

**FATHER DOWD RESIDENTIAL CENTRE  
WELCOME GUIDE  
FOR RESIDENTS AND FAMILIES**

***Centre intégré  
universitaire de santé  
et de services sociaux  
du Centre-Ouest-  
de-l'Île-de-Montréal***

**Québec** 

## **WELCOME MESSAGE**

Welcome to Father Dowd Residential Centre.

In order to help our residents adjust to their new surroundings, all of our staff is committed to making them comfortable, planning a therapeutic program that is personalized to their needs and ensuring that their rights are respected. We have also prepared this information booklet, which we hope will answer most of your questions.

Our purpose is to create a living environment in which the resident feels “at home” and valued as a member of the community. Accordingly, we have set high standards for all of our services, being receptive to the needs of our residents and their families and proceeding with a personalized approach in all our actions and daily decisions. By doing so, we improve their quality of life and overall satisfaction.

Once again, welcome.

Dindo Miras  
Site Coordinator  
Father Dowd Residential Centre

## HISTORY

With its beginnings as St. Bridget's Home on de la Gauchetière Street, Father Dowd Residential Centre was originally operated by the Grey Nuns and subsequently renamed after its founder, Father Patrick Dowd. The Sisters of Providence of St. Vincent de Paul from Kingston, Ontario assumed operation of the home in 1944 when the Grey Nuns determined that they no longer had a sufficient number of English-speaking Sisters to serve the residents.

A new building was constructed to meet the increasing demands of residents and the current site opened its doors in 1977. The facility underwent major renovations in 1998 to bathrooms and resident rooms to allow for increased access for wheelchairs and assistive devices.

With a total of 134 residents, Father Dowd provides a living environment which is adapted to the individual needs of residents. A wide range of services are provided from medical and nursing care, occupational and physical therapy and recreation, dietary, social and pastoral services.

Father Dowd is a member of the Integrated Health and Social Services University Network for West-Central Montreal.



## **WHO WE ARE TODAY**

### **OUR MISSION**

The core mission of the Father Dowd Residential Centre is to care for members of the community who are no longer able to live independently and whose safety and well-being are entrusted to Father Dowd by their families.

The focus of the centre is to provide care in a welcoming and homelike environment tailored to each resident's individual needs. Our fundamental commitment to the well-being and safety of our residents—shared by all staff and volunteers, as well as by each resident's family—underlies all of our policies and practices, as well as the design of our physical environment. We consider family members partners in care so that, even when they live at a distance, they feel welcome and involved in the care their loved one is receiving.

Father Dowd receives its mandate and operating budget from the Quebec government in addition to generous support by its Auxiliary for special programs and other needs.



## ADMISSIONS

In accordance with government regulations, all requests for placement at Father Dowd are processed by the Mécanisme d'accès en hébergement, the central body responsible for orienting requests for placement within the Montreal West Central territory.

Requests are reviewed by healthcare professionals and the decisions are made based on the client's needs and the availability of resources. Wherever possible, efforts are made to provide services in the client's home order to maintain a person in their environment.

A social worker from the community – either at a CLSC or an acute care hospital  
– must submit the official request to the Mécanisme d'accès en hébergement within the Integrated Health and Social Services Centre (CIUSSS) for West Central Montreal who then prioritizes those on the waiting list according to the urgency of each case.

Once admitted to the site, the resident is assessed by our interdisciplinary team in order to determine how to best meet their care needs. In keeping with our commitment to ensuring a homelike environment, our goal is to group together residents with similar profiles and needs. If we cannot realize this objective at admission, an internal transfer to another unit, floor or pavilion will occur as soon as possible.

It is important to note that while every effort will be made to accommodate a resident and/or family's request for a private or semi-private room, we cannot guarantee the timeline for responding to this request.

## **COST**

There is a room charge in long-term care public establishments. The charge is determined by the provincial government based on the type of accommodation and the income and/or assets of the resident and spouse, if any.

As of January 1<sup>st</sup>, 2025, room rates are as follows:

private room: \$ 2198.10 per month

semi-private room: \$ 1836.30 per month

These rates are revised by the government on a regular basis.

