaching you in a respectful and gentle manner, by greeting you and explaining the reason for our presence.
- Speaking to you face to face at eye level.
- Taking the time to stop and answer you.
- Personalizing the way we communicate with you by making sure to get closer, raise or lower our voice and articulate our words.
- > Taking the time to listen to you, when you need to be heard.
- ➤ Being flexible when going about our work according to the circumstances.
- ➤ Being observant and creative in order to adapt our interventions to the reaction of a resident.
- > Optimizing care services by using all available material and techniques.
- Working closely with the families and volunteers.
- Never discussing or attempting to resolve a conflict between employees in front of you or your relatives.
- > Taking care of our appearance and dressing appropriately.
- > Treating all internal and external partners with fairness and without discrimination.
- Recognizing your right to representation if you become incapable and facilitating the process.
- ➤ Obtaining the consent of your legal representative who is mandated to speak on your behalf.
- ➤ Helping your legal representative get involved and providing relevant information so that he or she is able to take on this important role.

Paying attention to all types of communication (both verbal non-verbal) and assuming that communication is always possible, irrespective of what form it takes.

Committed (resident, To legal You Are representative & relatives):

- Collaborating with the frontline workers.
- Making your preferences, choices and requests known, including changes if necessary.
- > Opting for harmonious and respectful interactions with the frontline workers and other residents.



The Right to Information and Confidentiality

Residents or their legal representatives must be informed of the services offered, the options and resources available at the care centre as well as those offered by community organizations. Resident or their legal representatives must also have access to all relevant information required in order to make an informed decision regarding their medical condition and well-being. Information regarding a resident's medical condition, personal information as well as the content of his or her medical records are treated in a discrete and confidential manner.

We Are Committed To:

- Easing the flow of information and clearly answering your questions so that you can make informed decisions about the care and services that must be provided to you.
- Giving you clear and specific answers to your questions to help you better understand your medical condition, the nature and effects of the treatments and your medications all the while respecting the limits of our function.
- > Guiding you to the Nursing Team Leader of your living unit to make sure that the questions for your doctor are followed-up on.
- Providing you with clear and specific explanations when it is impossible to comply with one of your requests.
- Informing you of the care and services available and, if need be, referring you to the appropriate external resource by giving all the help you need.
- Coming to an agreement with you or your legal representative about the nature and extent of the information to be shared with your relatives.
- Notifying you of any incident, accident and sentinel event that has occurred during the provision of care and that affects you because there will likely be ensuing consequences.
- Keeping information obtained from you confidential, except where the law stipulates otherwise.
- Giving you information regarding the general rules of communal life and daily activities held in the institution, special events, menus, the residents' committee, etc.
- > Directing you towards the appropriate resource who can follow up on

- your request when we do not have an answer for you.
- Directing you or your legal representative, in the case of an application for access to your medical records, to the Director of Nursing who will followup on the application.

Committed To (resident, legal You Are representative & relatives):

- Demonstrating respect, discretion and confidentiality in your interactions with other residents. Certain information, however, even if disclosed in circumstances of confidence, must be communicated to a person in authority if its nature will help clarify a problematic situation.
- Avoiding asking staff member questions about the medical condition of other residents.
- Expressing your preferences by contributing to the drafting of the story of your life.
- Filing an application for access to your medical records if you (or your legal representative) wish to consult it.
- Asking for additional explanations if you find the information vague or incomplete.
- Preparing your questions ahead of time so that you are ready to ask the frontline workers.
- Expressing your decisions clearly.



rust and cooperation

The Right to Autonomy and Participation

 \mathbf{G} roupe Santé Arbec prioritizes the right of residents to have their capabilities recognized and needs respected.

We Are Committed To:

- Creating an environment in which you feel comfortable to express your needs and expectations.
- ➤ Obtaining your voluntary and informed consent prior to every exam, collection of samples, treatment or other type of intervention.
- > Respecting the limits that result from your disabilities or limitations.
- Promoting your autonomy when it comes to everyday activities and helping you if need be.
- Telling you that a multidisciplinary team exists and prompting you to actively participate.
- Promoting and encouraging your involvement, and that of your relatives, in the elaboration, review and implementation of the intervention plan, care services, recreational activities and daily living.
- Motivating you to preserve your pride and maintain your autonomy by encouraging you to express your tastes and choices.
- Permitting and encouraging the grouping of residents as well as your participation in the residents' committee.
- > Letting you choose what to wear and giving you guidance, if required.
- ➤ Letting you make choices off the menu and explaining the specifics of your diet.
- Letting you choose your recreational activities and acting as motivators to help you stay active.
- Respecting your refusal, after making sure that you have properly understood the care and service options proposed to you, as well as the risk and consequences related to each option.

You Are Committed To (resident, legal representative & relatives):

- Making your needs and expectations known in a clear way.
- Attending meetings regarding your intervention plan (you, your legal representative and relatives).
- > Giving your consent prior to every exam, collection of samples, treatment or other type of intervention.
- Making sure that you have clearly understood the risks and consequences of your choices.
- Ask the questions that concern you.



The Right of Recourse and to File a Complaint

It is possible, at all times, for the resident to express his or her dissatisfaction and, if necessary, to file a complaint.

We Are Committed To:

- Working with you to find solutions to your dissatisfaction.
- Informing you of your rights, the complaint examination process, recourse conditions as well as the contact information of the person acting as the Local Service Quality and Complaints Commissioner.
- As soon as you arrive in our institution, giving you the leaflet on complaints as well as a complaint form.
- Validating the need for assistance if you wish to file a complaint and offering you the appropriate support.
- Forwarding your complaints to the Service Quality and Complaints Commissioner.
- Informing you of the residents' committee's role and giving you its members' contact information.

