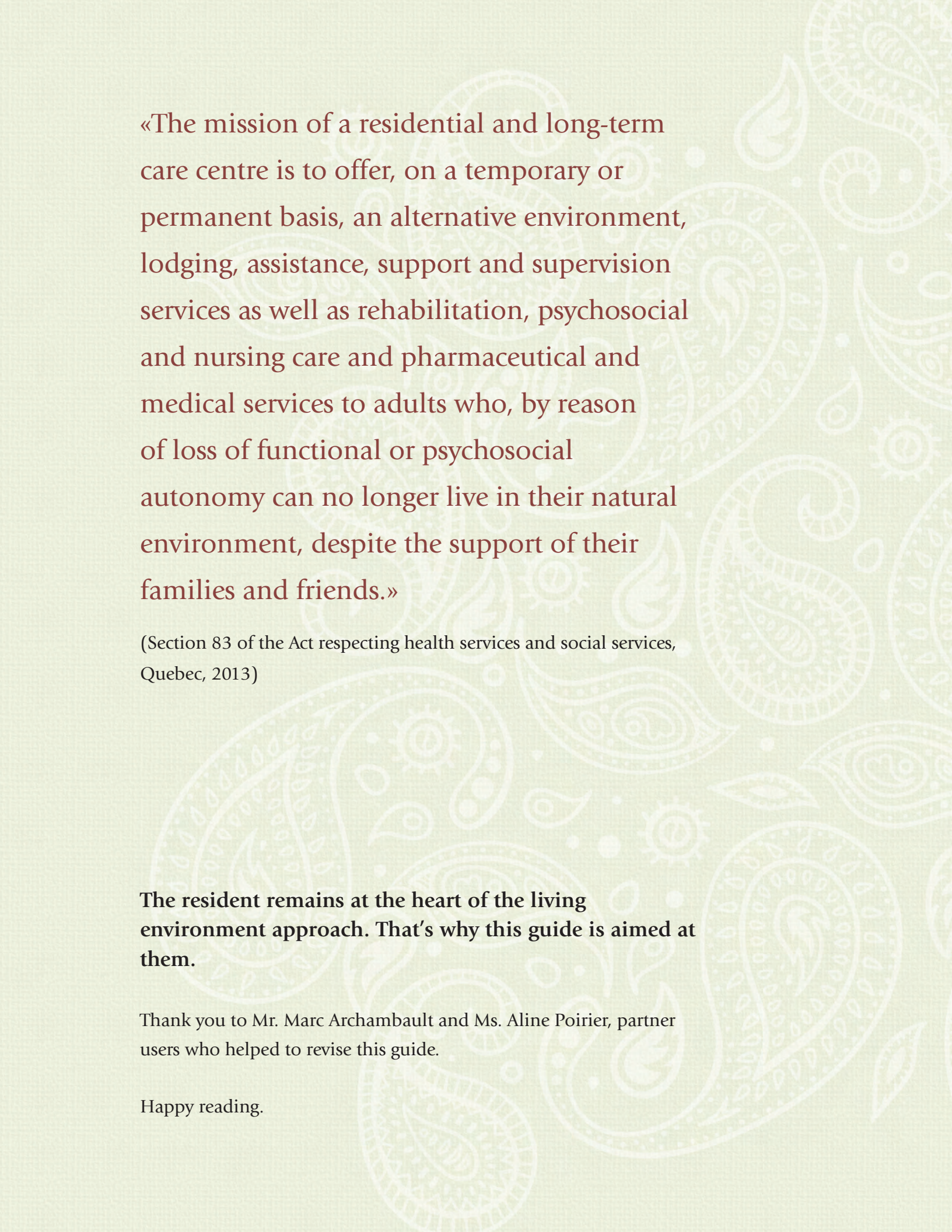


YOUR STORY CONTINUES

Welcome and Information Guide
for Residents and their Families



The background of the page is a light green color with a repeating paisley pattern in a slightly darker shade of green. The pattern consists of intricate, swirling, teardrop-shaped motifs.