Residents are provided with the first available accommodation, and payment is based upon the type of room occupied. The resident or family's preference of accommodation will be considered once the resident is at Father Dowd. Upon admission, a pro-rated cheque is required for the total room charges and additional charges (example: optional telephone services) for the first month or partial month. You will then be asked to sign a payment authorization for monthly debits to your bank account, and to provide a blank cheque (marked "void") from that account. All charges are based on a calendar month. For example, if a new resident is admitted on May 10th, a cheque for the balance of May, or 21 days, will be remitted upon arrival at the centre. Direct bank withdrawals will then begin as of the first day of each following month.

When a resident is discharged from the long-term care centre, the RAMQ determines the pro- rata rate for that month and if applicable, the long term care centre will reimburse the money. Any questions regarding rates should be directed to the social worker on the unit or the admissions officer.

## **REQUEST FOR REDUCTION OF RESIDENCY CHARGE (EXONERATION)**

Father Dowd has a residency charge, determined by the government and based upon the type of accommodation. These rates are revised yearly. Partial or full rate reduction from the maximum fees is available under certain circumstances and is dependent upon the income and/or assets of the resident and their spouse. For example, a rate reduction may be obtained for a single individual receiving Old Age Security supplements who has less than \$2500 in assets. In the case of a couple, a rate reduction may be available following a financial assessment by the government. Note that as part of its assessment, the government will accept a withdrawal of funds towards the pre-payment of funeral arrangements. In order to ensure the renewal of exonerated room rates, the resident or their legal representative must ensure that taxes are filed with the government on an annual basis.

## **OTHER SERVICES**

There are other costs for services not covered by health insurance for which the resident is responsible. These services may include but are not limited to:

- Dental laboratory work, eyeglasses, hearing aids, prosthetics:
  - Note that in certain cases, the Ministry of Health and Social Services may cover a portion of these costs.
- Telephone, cable television and internet:
  - These services can be installed in the resident's room - however, the resident must assume the costs for installation and usage. To do so, please speak to the nurse on the unit. These services are provided by a private company (Bell or Videotron) and are entirely the resident's responsibility.
  - If the resident does not wish to have these services in the room, a telephone and television with cable are available to residents in the lounge of each floor. A computer with Internet access is also available to residents.
- Other services:
  - For a fee, a number of professional services are available on site including foot care and hairdressing. All such costs, if applicable, will be added to the resident's account.

## **MAIL**

Personal mail is distributed directly to the residents. Your friends and relatives may contact you by addressing mail to:

(Your complete name and room number)  
c/o Father Dowd Residential Center  
6565 Chemin Hudson  
Montreal , QC H3S 2T7

In the event that the resident relies on a third party to manage their legal or financial matters, we urge you to make arrangements to reroute this type of correspondence directly to the responsible person.

## **PETS**

Permanent personal pets are not permitted in the resident's room or elsewhere on the premises. Visiting privileges for some categories of pets are permitted. You will be responsible for any damages or injuries resulting from the authorized pet's visits, and for cleaning up after the pet.

## **ROOM FURNISHINGS**

All rooms are furnished with state-of-the-art functional furniture.

This includes:

- One hospital grade vinyl or Crypton chair or if recommended by the Rehab team, one special chair, i.e. Lazy boy;
- One hospital grade laminate night table;
- One hospital grade laminate dresser;
- One hospital grade laminate over bed table.

If requested, the following will be provided by the Centre:

- One hospital grade laminate bookcase;
- One air conditioner (available upon request).

No other furniture, rugs or chairs may be brought in.

Residents may bring the following items:



- One flat screen TV, up to 40" as long as free movement is not compromised in the room;
- One small fridge 4.3 cubic feet or less;
- Personal computers, iPads, phones, radios, etc.;

All electrical equipment must be approved and up to date.

**\*\*No other electrical appliances are permitted. This includes, but is not exclusive to, microwaves, kettles, hot plates, toaster ovens, curling irons, heaters.**

Note that multiple microwaves are available for use by the residents in common areas and in the dining rooms.

In order to personalize their room, residents are encouraged to bring their own bed coverings, pictures and up to 5 wall hangings (in compliance with the fire safety code). The wall hangings may not occupy more than 50% of the wall space.