You Are Committed To (resident, legal representative & relatives):

- Expressing your dissatisfaction in a respectful manner directly to the person involved and working with him or her to find appropriate solutions.
- Asking a person of your choice to help you put your dissatisfaction or complaint into words and help you with the process, if you so desire.
- > Using the Complaint Examination System if the problem persists.
- Providing all required information for the handling of the complaint.

The Right to End-of-Life Care

The resident has the right to die in a way that is respectful of his or her dignity and wishes.

We Are Committed To:

- Complying with, to the extent possible, your final wishes, whether verbal or written.
- Ensuring the utmost sensitivity, tenderness and calm when intervening with a person in the terminal stages of life.
- Respecting the end-of-life program and following the interventions described therein.
- Respecting your spiritual values right up until the end.
- Respecting your level of care and your decision regarding resuscitation in an emergency situation.

You Are Committed To (resident, legal representative & relatives):

- Expressing your expectations with respect to end-of-life interventions.
- Communicating the level of care desired and your decision regarding resuscitation in an emergency situation.





On admission day, the Nursing Team Leader will meet with you in your new living unit. She will accompany you to your room, introduce you to staff members working in your living unit and help you complete the different forms. She will be able to answer your questions or direct you to the appropriate department or service. It is preferable to have a family member or relative with you in order to complete and sign the contract and other documents..

One important step now that you have arrived here: **Your life story**! It is very important that you **fill out this document as soon as possible** so that staff members of your living unit are informed of the important stages of your life, your tastes and interests.

There are three different steps when you initially decide to live here:

- Pre-admission (visit of the institution, submission of documentation, etc.).
- Admission (the day of your arrival, remittance of documentation and the Resident's Guide, meeting with the Nursing Team Leader of your living unit, meetings with various frontline workers, signature of the contract and other important documents, etc.).
- > Post admission (the social worker and you plan a date for an Individual

Intervention Plan and makes sure, during this meeting, that you have understood the documentation and will answer all your questions).



Documents Required for Admission

In order to help us establish your contribution for lodging costs, here are the documents you will need to provide on the day of your admission.

- Medicare Card, Hospital Card and all other cards relevant to your medical condition, all of which shall be kept in your living unit for the duration of your stay.
- > Citizenship or immigration certificate, if applicable.
- > Birth certificate for the classes offered by the Recreation Department.
- In cases where a protection mandate has been prepared, a copy of the mandate.
- Copy of the protective supervision order, if applicable.
- ➤ If your property and assets are being administered by someone else, a supporting document shall be required: a notarized power of attorney, a banking proxy, a mandate homologated by the court, a file number at the Public Curator's office, etc.
- > Check specimen.

You will also be given a form regarding the contribution for lodging costs, "Application for Exemption or for Re-evaluation". A preliminary contribution for lodging costs shall be determined on the day of your admission to the institution; however, the Régie de l'assurance maladie du Québec, service d'aide financière d'hébergement et d'aide domestique shall determine the final amount of the financial contribution. If you have any questions, contact the social worker (please refer to the contact information on page 49).

If, for any reason whatsoever, you do not provide the required documents, no exemption will be applied in the calculation used to determine the amount of your contribution for lodging costs and the maximum rate shall be invoiced.

Should your financial situation change, copies of the relevant documents will have to be forwarded to the RAMQ as soon as possible for contribution re-evaluation purposes. When there is a change effected to the contribution, it is the Ministry of Health and Social Services who is responsible for the change and not the institution.

Documents be completed during admission:

- Admission contract
- Forms for nursing care
- Forms of a general nature

Method of Payment



odging and Services are payable on the first day of every month.

Making preauthorized payments is an option. To do so, you can contact the Accounting Department at 1 844 220-1340, extension 5029. The Accounting Department is available Monday to Friday from 8:30 A.M. to 4:30 P.M.

If you are paying by cheque, please make them payable to the order of CHSLD Heather Inc. For your convenience, we suggest that you prepare post-dated cheques. Outside of office hours, you may leave your contribution, by cheque only, with the Nursing Team Leader of your living unit.



The Living Units

Your room is located in one of the four living units of the Heather Long-Term Care Centre. In each living unit, we ask residents to adopt an invested approach to ensure a quality living

environment.

Facilities available are:

- A pleasant dining room;
- Several living rooms;
- A hair salon:
- > A family room;
- A recreation room;
- A room for sensory stimulation;
- A green space with an outdoor rest area that offers a view of Lake Rawdon;
- Therapeutic bath and roll-in shower;
- Etc.





Your Room



very room is furnished with a bed of 2.2 m X 1.1 m, a dresser with drawers and shelves, a night table, an easy chair, a closet and a washroom. You are now in your own home. You may therefore set up the room in accordance with your tastes and preferences, but you must take available room space and safety restrictions into account (please refer to the next page).

Every room is equipped with an integrated nurse call and intercom system. This system is located beside the bed and in the washroom.

For safety reasons, all electrical appliances (kettle, toaster, coffee machine, iron, etc.) are prohibited. Please ask the Head of Maintenance to check all other appliances and furniture before using them.

You may install an air conditioner. However, maintenance and recurrent fees shall be at your own expense.

It is your responsibility to avoid clutter in your closet space. You shall be notified if a clean-up is required. Should you be unable to comply with our request, we will have to proceed in order to ensure the safety of your environment.

Our staff considers your room as a private and inviolable space and no one may enter without having been invited in. You may have visitors at any time.

Your room is assigned to you according to availability. However, management reserves the right to request a room transfer in order to optimize the quality of care at all times. If you are not satisfied with your room, you may file a room change request with the Nursing Team Leader of your living unit. If your medical condition requires that you be hospitalized, your room will be reserved during your absence.