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

(Section 83 of the Act respecting health services and social services, Quebec, 2013)

The resident remains at the heart of the living environment approach. That's why this guide is aimed at them.

Thank you to Mr. Marc Archambault and Ms. Aline Poirier, partner users who helped to revise this guide.

Happy reading.



Welcome!

We are pleased to welcome you. Our dedicated staff are here to do everything in their power to offer you quality care and services in a climate of well-being, respect, and safety. You can be sure of that.

In this guide, you will find basic information about your new living environment and the services available to you, whether you are in a residential and long-term care centre (CHSLD) or in a senior and alternative housing (MDAMA).

You can rest assured that we are here to help you at any time. Please let us know if you have any questions or concerns. With your help, we will be able to get to know you better and meet your needs and expectations more effectively.

Welcome home!

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Documents to be Provided

- Health insurance card
- Social insurance card or number
- Map of the different hospitals visited

Where applicable:

- Paratransit service card
- Funeral pre-arrangements contract
- Contact details of your pharmacy
- Sample cheque (if lodging is paid by cheque)

Change of Address

Ask the administrative agent for support to keep track of your address changes. If you regularly receive mail from the government, we suggest that you change your address to that of a caregiver or family member. Do not forget to consider certain subscriptions such as newspapers or magazines that may remain in your name at the residential and long-term care centre.

Advance Medical Directives

Advance medical directives are a written document in which a person of full age and capable of giving consent to care indicates in advance the medical care that they accept or refuse to receive in the event of incapacity to give consent in specific clinical situations. If you have written directives, it is important to inform the Nursing Team Leader of the living unit who will follow up with the doctor. Advance medical directives stem from the Act respecting end-of-life care.

Lodging Costs

Under the Act respecting health services and social services, a person living in a residential and long-term care facility is required to pay accommodation fee¹. This fee, established by the ministère de la Santé et des Services sociaux (MSSS), are the same in all public accommodation facilities. You will be accompanied during the admission to open your administrative file.

1 : To learn more about lodging costs, visit ciussscn.ca/ramq-lodging-costs



YOUR LIVING ENVIRONMENT



Your Room

Rooms are allocated based on the services and care required by residents.

If you share a room but would prefer to have an individual one, speak to the Nursing Team Leader of your living unit. In certain situations, we may have to give precedence to other people.

In addition, for health and safety reasons or to foster collective well-being, we may assign you to a new room. In such a case, transfer costs (telephone, cable, and the Internet) are paid by the facility.

Your Room Layout

When you arrive, your room is furnished. It is big enough to set up your TV, computer, and radio. If you wish to arrange your room differently (adding or repositioning furniture), you are encouraged to discuss this with the Nursing Team Leader of your living unit. They will be able to help you and ensure that the room layout remains safe for you and the staff.

Your room is your home, and you are encouraged to personalize it by surrounding yourself with familiar objects such as paintings, ornaments, photos, bedding and so on. Larger decorating projects should first be discussed with the Manager in charge of the living environment.

Electrical Appliances

Some electrical appliances are available in the kitchenettes. Due to current safety standards, the following electrical appliances are not authorized in your room :

- Microwave;
- Kettle;
- Toaster;
- All other small electrical appliances.

You may have a frost-free refrigerator of up to 4.4 ft³ in size, provided that you take care of its maintenance and of food preservation.

Finally, depending on the living environment where you are lodging, you may be able to install an air conditioner (charges apply). A favourable assessment of the systems' electrical capacity must first be obtained from the technical services.

Bedding

The residential and long-term care facility provides basic bedding (sheets, towels, blankets, and pillows) and takes care of it. If you wish to use your own sheets, throw blankets or comforters, you or your family shall be responsible for the care of this bedding. As a precaution, we recommend that you identify these items in the same way as your personal clothing.

Housekeeping

The residential and long-term care facility ensures the housekeeping of your room and its furniture. You are responsible for the maintenance or repair of your personal items (ornaments, books, electronic devices). To ensure everyone's safety, please kindly avoid bulky, dangerous, or fragile items.