Clothing is limited to 2 suitcases in order to ensure that everything can be stored in the room.

The Centre has the right to change the policy based upon the current situation.

The Centre is not responsible for any equipment damage due to mechanical/electrical failures on site.

## **VALUABLES**

Families and residents are discouraged from having large amounts of cash, valuable jewelry, artwork and/or expensive clothing. Father Dowd cannot be held responsible for the loss and/or misplacement of items belonging to the resident.

## **WHAT TO BRING ON ADMISSION DAY**

When you arrive at Father Dowd, these documents need to be brought to complete the admission process:

- ☐ Health Insurance card and Social Insurance Number

- ❑ Hospital cards for acute care facilities
- ❑ Documents concerning: Notarized Power of Attorney, Mandate, Financial Power of Attorney and Living Will (if applicable)
- ❑ Emergency information, including names and telephone numbers
- ❑ A void cheque

The following information is required by the interdisciplinary team:

- ❑ List of vaccinations received
- ❑ All medication containers
- ❑ Medications for 48 hours
- ❑ List of current drugs and allergies

When packing, you should consider bringing 7 to 10 outfits including the following: shirts/blouses, pants, dresses/skirts, undergarments, socks/hose, comfortable shoes and in good condition, nightclothes, robe, slippers, comb/brush, toiletries (such as toothbrush, toothpaste, deodorant, special soaps or shampoos), and wheelchair/walker if applicable.

## **LAUNDRY**

Father Dowd offers a free laundry service. Please advise the admissions officer upon admission, or your nurse at any other time, of your intention to make use of this service. Upon arrival, the laundry department will order labels, and the residents' clothes will be laundered weekly. Resident clothing and other individual items must be labelled following admission (one day per week, during admissions, or as necessary) to ensure that all personal articles are returned to the correct person.

Clothing will be picked up once a week, laundered, and returned to the unit within the same day. Please note the laundry is not sorted prior to being washed. The centre does not take responsibility for lost or damaged items. Unlike your washing machine at home, industrial washers use disinfecting chemicals/soaps. As an alternative, family members may choose to launder

resident's clothing themselves. A washer and dryer can be found in a laundry room for residents on the fourth floor.

## **HOUSEKEEPING**

The housekeeping team maintain a high standard of cleanliness and disinfection throughout the centre seven days a week. Housekeeping staff clean and disinfect each resident's room daily in compliance with infection prevention and control practices.

## **FOOD AND NUTRITION**

The dietitian meets all new residents and /or family members to determine the best nutrition care plan for each person based on food preferences, likes and dislikes to ensure each resident is meeting the goals of the nutrition care plan. As a part of your health care team, the dietitian monitors and adjusts the plan on an ongoing basis.

The food service department provides well-balanced, nutritious meals based on Canada's food guide with a focus on taste, textures and culturally acceptable foods. The menu rotates every three weeks, seasonal foods are offered and special holiday meals are served. food preferences,

## **LEISURE ACTIVITIES**

Residents are invited to participate in the leisure activities that have been designed for them. The staff of the recreation department, assisted by volunteers and with the collaboration of staff from the units, organize recreational activities. Outings also take place when permitted. Friends and family members are encouraged to join the resident in their activities.

## **ROLE OF THE FAMILY**

The resident's family and support network play an important role throughout the resident's adjustment phase and over the course of the stay at Father Dowd. Ongoing communication between residents and their families is highly encouraged through visits, outings, letters, and calls in order to maintain the well-being of the resident.

## **VISITING HOURS**

Visiting hours are from 9:00 a.m. – 8:00 p.m. On an exceptional basis (when a resident is determined to be in a palliative stage, end of life state), families may visit during the night with the approval of the head nurse. Please note that all public areas are closed at night and visiting is restricted to the resident's room.

Once on the unit, you must inform the nursing staff of your presence;

During the night, be careful not to disturb other residents who may be sleeping;

The privacy of other residents must be respected at all times;

Inside two (2)-bedded rooms, a maximum of two (2) visitors are permitted at any one time. When the number of visitors exceeds two (2), you may use the living room area or the private family rooms. Please ask at the nursing station for access to this space as needed;

When escorting a resident off unit or to the gardens, please inform the nursing staff.