At your door, you will notice a bulletin board. We suggest that you put up a picture of yourself (landscape orientation). If the resident has a cognitive disability, we suggest that relatives put up a picture between the ages of 20 to 50 to make it easier for the resident to recognize himself or herself. You may also put up a picture of your choice, according to the seasons for example.



Your Property and Personal Effects

Safeguarding Your Property

The Heather Long-Term Care Centre is not responsible for managing your personal effects and shall not be held responsible for the loss or disappearance of objects that you have decided to keep in your possession because the institution cannot provide surveillance of your personal effects. The resident takes full responsibility for his or her decision

We suggest that you obtain private insurance to cover your personal property, including jewels, eyeglasses, orthotic devices, dental prosthesis, hearing aids, etc. We strongly suggest that you engrave your name on your eyeglasses, dental prosthesis and hearing aids. For additional information, please contact the Front Desk at extension 1000.

Furniture

It is possible to bring your own furniture, however, we suggest that you make sure you have enough space in your room beforehand. It is imperative that you and our health care professionals are able to safely circulate in your room. We suggest that you use furniture equipped with a

safely circulate in your room. We suggest that you use furniture equipped with casters so that it can be easily moved. Management reserves the right to refuse certain pieces of furniture if they compromise your safety or that of the staff. The Physical Rehabilitation Therapist can help you with the ergonomics of the room. Do not hesitate to contact her.

Required Space for Safe Circulation:

- ➤ 46 cm (18 inches) on each side of the bed to allow for bedside care to the resident.
- 91 cm à 1.2 m ground the bed if the resident uses a wheelchair.

Posting of Notices in Rooms

Posting notices to the attention of staff members in the rooms is prohibited. However, if the resident or his or her representative wish to share information deemed important for the well-being of the resident with staff, it can be posted on the back of the room door. Posting any information regarding a resident's medical condition or decreasing autonomy is prohibited. Such information can only be found in the nursing staff's work plan.

Personal Hygiene Items Provided by the Centre

- > Nail clipper
- > Tissue paper
- > Toilet paper
- Tooth brush
- > Tooth paste
- Deodorant
- > Soap and shampoo
- Denture cleansers
- > Incontinence products other than Pull-Ups - If you want Pull-Ups, we can provide them but at your own expenses.

Personal Hygiene Items to Be Provided by the Family

- > Large bath towel (bath sheet)
- > Nail polish
- ➤ Razor
- Hair brush and comb
- > Shower cap
- Moisturizer



Authorized Electrical Items and Appliances

e will check all electrical appliances to make sure they are safe. Every item will have to meet safety (space requirements) and sanitary (daily maintenance and infection control measures) standards. You are responsible for the regular maintenance of your electrical appliances and plant care.

Television (<u>cable service fees</u>), maximum size 107 cm (42 inches), wall mounting prohibited			
Refrigerator (maximum size 2.5 $\rm ft^3$, that can be left on a dresser) - you are responsible for the maintenance			
Air conditioner - you are responsible for the maintenance, monthly fees			
Fan			
Radio			
Small clock or clock radio			
Electrical razor			
☐ Bed spread, comforter for a single bed, curtains (washable)			
Blanket			
Paintings, frames, pictures			
Favourite and personal objects			
Computer (free wireless Internet access) and small piece of furniture (bookcase, humidifier, fan) with the approval of the Nursing Team Leader of your living unit			
<u>Nontoxic</u> plants (small to medium size, reasonable quantity – family responsible for plant care)			

Prohibited Items

Three-wheel and four-wheel electric scooters are prohibited inside the institution. Only electric wheelchairs, wheelchairs and walkers are authorized inside. If you own a three-wheel or four-wheel electric scooter, you are responsible for storing it off-site during the months when it is not being used. Before acquiring any motorized device or bringing any device with them, all residents must be assessed by the in-house physical rehabilitation therapist in order to make sure that these devices are safe to use.

To avoid falls, carpets are strictly prohibited in the rooms.

Clothing

Clothing that is appropriate to your physical condition is mandatory. If have limited physical mobility, your clothing must be adapted.

Residents or their representatives must identify all clothing with sewn-in labels prior to moving in. Warning: heat-sealed labels DO NOT stay on! If you would like the name of a supplier who can take care of the labelling of your clothes, please contact the Front Desk at extension 1000 or speak with the Nursing Team Leader of your living unit. While waiting for permanent labels, you can identify your clothing with a permanent marker.

The Heather Long-Term Care Centre is not responsible for lost or damaged unidentified clothing. However, if it is established that the institution is responsible for the damaged or lost clothing, it will be accountable for the replacement or repair costs.

List of Clothing to Bring

To ensure your comfort, your well-being and your safety, please look at the list of suggested clothing below. You can have them ready on admission day. All clothes must be machine washable and dryer-safe if our institution is to be responsible for laundry services.

Women	Men
6 dresses or pairs of pants	☐ 6 pairs of pants
2 bathrobes (1 warm and comfortable for the bath or shower)	2 bathrobes (1 warm and comfortable for the bath or shower)
4 pyjamas	☐ 4 pyjamas
6 pairs of socks (no nylon ankle or knee stockings)	6 pairs of socks with different grades of thickness
6 pairs of underwear (if the person doesn't use adult incontinence briefs)	6 pairs of underwear (if the person doesn't use adult incontinence briefs)
3 brassieres	☐ 6 tank-tops
1 or 2 shirt/pullovers or wool jackets	□ 1 or 2 shirts/pullovers or wool jackets
2 hats (summer and winter)	\square 2 hats or caps (summer and winter)
1 pair of comfortable, safe and slip- resistant shoes	 1 pair of comfortable, safe and slip- resistant shoes
1 pair of comfortable, safe and slip- resistant slippers	 1 pair of comfortable, safe and slip- resistant slippers
1 pair of boots	□ 1 pair of boots
1 winter jacket	☐ 1 winter jacket
Scarf and gloves	☐ Scarf and gloves
	☐ 1 belt or suspenders
	☐ 1 electric razor

It is important to respect tastes in clothing and the wardrobe must be changed according to the seasons. To adequately meet your needs, our professionals can help you choose your clothing and footwear.