YOUR CLOTHES AND PERSONAL BELONGINGS

Clothing

To ensure your comfort and safety, we recommend that you choose clothes that are easy to put on and fasten, of the right size, comfortable and washable, as well as shoes or slippers with slip-resistant soles. Where necessary, bring along adaptive clothing.

It is your responsibility to bring and store seasonal clothing.

Suggested Items to Bring with You

Clothing

- ☐ 8 dresses, skirts or pants
- ☐ Belt or braces
- ☐ 8 blouses, sweaters or shirts (short or long sleeves)
- ☐ 6 to 8 t-shirts
- ☐ 2 to 3 jackets
- ☐ 4 bras or 6 camisoles
- ☐ 7 to 8 pairs of socks
- ☐ 1 pair of slip-resistant shoes or espadrilles
- ☐ 1 bathrobe
- ☐ 6 to 8 nightdresses or pajamas
- ☐ 1 pair of slip-resistant slippers
- ☐ Outerwear, depending on the season

Personal care items

- ☐ Brush and comb
- ☐ Beauty products
- ☐ Electric shaver
- ☐ Aftershave balm or perfume

Identifying Your Clothes

To avoid losses, all your clothes must be identified with your first and last name, and the number of your establishment, as quickly as possible. In some facilities, the logistics staff will use labels glued by a *Thermopatch*® glue labeller. If this service is not yet available in your living environment, or if you prefer to have your clothes identified by a family member or seamstress, you must obtain labels and sew or glue them to your clothes. For the facility number and identification procedure, please contact the administrative agent.

Caring for Your Clothes

The accommodation takes care of the laundry (washing, drying, folding, or hanging), once a week. It is important to have enough clothes to be washed. Choose clothes that can be machine washed and dried and that do not need ironing. Avoid clothes with delicate fabrics that could be damaged, such as silk and nylon, or that have lace.

You can also choose to look after your own clothes or have them washed by someone close to you. Some living environments have a washer and dryer available for you to use.

Caring for the following remains your responsibility:

- your woollens;
- your delicate garments;
- your clothes requiring dry-cleaning.



Toiletries

Basic toiletries such as tissues, soap, toothbrush, toothpaste, dental floss, effervescent denture cleaning tablets, deodorant, shampoo, moisturizer, sunscreen, nail clippers and incontinence products are provided by the facility. If you wish to use other products, you must purchase them yourself.

Money and Valuables

Make sure you bring only the minimum amount of personal belongings (including money) that are essential for your immediate needs, and leave your valuables with your family and friends. It is each resident's responsibility to have sufficient personal insurance coverage in case of breakage, loss, or disappearance of their personal belongings.

Civil Liability

The establishment's insurance coverage does not offer you protection in the event of recourse. Should a situation arise, it will be analyzed according to the circumstances of the event to determine with whom the civil liability rests. You can get civil liability insurance if necessary.

THE CARE AND SERVICES PROVIDED

Each resident is unique and makes their own life choices. Our aim is to offer you quality care and services tailored to your needs, to help you maintain your abilities and quality of life. To find out about your wishes (life project), lifestyle habits and concerns, a member of staff will follow up with you or your loved one as soon as you arrive. In addition, during the four to six weeks following your arrival, the living environment team will invite you to take part in a meeting to identify, in partnership with you or your loved one, interventions that are adapted to your needs and expectations. Your point of view and your consent are vital and contribute to making the best decisions.

The Manager in charge of the Living Environment (GRMV) and the Head of Unit

The GRMV is responsible for the smooth running of the living environment and for ensuring the quality of the care and services provided. In some facilities, there are also Heads of units who support management.

The Administrative Agent

The Administrative agent is the point of contact for questions about available services, such as clothing labels, cable, telephone, mail, etc.

The Care Support Professional

Your Care support worker is a beneficiary attendant, a person you can refer to and on who you can count to ensure that your habits and life history are respected. They play an important role in transmitting information to members of the care team, to you and to your loved ones.