## **PRIVATE CAREGIVERS/COMPANIONS**

Father Dowd provides each resident with the necessary care which he/she requires. At the same time, residents and/or family members can engage a private caregiver to provide additional social stimulation. All caregivers must be registered and complete various training modules. You can obtain a companion registration form from the admissions officer.

Whereas the resident and/or family is the sole employer and responsible for payment to the private caregiver, the Social Worker and head nurse are mandated to ensure that the caregiver is registered and respects the policies and care standards as determined by the centre.

## **HIRING A PRIVATE PROFESSIONAL**

Some residents and their families may wish to engage the services of an outside health professional to provide care or services to complement the care they are already receiving. Such private arrangements are allowed; however, the CIUSSS's policy on *Private Services Hired by Users of the CIUSSS Centre-Ouest-de-l'Île-de-Montréal* must be followed. Once you have informed the healthcare team and selected a recognized professional, a copy of their credentials (proof of membership in their professional order and proof of liability insurance) must

be given to the head nurse. You will be asked to sign consent forms and must inform the unit of any scheduled visits. All private health professionals must respect the policies of CIUSSS West-Central Montreal. Please note that CIUSSS West-Central Montreal employees cannot be hired after hours as private professionals by residents or their families. If you have any further questions about private professionals, please contact your head nurse.

### **ADDRESSING YOUR CONCERNS**

If you have any questions or concerns regarding the care and services that you are receiving at Father Dowd Residential Centre, please contact the following personnel:

1. Your nurse.
2. The head nurse on your floor during weekdays or the Nursing Coordinator during evenings, nights and weekends.
3. The Ombudsman

### **USER COMPLAINT PROCEDURES**

A user may formulate a written or verbal complaint to the Ombudsman on the services he/she received, ought to have received, is receiving, or requires from Father Dowd Residential Centre.

You will be receiving a copy of the Complaints Procedures upon admission to the centre. Additional copies are available from the Ombudsman or your head nurse. A copy of the complaints form is included in this package and is also available on our website ([www.father-dowd.ca](http://www.father-dowd.ca))

## **OMBUDSMAN/COMMISSAIRE AUX PLAINTES**

The Ombudsman receives and attempts to resolve complaints and concerns that have not been satisfactorily resolved by the head nurse and/or other department heads. Serving as a liaison between residents/family members and all departments of the centre, the Ombudsman acts to identify and solve any problems which affect the residents' quality of life and to ensure that he or she receives the best possible care in a humane, dignified and respectful manner.

In keeping with Quebec law, the Ombudsman has been appointed by the Board of Directors as the Senior Complaints Officer.

## **CODE OF ETHICS**

Our code of ethics is included with this guide. It outlines the values and principles that guide our behaviour and attitudes toward our clientele. It is based on respect and benevolence toward each individual, as our objective is to ensure the well-being of all members of our community. This code of ethics completes and reinforces the rights and obligations established in the law. The complete code of ethics of CIUSSS West-Central Montreal is available online.

You can request a clinical ethics consult by asking a member of your medical team to contact the service for you. You can also reach the Consultation Service directly at: 514-340-8222, ext. 23928.

## **USERS' COMMITTEE**

In Quebec, each long-term care centre has a users' and/or residents' committee which acts as a spokesperson to the administration regarding the concerns of residents and their families.

The Cavendish Users' Committee (representing residents of Father Dowd) is comprised of residents, family members and community members who care about the well-being of residents. The role of this committee is to inform residents

and their families of their rights, to listen and offer assistance in resolving concerns regarding services and guidance in filing a complaint, if needed. These services are confidential.

The Cavendish Users' Committee works in collaboration with the centre's management on issues related to the quality of the living environment, resident-centred care, and respect of residents' rights.

The committee organizes several activities throughout the year, including welcome visits to new residents. Please be advised that in order for you to receive a welcome visit from a representative of the Users' committee, we will provide them with your first name, date of admission and room number.

If you wish to be informed of the committee's activities, please contact them. You can also get involved; the committee is always looking for new members.