Special Clothing

Due to different contexts, we may request that you obtain special medical clothing in order to ensure your comfort and safety during mobilizations.

It is the family's responsibility to obtain the necessary clothing. You may contact the Special Educator at extension 1025 for additional information in this regard.

When special clothing is required, and upon presentation of a prescription, most specialized-clothing suppliers will not charge taxes.

If a resident needs special footwear, please contact the physical rehabilitation therapist at extension 1005.

For catalogues, you can ask a staff member to see if any are available in your living unit or contact the Special Educator at extension 1025.





Turse care services are provided day and night, seven days a week. A doctor is also available.

During the medical examination, the doctor will be able to answer your questions and you may also get information concerning your medical condition. You or your representative are responsible for informing the other family members.



Pharmacy Services

he institution also offers pharmacy services. Most of the prescribed lacktriangle medications that are also registered on the RAMQ form are provided at no cost. However, people who are lodged temporarily and those who are privately lodged must pay for their medication.

For your safety, we advise you to limit yourself to your prescriptions and have a discussion with your doctor prior to taking over-the-counter medication in order to avoid adverse side effects and drug interactions.

Nursing Services

your medical condition

 \mathbf{T} he head of Nursing Services and Nursing Consultant coordinate nursing activities and manage the care team, which is composed of the following health care professionals: Nursing Team Leaders, Nursing assistants and Nursing Aides (orderlies). The Nursing Team Leader is responsible for determining your health care needs and planning the medical interventions required in view of

These health care professionals are present in the living units 24 hours a day. Together, they will undoubtedly meet your health care needs and respect your level of autonomy. You can speak with the Nursing Team Leader of your living unit at any time should you have questions or problems. She will make sure to keep you informed and, if necessary, can schedule a meeting with the Head of Nursing Services, Nursing Consultant or Director of Nursing Services.

Communication between the frontline workers and a resident's relatives is very important. A person in the resident's entourage will have to be designated to act as an intermediary between the frontline workers of the institution and resident's relatives in order to avoid having to repeat information already given.

During your admission, the Nursing Team Leader will ask you to choose a level of care. This will allow us to respect your wishes in terms of your medical condition and the intensity of our interventions.

The team of Nursing Aides (NAs) is on-hand 24 hours a day. This team will help you with your hygiene, daily sponge bath, bathing and showering, getting dressed, etc.

Individual Intervention Plan (I.I.P.) / Clinical Pathway / Care Management Action Plan

Within 4 to 6 weeks of your admission, we will contact you about your Individual Intervention Plan (I.I.P.), which is an essential collaborative tool that results from the analysis of a resident's needs and capabilities. This is why your attendance is key.

This plan paints a portrait of the resident and determines his or her specific needs. Specifically, it sets out the objectives, means, timetables as well as criteria used to evaluate the resident's progress.



Housing and Multidisciplinary Services



The Director of Housing and Multidisciplinary Services sees to the development and coordination of activities held in the living environment. She also sees to the training and coordinates the activities of the group of professionals responsible for psychosocial and rehabilitation services for residents: recreational activities, specialized education, physical rehabilitation, pastoral and social services.

She also coordinates the services of a Residential In-Reach Worker who offers support and company for residents who are lonely or without family.

The Residential In-Reach Worker's role is to support and accompany all such residents in their living environment for the duration of their stay. Upon the resident's arrival, this specialized employee will introduce himself and give the resident a personalized card detailing his name, role, etc. The Residential In-Reach Worker will be present and will work with the resident to set an attainable living environment objective that will match the resident's tastes and needs.



Rehabilitation Services

physical rehabilitation therapist provides the rehabilitation services. This health care professional can help you maintain and maximize your functional independence and facilitate your adaptation and involvement in everyday life at the institution.

The physical rehabilitation therapist's role is to assess the resident's current physical capabilities in terms of movement, balance, mobility, strength and endurance. The analysis of this assessment allows for the establishment of a treatment plan that takes the resident's behaviour, capabilities, potential and motivation into account.

Specialized Education Services



To rehabilitate residents and maintain their mastered skills and capabilities, the in-house special education technician uses activities that are adapted to their needs, according to the intervention programs established with the help of the multidisciplinary team. Her objective is to help the resident remain as independent as possible for everyday activities and to enjoy a balanced lifestyle. She also assesses the residents as well as problematic situations and, thereafter, provides the required tools and help to the health care professionals.





Social Services

 ${f R}$ esidents and their legal representatives can use the services of a social worker. She supports and accompanies people in their adaptation process.

She will intervene in terms of your social functioning, namely with respect to your interactions and environment in order to optimize the development of your emotional, social and spiritual skills. As such, she will help you maintain or improve your quality of life.

During your stay, she will be able to counsel you if you are having psychosocial, family or financial troubles. She can guide you when it comes to the relevance of obtaining a protective supervision order, homologating a protection mandate, filling out a transfer request to change residences or a re-evaluation application for curatorship.