To learn more, please watch the video on the website of the CIUSSS de la Capitale-Nationale through the following link (French only): ciussscn.ca/intervenant-accompagnateur



Nursing and Support Services

A team of nurses, practical nurses and beneficiary attendants is available 24 hours a day, 7 days a week. This care team, concerned about your well-being, accompanies you on a daily basis with hygiene, nutrition, special care and personalized or occupational activities. If you have any questions or concerns, the Nursing Team Leader is your point of contact.

Foot Care

A clinical assessment of your foot care needs is provided by a nurse. Depending on the assessment, podiatric care may be offered.

Medical Services

A doctor in your living environment is responsible for your medical care and may request a consultation or follow-up with a specialist if necessary. A doctor on call is available at all times, to deal with emergencies.

For any medical consultation outside the residential and long-term care centre, we recommend that you be accompanied by someone close to you.

Pharmacy Services

A pharmacist reviews your medication in collaboration with your attending physician. They remain available to answer your questions.

Your health and safety are important to us. It is therefore crucial that the pharmacist

knows the list of your medications, as well as the natural health products and over-the-counter medications you wish to keep.

If you stop taking a natural health product or over-the-counter medication, please inform the nurse.

Prescription drugs are provided free of charge and prepared by the Pharmacy Department. They are then distributed and administered by practical nurses and nurses. The procedures and rules of the Régie de l'assurance maladie du Québec apply.



Infection Prevention and Control (IPC)

The transmission of infections, in particular COVID-19, influenza and gastroenteritis, is possible in a residential environment. The best way to protect oneself remains hand hygiene. It is essential that everyone (staff, residents, visitors, and volunteers) wash their hands regularly. We also suggest you get vaccinated every fall against seasonal flu. Depending on the public health or the MSSS recommendations, you may be offered other vaccines (e.g., COVID-19).

The members of your Infection Prevention and Control team are responsible for measures to prevent and control the transmission of infections. They therefore recommend that you apply the following measures at all times:

Residents

- Wash your hands regularly, especially before eating.
- Sneeze and cough into your elbow or into a tissue.

Relatives

- Wash your hands when entering and leaving the room and the centre.
- Encourage and help your loved one to wash their hands regularly.
- Wear a mask if you cough.
- If you are sick, postpone your visit:
 - > Gastroenteritis can be contagious for up to 48 hours after the last symptoms;
 - > Flu is contagious up to 5 days after the onset of symptoms.
- Apply any other indication recommended by the IPC, depending on the epidemiological situation in the facility.

Despite all these measures, several residents in a living unit may exhibit the same symptoms at the same time. Special measures may then be put in place to protect you and your relatives. We will keep you informed of developments and, if necessary, ask for your cooperation in limiting the risk of contagion.

Preventing Deconditioning

Deconditioning is defined as the physical, mental, and social consequences of inactivity, a sedentary lifestyle or intellectual and social under-stimulation. Although its effects are generally reversible, sometimes this is not the case.

For your well-being, we are committed to preventing deconditioning, and know that your family and friends can help. Ask your care team for more information.

Professional Services

A preliminary assessment by the nurse determines the professional services you need.

Rehabilitation Services

To help you maintain your abilities, you have access to rehabilitation services provided by physiotherapists, physiotherapy technologists, occupational therapists, and kinesiologists. These professionals can, for example:

- Assess your physical abilities and implement strategies to maintain your autonomy;
- Recommend the use of an adapted or motorized wheelchair, four-wheel electric mobility scooter or walker, etc. This equipment can be loaned or requested from the Régie de l'assurance maladie if you meet the eligibility criteria*;
- Modify your environment to make it safer, make it easier to get around and compensate for your loss of autonomy;
- Make your daily activities easier by teaching you specific techniques;
- Suggest strategies to counter behavioural problems;
- Help prevent deconditioning.

* Before purchasing adapted equipment, we recommend that you consult a rehabilitation professional to check its suitability; remember that your loved ones can contribute. Note that maintenance and repairs are at your expense.

