



WELCOME TO YOUR NEW HOME

WELCOME GUIDE FOR NEW RESIDENTS

Long-term Residential Care Centre (CHSLD)
Lachute Residence
377 Rue Principale, Lachute

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The team at the Lachute Residence, a facility in the CISSS des Laurentides, is pleased to welcome you to your new home

The Lachute Residence is a one-of-a-kind in the Laurentians due to its bilingual mission. The residents receive services in the language of their choice (English or French). The fact that residents can choose to receive services, participate in activities and read publications in English or in French ensures better response to the needs of a diverse population, while encouraging communications and residents' comfort.

The Lachute Residence is a smoke-free environment, which means that there is no smoking room in the CHSLD. If a smoker is admitted, they will have to smoke outside, in a dedicated zone, with the help of a loved one or on their own.

In this guide you will find information that can answer questions you and your family may have. If you need additional information, don't hesitate to contact the assistant to the supervisor present in the living unit or your unit's manager.

1. Food Service

Because food is important and should be part of your daily pleasures, we are committed to providing you with three meals a day as well as afternoon and evening snacks, all respecting your tastes and nutritional requirements.

As soon as you arrive, we will ask you to fill out a short questionnaire so we can learn about your allergies, nutritional particularities and your preferences and aversions. Then a dietetic technician will contact you to go over your menu choices. The nutritionist is responsible for determining the best therapeutic approach when needed.

Meal hours as well as the daily menu are posted on a board at the entrance to the dining room. The menu follows a 3-week cycle which includes 2 main dish options and desserts as well as the adaptations required for those with allergies or specific dietary requirements (dysphagia, diabetes). The menu is revised twice a year, in winter and summer. We mark some holidays with more festive menus. You can share your opinion of our services by completing our semi-annual survey in spring and fall.



At mealtimes, staff is on hand to provide help if you need it. We ask that your family avoid phoning at these times.

Your family is also welcome to come help you at mealtimes.

Your loved ones can also have a meal here with you. Check at the CHSLD reception desk or with the accompanying orderly for the terms and conditions specific to each facility.

2. Clothing Care Services

Care of your clothes and personal linens is done by the CHSLD's laundry, a free service. However, if your family prefers to take on this task, please let us know and we can do what's needed.



Bedding and bathroom towels are provided by the residential facility. You can bring your own linens (sheets and comforter) if you want, however, you will be responsible for their care.

In all cases, the care required for fine lingerie, personal bedlinens and any piece of clothing that requires special care is the full responsibility of the resident and their family.

Lastly, please identify your clothes properly to avoid loss. You are also responsible for organizing your clothing as the seasons change. You can order name labels and have them attached at a reasonable cost.

3. Prevention of Infections

To limit the risk of transmitting infections, preventive measures must be taken and respected by all staff members, residents and visitors.

We therefore request that everyone wash their hands when entering and leaving the residential facility as well as when entering or leaving a resident's room using the antiseptic foam available in distributors located at the facility's entrance and in the corridors in the units.

Hand washing is the most important way to avoid transmitting infections.

You must wash your hands:

- after blowing your nose;
- before and after handling food;
- after using the toilet;
- after touching an animal;
- before and after treating a wound;



- whenever they get dirty.

Wash your hands regularly and ensure that your visitors, doctors and caregiving staff do so as well. If our staff inadvertently fail to do so, you can remind them politely.

Before visiting a resident, it is important to pay particular attention to signs placed at the door to the room. When there is a sign, you must go to the nursing station to get the information and instructions about the precautions to take before visiting your loved one.

In addition, if you have a cough with fever, or are vomiting with or without diarrhea, **please delay your visit** to avoid transmitting an infection to the residents. However, if a visit is necessary, you must discuss appropriate precautions with the unit nurse. It is also important to sneeze or cough into your elbow or a handkerchief and to wash your hands immediately to avoid transmission of respiratory infections.

Our vaccination program includes an influenza vaccine every fall, and a pneumococcus vaccine if it has not already been administered, to prevent respiratory infections as much as possible. If the resident is unable to respond, their representative will be asked for their consent. If loved ones plan to visit a vulnerable person or a CHSLD resident often during the winter, it is best to be vaccinated against flu to avoid transmitting it to residents.

4. Pastoral Services

A pastoral worker is in the CHSLD on a weekly basis and when requested by the family or a resident, for example, at the end of life.

5. Personalize Your Room's Decor

We encourage you to personalize your room by decorating it to your taste: TV, radio, pillow, bedspread, framed pictures, lamps, knickknacks, etc. It is important, however, to ensure that you comply with the *Policy and Procedure on Room Layout for Residents in a Residential Facility*.



To ensure that you can move around safely, please consult us if you want to bring a piece of furniture or any other large object. For safety reasons, we are obliged to prohibit items that heat such as a kettle, toaster, etc. Such small appliances are available for your use in the kitchenette on your floor.

If you would like to install an electric appliance such as a refrigerator or freezer, it is important to make a specific request to do so.

If you want to put framed pictures, a clock or photos on your walls, the staff of the Service des installations matérielles (Physical Plant Department) are available to help you.

Finally, it is important for you to know that there may be times when, for reasons of reorganization or in order to offer you the services that best meet your needs, we may ask you to change rooms.

6. Safety: A Shared Responsibility

To provide you with as safe a home as possible, several measures are in place:

- A call bell system has been installed in every bedroom, toilet and bathroom. A fire alarm system is in place as is surveillance of doors.
- When you are admitted, a photo will be taken of you to ensure proper identification when medications are distributed by the nursing staff.
- Some doors are equipped with a coded system to ensure the safety of more vulnerable individuals.
- We have an operational emergency plan to ensure the safety of all occupants. Regular drills are carried out to train staff in the event of an emergency.
- The facility has adopted a policy for a violence-free environment, which also applies to residents and visitors.