End-of-Life Care



hen the final stages of life arrive, we are very attentive to the resident's requirements in terms of comfort care. We offer personalized end-of-life care to dying residents that respects their dignity and autonomy. Care that is adapted to their condition, specifically geared to prevent and ease their suffering. Spiritual accompaniment services are also available. When the final journey has come, the frontline workers will pay their last respects to your parent or relative. They will accompany him or her in this last step with the same respect afforded them during their stay in our care centre.

We must, however, request that the family remove all belongings from the room within 24 hours of the resident's death or final discharge. In exceptional circumstances, when the family is not able to remove the belongings to free-up the room, we will implement the necessary measures to temporarily supervise the resident's property. However, we do not take any responsibility therefor. The legal representative will have to take possession of the resident's personal effects in a reasonable period of time.

The family must return the room as it was upon arrival. Please do not leave behind any furniture, clothing, object or curtains without having a discussion with the Director of Housing and Multidisciplinary Services. Failure to do so will incur additional costs.



Pastoral Services

 ${f 7}$ he chaplain, with the help of volunteers, holds liturgical celebrations and provides pastoral services according to your needs. Communion is served by the minister of Communion once a week for those interested.

A religious ceremony is held once a month (Catholic religion) and once a month (Anglican religion).



The Heather Long-Term Care Centre respects each and everyone's religious beliefs and spiritual values.



Hairstyling Services



salon's voicemail by calling extension 1004 or speak with the Front Desk.





Other Residents Services

Foot Care

A foot care professional regularly makes in-house visits. This service entails additional fees. If you want to make an appointment, speak with the Nursing Team Leader of your living unit.

For medical and safety reasons, the only professionals authorized to access the institution are those referred by the Director of Housing and Multidisciplinary Services. To make an appointment or get a reference, you can contact the Front Desk at extension 1000.

Optometry, Denturology

f A mobile eye clinic and denturology services are available upon request. Please contact the receptionist at the Front Desk by dialling extension 1000.

Recreation Department

 ${\bf R}$ esidents must be free to partake in recreational activities, which are a right for everyone. The physical environment, communication and activities are key elements that directly affect one's quality of life and well-being.

Recreational activities are part of a global approach. The program is based on the following fields of interest: physical, intellectual, social, entertainment, spiritual, expression and creativity through individual and group activities.

The activity schedule is posted in each living unit and on the monthly calendar found in each room. Throughout the year, we offer several different activities: carnival, corn roast, sugar shack, trip to the movies, bazaar, etc. We will require

an authorization for any outing and, if there is a cost, we will notify you ahead of time. Family members and friends who would like to join you and participate in the activities are more than welcome.

Games and various recreational materials are available in several rooms on the Main Floor. You can reserve these rooms for a family gathering. To make a reservation, simply call the Front Desk at extension 1000 or the Recreation Department at extension 1015.

The team is composed of a recreation technician and volunteers who offer a diversified set of activities that are adapted to your practices and recreational interests.

When the team organizes activities and outings they always consider the abilities and personal preferences of our clientele. Residents are free to participate in the activities of their choice. There is no obligation whatsoever. To live the Heather Long-Term Care Centre experience to the fullest, we recommend that newcomers take advantage of this very popular service.

Together, with the work team, to create a lively environment, synonymous with good living!





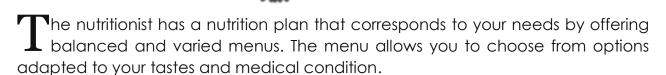








Food and Nutrition Services



Breakfast is served in your room. Lunch and supper are served in the dining rooms. Upon your arrival, the Nursing Team Leader of your unit will work with you to determine the most convenient place to enjoy your meal: in the unit dining room or main dining room. She will ask you about your tastes and specific needs.

Visitors may eat with you in the dining room. There are reserved tables for this purpose. Visitors must reserve and pay for their meals by speaking with the Front Desk. Meal-tickets are only available at the Front Desk.

There are vending machines on the Main Floor, near the Front Desk.

For a special occasion, it is possible to reserve a room by calling the Recreation Department at extension 1015.

Healthy Diet

The food and snacks offered to residents comply with the standards set out in the frame of reference entitled "Miser sur une saine alimentation: une question de qualité!". The Food Service prepares and delivers healthy and nutritious food all the while allowing for treats once in a while.

The nutritionist has a nutrition plan for you that corresponds to your needs all the while offering balanced and varied menus. She makes sure that your meals cater to your medical condition if you have special needs. Do not hesitate to contact her if you want to request a change in your diet.

Some residents have specific health issues such as allergies, risk of choking, etc. We require that all residents and visitors refrain from giving food to another resident without the prior approval of nursing staff.



Hygiene and Sanitary Services



The main functions of the Hygiene and Sanitation Department are: lack cleaning, disinfecting and keeping the environment clean. The team uses prescribed techniques, standards and frequencies when cleaning all surfaces. It must also respect the activities of the other departments and preserve the quality of your living environment.

Hygiene and Sanitation Department staff regularly cleans your room.

Should there be malfunctioning equipment in your room, please inform staff members of your living unit who will send your request to the right person.





Laundry Services



MPORTANT: residents or their legal representatives must label all clothing, including bed spreads and curtains with the resident's name (please refer to page 28 of this Guide for additional details).

The Laundry Service offers you **two choices**:

- 1. The resident's family or relatives take care of washing all garments.
- 2. The resident chooses to have the institution's laundry service wash his or her clothing.

Il There is no charge for regular washing and maintenance of a resident's garments and personal clothing.