Social Service

The social work professional (social worker or social work technician) is available to you or your loved ones to help with adjustment, relational or emotional difficulties.

If you are unable to make a decision for yourself or to manage your finances, the social worker can help you find solutions adjusted to your situation. Various solutions (such as a protection or guardianship mandate) will then be evaluated. The professional shall take into account your abilities and needs, while ensuring that your rights and dignity are respected.

Special Education Services

A special education technician works with people who have adjustment difficulties (e.g., behavioural problems, anxiety, depression). Their role is to adapt interventions according to the person's cognitive abilities and day-to-day functioning, with the aim of reducing problems and improving quality of life. They also observe behaviour and support the care team. They encourage teams to use non-pharmacological interventions.



Food and Nutrition Services

The food service offers you three meals and two snacks a day to help you maintain a healthy, balanced diet. If your state of health requires it, a nutritionist will assess your nutritional needs and your ability to swallow food of various textures and consistency. They will adjust your diet if needed.

In order to maintain your enjoyment of food, you or your loved ones will be met by a dietetic technician to personalize your menu according to your food preferences, the results of the nutritionist's assessment and your level of activity and autonomy. Options are available at every meal, and you will be able to make a choice.

Your loved ones are welcome to join you for a meal. We recommend that they book their meal in advance. They can also bring you some dishes or snacks that you like. Beforehand, it is important that they check with the staff that the food they are bringing is safe for you. This check is also necessary before sharing food with other residents.

The food on offer at the residential centre also includes:

- Alternatives to the proposed menu;
- Exceptional food in case of an allergy or intolerance;
- Food for festivities or leisure activities to suit residents' tastes.

If you wish to consume foods other than those offered by Food Service (such as mineral water, chocolate, chips, soft drinks, certain varieties of cereals, cookies, sweets, etc.), you must purchase them yourself. You can also place an order with a restaurant and ask for the delivery service.

Recreation Services

Recreation workers prepare a range of activities adapted to residents' interests and abilities. Some of these activities are designed to encourage social interaction and provide entertainment, while others are designed to mark events with a theme or anniversaries. A monthly calendar of activities and recreational materials are available in your living unit.

The staff in your living environment can also offer personalized, individual, or small group activities at different times of the day or evening. Your loved ones are welcome to join you; their presence and participation contribute to the liveliness of the living environment.



Volunteer Services

Volunteers regularly visit residents to comfort them and accompany them on various activities and organized outings. They can also keep you company and take you to appointments.

Anyone interested in joining the team of volunteers is invited to contact the recreation worker or the volunteer service directly (write to service.benevolat.ciussscn@ssss.gouv.qc.ca or call 418 663-5310).

Spiritual Care

While respecting your spiritual beliefs and practices, our spiritual care counsellors offer you individual, personalized support so that you can share your difficulties, your fears, your hopes and what is dear to your heart. Group activities are also available in your residential and long-term care centre. Counsellors can equally support your loved ones to help them maintain meaningful links with you.

Palliative and End of Life Care

The end of life is part of everyone's journey. As each resident is unique, this period may be experienced differently from one person to another. Members of the care team will provide you with personalized support. Our main concern is to ensure your comfort and well-being, while respecting your wishes. We encourage you to maintain contact with your loved ones at this stage of your life. If you or your loved ones have any special needs or expectations, please let the team know so that we can inform you of the amenities that may be available to you (family lounge, extra bed or chair, snacks, etc.).



Other Services

Petty Cash Fund

The petty cash fund provides easy access to cash for personal expenses not covered by your residential centre. All your transactions are recorded in a register that you or your respondent can access. The petty cash fund does not replace the services of a financial institution. We recommend that you keep your bank account.

The Vending Machines and the Shop

Some residential facilities are equipped with vending machines that offer various snacks. Sometimes, there is also a small shop where you can find common items (treats, magazines, cards, clothes, jewelry, batteries, etc.).