You and your family play an essential role in your safety. The following actions contribute greatly to preventing undesirable incidents.

- Use of candles is prohibited throughout the facility.
- Avoid leaving items that can get in the way or cause falls in the corridor or room.
- To avoid overloading the electrical system and the presence of extension cords that can be dangerous when moving around, please get a safe power bar.

We strongly advise you to give all your valuables, clothes and other goods that you will not need during your stay to members of your family. While the Lachute Residence ensures a safe environment, it remains possible that a personal item can break or be lost.

Particularly for visitors:

- Notify a member of the staff if you see damage or a soiled floor.
- Make sure that when you leave, no resident is following you (for their safety).
- Always ask for help from a member of the staff if you want to take a resident to the bathroom or help them get around.

Safety being everyone's business, your vigilance is much appreciated. Please report any risky situation to the duty nurse.

7. Hairdressing/Barber Service

Hairdressing and barber service is available at the CHSLD on Fridays. The cost is based on the service provided by the hairdresser.



8. Foot Care

Foot care includes foot washing, care of problem-free nails, and application of hydrating cream. This care is part of regular hygiene care and is provided to the residents by orderlies.

The nurse ensures the clinical evaluation of your foot care needs. If a health problem is identified limiting the usual foot care, the nurse will contact you to get authorization for the required care from a specialist, in which case the costs are borne by the facility.

When the treatment is for aesthetic purposes or at the request of the resident or their family, it is at your expense.

9. Cable Information

Cable services including telephone, cable TV and internet are available in the CHSLD. You must contact the residential service of the cable distributor to obtain these services. Installation and monthly charges will be billed to you by the cable company.

10. Parking

Parking is free at all times for your loved ones who visit you regularly, but they must have a permit. They can ask for their permit at the CHSLD reception desk.



The permit must be hung from the rearview mirror of the vehicle to avoid incurring an infraction. This permit is not transferable to another person and must be returned to the CHSLD reception desk at the end of your stay.

11. Suggestions for Family Members During Their Visits

The involvement of your family members is essential in helping you to adjust to your new home.

There are many ways to get involved. Here are some suggestions for how your loved ones can be involved. They can:

- Inform the team about your lifestyle and habits.
- Participate in decorating your room.
- Accompany you for medical and other appointments.
- Participate in the life of the facility: leisure activities, special occasions, minibus excursions, etc.
- Ensure that everything you need is available (clothing, personal effects, etc.).
- Take advantage of the facilities available to you to have an extra bath, a haircut, etc.
- Take you home for a visit or a short stay.
- Visit you regularly and share the visits among family members.
- Share a meal with you.
- Share information with other members of the family (e.g., a notebook can be left in the room).
- Get involved in the Users' Committee.
- Participate in meetings for families.
- Share their talents with the facility's residents (singing, concerts, etc.).
- Participate in the preparation of an intervention plan (IP).
- Maintain positive links with the care team.
- Clean the storage units in the room (drawers, closet, etc.) at least at the change of seasons.
- Share information with other members of the family.

Visits to the CHSLD are permitted at all times, however the doors are locked to ensure security. Without an access code, visitors must ring the bell to have the door unlocked by an employee.

The Lachute Residence may have an intercom/camera system.

12. For Family Members Who Would Like to Volunteer at the CHSLD

Come and enjoy a human experience that is both personally enriching and valuable to our organization.

THE COMMITMENT OF OUR VOLUNTEERS IS INVALUABLE!

Our volunteers provide added and complementary value to the services provided.

The aim of their work is to improve residents' and patients' quality of life. They do this by generously giving their time, their knowledge and their energy in many different ways.

Your loved ones' presence is appreciated in the CHSLD. If they would like to, they can become volunteers by contacting the person responsible for volunteer coordination at the CISSS des Laurentides at 450-473-6811, ext. 42006.

13. Living Environment Committee / Users' Committee

Two important committees operate in your CHSLD:

- **The Living Environment Committee**, whose main mandate is to develop, plan and promote activities aimed at improving the living environment of residents. A resident or a family member participates in this committee with members of the staff.
- **The Users' Committee**, whose overarching mandate is to be the watchdog for patients' rights. The committee is responsible for ensuring that residents are treated with respect for their dignity and recognition of their rights and freedoms. It is one of the major spokespersons for residents with the institution's governing bodies.

You can contact your Committee by calling 450-562-5203, ext. 9.

14. Complaints and Service Quality Commissioner

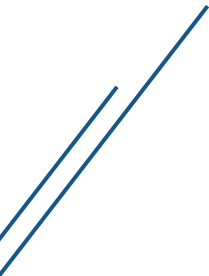
During your stay in the CHSLD, you may judge that your needs have not been met satisfactorily. In such a situation, do not hesitate to talk to the unit nurse or the manager of the CHSLD's care units. These people are responsible for ensuring improvement of the response to your needs.

If dissatisfaction persists, you can also lodge a complaint with the Complaints and Service Quality Commissioner by calling 1-450-432-8708 or toll-free at 1-866-822-0549.

15. Medical Care

Your medical care will now be provided by a doctor who comes to the Lachute Residence every week.





The CISSS des Laurentides comprises more than 80 facilities and a big family of experts in service to your health. Here, the patient is at the very heart of our vision.

Our organization brings together hospitals, CLSCs, residential facilities, youth protection and rehabilitation centres for young people with adjustment problems, rehabilitation facilities for those with intellectual disabilities and autism spectrum disorders, rehabilitation centres for those with physical disabilities and addiction rehabilitation facilities. Our teams, known for their commitment and their professionalism, work together to provide quality services.

www.santelaurentides.gouv.qc.ca/English/

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Québec 