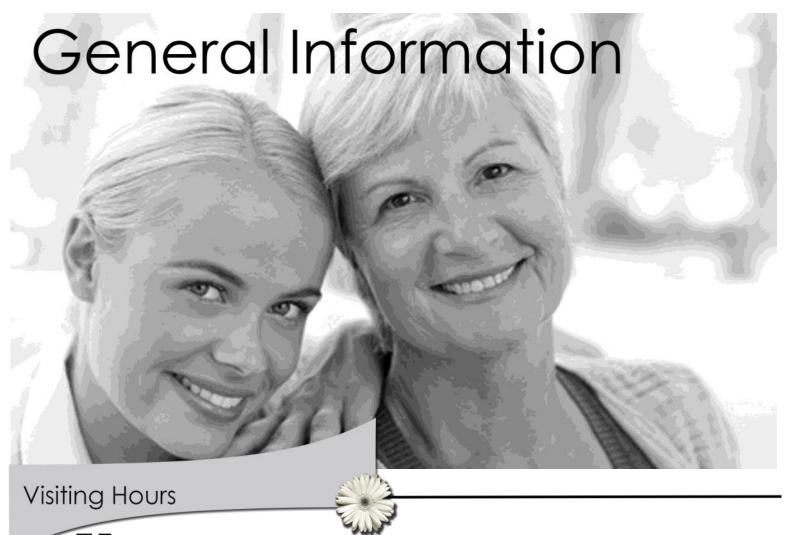
However, the following services are excluded:

- > Dry cleaning,
- > Flat drying,
- Ironing,
- Use of special products, other than those used by the Laundry Service ,
- > Handwashing or washing delicates, and
- Storage of clothes.

Personal clothes include clothing commonly used in the resident's daily living: socks, underwear, pants, dresses, skirts, blouses, shirts, sweaters, vests, etc. This excludes bed spreads and personalized curtains used in the resident's room.

Should a bacterial/viral outbreak occur, bed spreads and curtains must be washed as a preventative measure to avoid spreading. As a precautionary measure and to protect all residents, the Infection Control Policy stipulates that, following an outbreak, everything in the room must be washed and disinfected, including the comforter, bed spread, curtains, pillows, stuffed animals, etc. Everything in the room shall be removed and disinfected.





 $\sqrt{\ }$ ou may invite visitors at all times. We know how important these moments are to you. Your family and relatives should accompany you on your outings (shopping, restaurant, hospital appointments, etc.). They should also feel free to participate in recreational activities offered here.

However, we do ask that everyone refrain from making too much noise to ensure peace and tranquility for the other residents.

Families must obtain their door access codes from the receptionist. These codes are secret. Please do not give them to anyone, including other residents. We must keep our residents safe!



Temporary Outings

 $m{V}$ ou may leave the Centre for one or several days as long as you are with a relative. **For** safety reasons, we ask that you notify your Nursing Team Leader of your departure and expected return, if possible with 24 hours prior notice. You are responsible for transportation costs. The same applies to Paratransit. Your room will be reserved for you while you are gone and you must continue paying your financial contribution during your absence.



Paratransit is available. To use this service, you must contact the physical rehabilitation therapist at extension 1005. She can register you for this service.

Transfers



To Another Room

The room attributed to you on admission day is yours for the duration of your stay. However, there are two situations that may require a room transfer: your medical condition requires a transfer or you have made a transfer request and Management has deemed the request admissible.

To Hospital or a Medical Clinic

If your medical condition requires care or consultations that we are unable to provide, you will be transferred to another health institution. The Nursing Team Leader will notify your family. The institution will take care of transportation costs for a transfer or medical appointment.



Smoking Policy

In order to comply with the provisions of the *Tobacco Control Act*, <u>only residents may</u> smoke in the smoking room and in the smoking section of the outdoor terrace at the back of the Centre, outside a 9-metre radius as provided by Law. We are counting on your cooperation to respect this policy.

Telephone



All rooms are equipped with telephone jacks. If you wish to obtain telephone service, you can borrow a telephone or you can bring your own. There are no long-distance charges for calls in Canada. If you wish to accept this offer, please contact the Front Desk at extension 1000.

Telephones are also available to you in each of the common rooms.



Cable Service

We can offer you low-cost television broadcasting service free of installation charges.

If you to accept this offer, you must contact the Front Desk at extension 1000.

Connecting a television in a room without paying the cable service fees is prohibited. Mounting a device to the wall is prohibited.

If a television is set up without permission, it will immediately be disconnected.

Mail



 \mathbf{Y} our mail will be delivered directly to your room every day. To send out your personal mail, please contact the Front Desk at extension 1000.

Make sure that people who send you mail write your full name and room number on all correspondence.



 $oldsymbol{V}$ ou have free Internet access in your room.

Your family and relatives can also send you emails via our website (www.chheather.com) by clicking on the tab located in the middle of the page on the right-hand side.

Did you know that you can use the Internet to speak with your family? **Skype** is available. Register for this service with the recreation technician at extension 1015.





Tips, Gifts and Donations

Staff members are not authorized to accept tips or gifts or to partake in any transaction whatsoever with residents.

If you wish to show your thanks, you can leave a token gift for the entire staff with the Nursing Team Leader who will see to its distribution (small gifts only).

We are counting on your cooperation in applying this rule.

Donations must primarily serve in the accomplishment of our mission and achievement of the vision and objectives of our organization. The recreation technician will complete a donation letter with the donor and will archive it in her office.

We will have to evaluate the situation before you make the following types of donations:

- > A living thing (animal, fish)
- > A donation that requires maintenance
- A donation that requires maintenance costs

This type of material will firstly be presented to the Director of Housing who will determine the relevance and decide whether or not to accept the donation.

When the donation does fulfill a need, we will then evaluate the underlying recurrent costs.

Only specialized clothing will be accepted as a donation. Families will have to remove all other clothing when the resident is discharged or passes away.