Lounges, Outdoor Facilities and Other Common Areas

Common areas (e.g., garden, balcony, terrace, living room, dining room, recreation room) are meeting places that allow you to maintain or create new links with residents and their loved ones. Some rooms can be reserved for your family meetings or other needs. You are encouraged to use these spaces available in your living environments.

Mail and Subscriptions

You can receive mail or subscriptions in your name in your residential centre. Please ask the administrative agent for details.

Parking

Parking spaces are provided to make it easier for your loved ones to visit. In some facilities, visitors must obtain a vignette or magnetic card from reception to use these spaces. A deposit is requested and is refunded when the vignette or magnetic card is returned. The vignette must be placed on the front of the car and be visible from the outside.

Your Safety

Several technical means can be used to ensure a safe environment. These include:

- A call bell linking each room to the nurses' station;
- Identification bracelets;
- Doors and elevators equipped with a coded system;
- A fire alarm system and sprinklers;
- Surveillance cameras in common areas (in some residential facilities);
- Surveillance mechanisms in your room (if you would like to find out more, please read the leaflet in your pocket);
- Secure access outside normal opening hours.

Control Measures

Out of respect for your freedom and because of the high risks associated with the use of control measures and their undesirable consequences, restraint is an exceptional measure for us. We prefer to use other measures and non-pharmacological approaches. Do not hesitate to discuss this with the Nursing Team Leader if necessary.



Charged Services

Adapted transportation or taxi

If necessary, contact the administrative agent to find out the different transport methods according to the policy in place.

Orthoses and Prostheses

The price of glasses, hearing aids, dental prostheses and orthopaedic shoes varies according to your financial capacity, as assessed by the Régie de l'assurance maladie.

Hairdressing Services

Hairdressing services are offered in each residential and long-term care centre.

Telephone, Cable and the Internet

Please find out what services are available in your living environment. Installation and use of these services are at your expense. Note that Internet is not charged in some facilities. Telephones and televisions are available to residents in certain common areas.

Other Services at Your Expense

It is possible to receive certain services from workers or professionals who are not employed by the centre: massage therapy, acupuncture, private support services, etc. It is your responsibility to take the necessary steps to receive these services and to inform the Nursing Team Leader.



LIFE IN A RESIDENTIAL AND LONG-TERM CARE CENTRE

Visitors

Your loved ones are always welcome, regardless of the time of day. If they are dear to you, they are also precious partners for us. Despite our staff dedication and best intentions, they can never replace your loved ones. At all times, those close to you are invited to participate in the life of the residential centre and to join you for your various appointments, outings, and activities of daily life. Thanks to their presence, you will adapt more easily to your new living environment.



Your Life Story

Knowing more about your life, your interests and your preferences allows our staff to get to know you better and to discuss with you topics that are of interest to you. To achieve this, your contribution is essential. You are invited to complete the “Life story” tool, which will then be posted in your room. If necessary, a resource person can assist you. In this way, you help us to consider your story so that we can better adapt and personalize our approach to you.

Tobacco, Alcohol and Drugs

The Tobacco Control Act stipulates that only residents may smoke in designated areas of certain facilities. Outside, staff, residents and visitors must smoke within nine metres of the building, as stipulated in the Act.

Electronic cigarettes are treated in the same way as tobacco products. Therefore, the same rules apply.

Consumption of alcohol is permitted provided it does not cause harm to other residents or disturb the peace and tranquility of the premises.

The use of drugs is prohibited. However, the use of cannabis for medical purposes is permitted in accordance with the policy in force.

Privacy

You have the right to your privacy and to your emotional and sexual life, while respecting your sexual and gender diversity. If you do not have a single room, we recommend that you to tell us about your needs so that together we find the best solution.

Temporary Outings

In case you are planning an outing, please tell the Nursing Team Leader for how long you will be absent and when you intend to leave and to return. For outings lasting more than one day, it is preferable to inform the Nursing Team Leader in advance so that the Pharmacy Department can prepare your medication.

Pets

Residents are not allowed to live with their pets. We suggest that you entrust your pet to someone you know.

If someone close to you wishes to visit you with a pet, you and your loved one are asked to coordinate this with the manager in charge of the living environment. Certain checks must be made before authorizing a visit.