Newspapers and Magazines

If you wish to subscribe to a newspaper or magazine, they will be delivered directly to your room.

Residents or their representatives will have to subscribe on their own and pay subscription costs directly to the company.



Shopping







If your relatives are unable to do your shopping, you can rely on the services of our errand agent. To do so, simply leave your list at the Front Desk and you will receive your delivery as soon as possible.



Policies

Several policies applicable at the Heather Long-Term Care Centre affect you directly. Here is a non-exhaustive list. If you wish, you can ask the Nursing Team Leader of your living unit for a copy.

- Code of Ethics
- Room Configuration
- Posting of Notices in Rooms
- Violence and Harassment
- Flectric wheelchairs
- Safeguarding Personal Effects
- Handling of Dissatisfaction
- Handling of Complaints

- Immunization against the flu and pneumococcus
- Infection Control
- Smoking
- Electoral Visits
- Sexuality and Privacy of Residents
- Peace and Tranquility of the Premises and Visits
- ➤ Pets



Safety Standards in the Rooms

moking is prohibited in your room.

We recommend that you limit the cash kept in your room to the amount required to meet your needs. We can, however, keep certain amounts of cash for you. To do so, please contact the Front Desk at extension 1000.

Please remember: We are not responsible for lost, stolen or damaged property.

You must keep potentially dangerous products (such as nail polish, nail polish remover, perfumes, etc.) out of reach and out of sight. Please place them in a lock-box or drawer.

We ask that you keep your room safe and clean and meet all standards in this regard. Your room must remain accessible at all times in case of emergency.

Hand washing is mandatory when entering or leaving a room. The same rule applies when entering or leaving the institution .

In case of emergency, please use the call button located over your bed or in the washroom.

The Heather Long-Term Care Centre has an **emergency response plan** designed for application 24 hours a day, 365 days a year, to ensure a safe living environment for residents in terms of fire safety, to ensure they will receive the necessary help to safely evacuate in emergency situations and to have qualified supervisory staff on-hand to meet the needs. This plan complies with current legislation and our fire alarm system is directly connected to the Fire Station.



Your Rights and Responsibilities

 $oldsymbol{V}$ ou have the right to quality, continuous and personalized health and social services, whether on a scientific, human, spiritual or social level, the whole in accordance with our organization's mission and resources. Please check out our Code of Ethics.

Your Rights



You have the right to:

- Freely express your opinions, comments, assessments regarding all the services provided.
- > Be informed of your rights.
- Receive the care and services that your condition requires from among the institution's available resources.
- Be respected and considered as a person in your own right.
- > Your identity.
- > Your privacy.
- Be informed regarding your medical condition.
- Access your medical records in accordance with the Act respecting health services and social services, Chapter II, Sections 17 to 28 and with the Act respecting Access to documents held by public bodies and the Protection of personal information in accordance with the procedure set out by Law.
- > Sit on the Residents' Committee.
- Freely participate in the animated activities.
- Have visitors at any time during the day.
- Report any malfunctioning equipment, unsupervised dangerous product or any situation that seems to present a risk for you, other residents, visitors or staff to the Nursing Team Leader of your living unit.
- > Inform the Local Service Quality and Complaints Commissioner

(ombudsman) of any complaint, offence or abuse that you have suffered and receive a satisfactory reply in this regard. You can find the complaint-handling procedure in the leaflet annexed hereto and entitled "Improving our Services". To speak with the Local Service Quality and Complaints Commissioner, please dial extension 1252.

Your Responsibilities

- Participate in your Intervention or Treatment Plan.
- Participate in the organization of the living environment.
- Participate in the in the smooth running of the Residents' Committee.
- Perform basic daily living activities according to your capabilities.

By daily living activities, we mean all things that residents can do for themselves, such as eating, shaving, bathing, getting dressed, making their beds, etc.

If you are unable to perform such activities on your own, a staff member will help you.



Dissatisfied? What Are Your Recourses?

 \mathbf{Y} our comments and suggestions are important to us. They allow us to maintain and improve the quality of the care and services you receive.

The personnel at the Heather Long-Term Care Centre makes every effort to provide high-quality services and makes sure to respect the needs and rights of all residents. However, it sometimes happens that you or your family are not satisfied with the care or answers given following your requests.

You may then express your dissatisfaction or file a complaint.

Dissatisfaction

Should you be dissatisfied, you may express such dissatisfaction to a staff member, either verbally or by completing a form that is available to you. You will receive a response as soon as possible. If the problem cannot be solved, the staff member to whom you expressed your dissatisfaction will refer you to the Nursing Team Leader of your living unit who will ensure a

follow-up. If you are still not satisfied, your request will be presented to the Head of Nursing Services and a meeting may be held in order to provide you with more specific answers.

Complaints

resident or his or her legal representative may file a verbal or written $oldsymbol{\square}$ complaint by contacting the Local Service Quality and Complaints Commissioner at extension 1252. A complaint form is available. In accordance with the Act respecting health services and social services, you shall receive an answer within 45 days after having filed your complaint.

If you are not satisfied with the Local Service Quality and Complaints Commissioner's intervention, you may call on the Québec Ombudsman (Protecteur du citoyen). You can reach this service by calling 1 800-463-5070 or, by fax at: 1 800-902-7130. On the day of your admission, you received a leaflet detailing the recourses available to you in this regard.

Professional Confidentiality



Il staff members at the Heather Long-Term Care Centre are bound by professional confidentiality. Except where provided by law, no person may give access to your medical records or obtain information contained therein unless you have given your consent.

PROFESSIONAL Confidentialit is everyone's business

Corridors, elevators, smoking areas and employees' room are privileged places for breaches of confidentiality.

Discussing residents' private life is detrimental to privacy's right.

Confidentiality is a professionnal obligation.

Be vigilant at all times because you don't know who can listen to you. Never forget that everyone ... knows everyone!

CONFIDENTIALITY reflects the employee's professionalism

Contact Information 450 834-3070

To reach us:

		2 000 0	
Person or Department	Extension	Person or Department	Extension
Day Centre	1016	Recreation	1015
Hairstyling	1004	Nutrition	1354
Residents' Committee	3011	Physical Rehabilitation	1005
Local Service Quality and Complaints Commissioner	1252	Front Desk	1000
Assistant Director General	3006	Head of Nursing Services	1009
Director of Nursing Services	3007	Social Services	1454
Director of Housing and Multidisciplinary Services	3009	Unit 1 Nurses' Office	6101
Accounting	1 844 220-1340, extension 5029	Unit 2 Nurses' Office	6102
Specialized Education	1025	Unit 3 Nurses' Office	6103
Heather Foundation	1455	Unit 4 Nurses' Office	6104

Community Services

Association des handicapés, secteur Joli-Mont

4046 Queen Street Rawdon, Quebec JOK 1SO 450 834-5434

Municipal Library

3643 Queen Street Rawdon, Quebec JOK 1SO 450 834-2598

Rawdon Multiethnic Centre (CIM)

3588 Metcalfe Street Rawdon, Quebec JOK 1S09 450 834-3334

Centre de prévention du suicide

1 866-277-3553

Support Group for Natural Caregivers

450 882-1089

Ligne Aide Abus Aînés

1 888-489-2287 www.aideabusaines.ca

Service d'accompagnement Montcalm-Matawinie (Support Services)

450 834-5434 (parrainage civique)

Service de crise de Lanaudière (Lanaudière Crisis Services)

1800-936-0966

www.crise.langudiere.net

Lanaudière Alzheimer Society

450 759-3057

Transport adapté MRC de Matawinie (Paratransit)

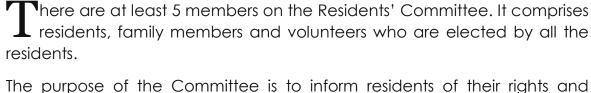
3184. 1e Avenue Rawdon, Quebec JOK 1SO 450 834-5441, extension 1 OU 1 800-264-5441, extension 3



Family and Relatives

Maintaining close ties with your family and relatives is very important to us. This is why we strongly encourage their presence and participation in the centre's activities, whether it be for visits, meals, joining you in a social activity or for a medical appointment (please refer to Advice for family members, page 54).

Residents' Commette





obligations, to promote the improvement of the quality of care and services and to defend individual and collective rights and interests.

It is a sort of spokesperson for the residents with regards to several aspects of their lives, such as nutrition and the organization of recreational and cultural activities.

You will be cordially invited to sit on this committee (please refer to section Contact Information, page 49).

Volunteers

 ${f T}$ he Heather Long-Term Care Centre can count on the help of volunteers to support staff in each living unit. They contribute by helping during meal time, by escorting residents to medical examinations or to personal visits outside the institution.

Recreation technicians also benefit from their help for organized recreational activities, meals, decorations around the centre for special holidays such as Christmas, Valentine's Day, Halloween, etc. Volunteers also lend a hand to the chaplain and pastoral animator. They can be seen around the centre every day on all floors.

You are more than welcome to join our team of volunteers. To do so, please contact the Recreation Department at extension 1015.







Family Bulletin Board

ocated in the institution's main entrance, the family ■bulletin board serves as a reference for you and your family. Different types of information are regularly made available: invitations, general information, etc. The information and correspondence sent out to families by mail is also put up on the bulletin board.





This board is **YOUR reference** for information.

In the lobby at the main entrance, there are also two stands with leaflets containing important information.

Take the time to go to both these strategic information distribution and communication areas!

Surveys

nother way to help us improve our services is to complete the different surveys you receive: surveys covering admission, discharge, death, housing, etc.

We compile and carefully analyze survey answers to ensure continuous improvement.

Information Meetings

Information meetings are organized with Management and Department Directors to ensure transparency and the continuous improvement of services.

Advice for Family Members

isiting a loved-one who lives in a long-term care centre is a special moment for relatives, children and friends.

These moments are often full of joy, sadness, love, friendship, different emotions, shared feelings, forgiveness, a need to communicate when in the face of a sense of powerlessness related to aging, illness or life path.

Being conscious of this situation, we would like to give you some advice that may enrich and brighten up your visits.



Many elderly people have intact early memories. Despite their apparent confusion, it is important:

- > to talk about fond memories that bring to > to listen to music; mind good times and experiences;
- > to contribute to the "Life Story" document by bringing pictures of events or people ightarrow to personalize the room with frames, picthat are important to the resident;
- ightharpoonup to discuss around important objects that ightharpoonup to join your parent in recreational activities hold sentimental value:
- ➤ to read interesting articles, magazines or > to celebrate birthdays; books:

- to visit acquaintances or friends living in the centre:
- tures, a bed spread;
- or other events:
- - Ftc.

Please make sure to submit your questions and concerns to members of the health care team. They are here to support and accompany you.

Don't forget to give us all the information concerning your parent's tastes and habits so that we can adequately plan the care and services offered. This will undoubtedly ease the adaptation process and maximize the chances of optimizing his or her quality of life.

We will contact you to inform you of any major change in your parent's medical condition and of any incident that may occur during his or her stay.

Please rest assured that you will always have our full cooperation.



Jour Home-Like PLwing Onvironment











offers a warm,
family-oriented and safe climate
marked by humanity and respect.

Here, you are at the heart of our interventions...