Tipping and Gifts

To avoid conflicts of interest, tips and individual gifts for staff, volunteers or trainees are not permitted. If you would like to express your gratitude, you can offer a card or gift to all the staff of the living unit or make a donation to the foundation of your residential centre.

Deadline for Vacating the Room

We request the cooperation of relatives when a resident leaves or dies, so that the room can be vacated within 24 to 48 hours. We understand that this deadline may seem short, but it may allow a person who is waiting to benefit from this room. Please note that staff are always available to accompany your relatives if necessary.



THE QUALITY OF SERVICES

Well-Treatment

We advocate a culture based on well-treatment, well-being, respect, dignity, self-esteem, inclusion and safety for residents and their families. Well-treatment is first and foremost a positive approach, which is expressed through attentions, attitudes, actions and practices that respect the values, culture, beliefs, life history and rights and freedoms of residents, including their refusals.



Assessing the Experience of Service Users and Those Close to Them

Your satisfaction, and that of your family and friends, with the care and services provided in the residential centre is assessed at various times. In particular, in the weeks following your arrival, you will be asked to give your feedback on the quality of the welcome you received. Your participation and comments are essential to improving the services we offer and meeting your needs. The information gathered remains confidential and enables the various teams to improve our living environments.

The Residents' Committee

In each residential centre, a residents' committee looks after your well-being and ensures that your rights are respected. The main functions of this committee are as follows:

- Inform you of your rights and obligations;
- Encourage improvements in the quality of your living conditions and assess your satisfaction with the services offered;
- Defend the collective rights and interests of residents;
- Defend your rights and interests as a resident, at your request, in dealings with the Management of the residential centre or any other relevant authority;
- Support residents in any action they wish to take, including filing a complaint.

Every year, the residents' committee holds a general meeting to which you and your family are invited. If you are committed to respecting your rights and would like to volunteer your time, please contact your residents' committee to find out more about becoming a member.

Ensuring your satisfaction and responding appropriately to your needs is paramount.

The Service Quality and Complaints Commission

- Are you dissatisfied with the care and services you have received?
- Do you think you are not receiving the care or services to which you are entitled?
- Do you feel that your rights have not been respected?
- Are you a victim or witness of abuse?

Complaint

As a first step, we suggest that you immediately inform any relevant member of staff, professional or the manager in charge of the living environment. This approach will enable you to obtain explanations quickly or to have measures put in place to rectify the situation.

If you are not satisfied with this approach, or if you would prefer to speak to someone who is neutral with regard to your situation, we invite you to contact the Service Quality and Complaints Commission.

Report

If you witness or become aware that the rights of a resident or group of residents have not been respected, you may notify, verbally or in writing, the Service Quality and Complaints Commissioner, who has the power to intervene. They may also intervene on their own initiative.

If you witness an act of mistreatment of a senior or an adult in a vulnerable situation, you are strongly encouraged to report it to the Commissioner. The process is confidential.

Contacting the Commission

Telephone: 418 691-0762 or toll free, 1 844 691-0762

Fax: 418 643-1611

Email: commissaire.plainte.ciusssc@ssss.gouv.qc.ca

Mail: Service Quality and Complaints Commission
CIUSSS de la Capitale-Nationale
2915, avenue du Bourg-Royal, suite 3005.1
Quebec City (Quebec) G1C 3S2

Standards and Assessment Criteria for Residential and Long-Term Care Facilities

The ministère de la Santé et des Services sociaux (MSSS) regularly carries out quality assessment visits to residential care facilities. You can access the reports of these visits on the ministry's website at www.msss.gouv.qc.ca.

Residential care facilities are also evaluated by an accreditation body, which provides health network institutions with a normative framework and a program for the continuous evaluation of the quality and safety of care and services, in close collaboration with the MSSS.

The User Partnership and Ethics Office

The User Partnership and Ethics Office supports clinical ethics advisory committees. It supports teams wishing to work more closely with users and their relatives as part of continuous improvement or governance projects. Its mandate is to take into

account the experience, perceptions, and knowledge of users, while respecting ethical principles and conduct. In addition, it coordinates the administration of surveys designed to assess users' experience of care or services. Finally, it guides residents' committees and users' committees in the performance of their duties.

INTEGRATING INTO YOUR NEW LIVING ENVIRONMENT

Accommodation requires a period of adjustment, which can vary from one person to another. This period can last from a few weeks to a few months. You and your loved ones may experience various emotions and react in unusual ways. This section of the guide is designed to help you better understand these emotions and the behaviour they may provoke. Rest assured that we are here to support you at all times during this period of integration.

Possible Reactions

- Relief or anxiety
- Improved or disrupted sleep
- Improved appetite or loss of appetite
- Feeling safe
- Disorientation
- Desire to return home
- Sadness, crying, isolation
- Changing attitudes and moods
- Feeling powerless
- Feeling of loss of freedom
- Decrease or loss of the zest for life
- Refusal to collaborate in hygiene care or participate in activities
- Being afraid to disturb
- Negative reactions toward other residents
- Numerous phone calls to your loved ones



INFORMATION FOR FAMILIES

Human Reactions

It's possible that your loved one's arrival in a residential and long-term care centre will make you experience several emotions. Do not judge yourself. These emotions are neither good nor bad. They are human.

- Relief
- Feeling safe
- Feeling that you have done your duty
- Feeling of freedom
- Guilt
- Feeling of failure in your role
- Helplessness
- Ambivalence about the residential care facility
- Sadness
- Lack of trust in the staff
- Feeling like you are abandoning your loved one
- Feeling useless



When a loved one is admitted to a residential centre, it can be difficult. If you need help, you can talk to your nurse or contact the community organization *L'APPUI* by calling 1 855 852-7784 to find out what resources are available near you to support you.

How to Help Your Loved One to Adapt

The support of family and friends makes it much easier for residents to integrate and adapt to their new living environment. Your knowledge and experience as a caregiver are appreciated and recognized. You are important partners.

- Help your loved one personalize their room (e.g., bedspread, photos).
- Fill in the “Life story” tool with them.
- Visit or communicate with your loved one (telephone, tablet, mail, etc.).
- Provide them with the equipment they need to pursue certain hobbies (e.g., radio, music of their choice, mystery word books, newspaper or magazine subscriptions).
- Have a meal with them.
- Visit their new home together.
- Encourage your loved one to continue their daily activities.
- Do some activities with them.
- Encourage your loved one to meet other residents.
- Encourage your loved one to take part in activities and join them, if possible.
- Listen to your loved one. If there are any problems, try to find solutions with them and the care team.
- If you notice any changes in your loved one’s behaviour or if they have difficulty adapting, inform the care team.
- Show them tenderness.

Suggested Activities for Your Visit

During your visits, it can be a good idea to vary the activities you do with your loved one so that you can spend quality time together and share the derived benefits. Here are a few suggestions:

- Remind your loved one of important events and bring along photos or personal items;
- Invite grandchildren or a significant person to come along with you on a visit;
- Maintain your social relationships (romantic, intimate or friendly) with your loved one;
- Continue to support your loved one with eating, walking, hygiene, and other personal care (hairdressing, shaving, make-up, manicure, etc.). Please refer to the care team for the necessary assistance to ensure everyone's safety;
- Make sure your loved one is comfortable: massage, moisturizing cream, adjust pillows;
- Flip through magazines or read aloud the positive news in the newspaper;
- Listen to music with them or share your talents if you are a musician;
- Take part in activities planned at the residential centre;
- Play cards or puzzle games;
- Take them on outings, depending on their abilities: a ride, a visit to the neighbourhood, a meal at home or in a restaurant, a walk in the park;
- Pray, meditate or reflect with them;
- Respect their moments of silence.

Carry out these activities with balance and respect for your limits.

NOTES, QUESTIONS AND COMMENTS

Directorate of the Support Program for the Autonomy of Seniors
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