Residents who would like to suggest changes or have any ideas about how the quality of life at Father Dowd could be improved, may contact the Cavendish Users' Committee with their suggestions at 514-484-7878, extension 61728 or by email: [userscommittee.cavendish@ssss.gouv.qc.ca](mailto:userscommittee.cavendish@ssss.gouv.qc.ca)

### **RESIDENTS' COMMITTEE**

The Residents' Committee at Father Dowd Residential Centre is composed of residents, family members, volunteers. It is concerned with the respect of the resident's rights and the continuous improvement of their living environment.

### **TRANSFERS**

In order to provide optimum care and sensitize staff to the specific needs of a particular group of residents, individuals are located on nursing units with others having similar physical, psychological or emotional profiles.

When new residents are admitted, it is not always possible to provide them with a bed on a unit best suited to their clinical needs. This means that when the appropriate accommodation becomes available, a resident will be moved to another unit, or another room. This process is called a transfer.

A change in a resident's medical condition may necessitate a room transfer, in which case the resident and their family will be provided with advance notice if possible. We will take all measures possible to make for a smooth transition. The resident will be responsible for any additional costs the new room entails (e.g. moving from a semi-private to a private room).

### **DISCHARGE**

In order to ensure that our resources are available to meet the needs of the community, we are mandated by the government to welcome new residents within 24 hours of a discharge or death. We realize that packing up belongings can be both difficult and stressful. If the family of the discharged resident cannot come within the same day to empty the room, our staff will respectfully pack up the belongings and securely store them for a maximum of 10 days. Should the belongings not be picked up within this time frame, they will be discarded.

### **HEALTHCARE TEAM**

Following the admission of a resident to Father Dowd, he/she is assessed by staff from various services who collaborate as members of the healthcare team.

Team members represent services such as medicine, pharmacy, nursing, social service, physiotherapy services, occupational therapy, therapeutic recreation, and nutrition and food services, who then establish a care plan tailored to the individual needs of a resident. Regular family conferences are held to facilitate the exchange of information and to encourage feedback from the resident and/or family.

### **MEDICAL COVERAGE**

In order to provide a continuity of medical care to residents, physicians are assigned to a particular nursing unit or pavilion where a professional and trusting relationship is forged between the resident, the family and the physician.



There are dedicated physicians for each unit who are onsite for one half day each week and are available for consults with the nursing team by phone Monday through Friday. After hours and on weekends, there is a physician on call for emergencies.

Our medical team works in close collaboration with the nursing team. The designated physician will contact a resident's family representative directly if there is an urgent issue that needs to be discussed.

## **PHARMACY**

Working in conjunction with the physicians, nurses and other members of the healthcare team, the pharmacist ensures that the resident receives optimal drug therapy. In addition, he/she also monitors the effectiveness, interactions and possible allergies to medications and makes recommendations to the resident, the family, the physician and nursing staff.

## **NURSING**

The Department of Nursing and Clinical Services is committed to providing excellent geriatric nursing care. The nursing staff is made up of nurses, nursing assistants, nursing aides and PAB's (orderlies), who are on duty 24 hours a day. The focus of their practice is the well-being and quality of life of the residents, in a warm and safe environment. The nursing team, together with the resident and family, assesses and designs the care plan. The nursing team is accountable to provide, coordinate and evaluate the nursing care. Their dedication contributes to maintaining the residents' dignity and meaning in life. An important nursing objective is to continually upgrade the professional approach to care by means of ongoing staff development, educational and nursing research.

## **SOCIAL SERVICE**

Placement in a long-term care establishment can sometimes be a stressful experience for the newly admitted resident and the family. Adapting to this major life change requires a period of adjustment which varies with each individual. One of the principal functions of Social Service is to ease the transition into Father Dowd for the resident and family and to support them in their integration and adaptation. Social Services is available to provide support, education, and to help solve problems which pertain to the care experience.

## **REHABILITATION**

### **OCCUPATIONAL THERAPY**

The Occupational Therapists assess the resident's level of functioning in daily activities with the goal of maintaining functioning through the use of assistive technology, compensatory measures, and/or environmental adaptation.

When admitted to the long-term care centre (CHSLD), the resident will receive a safety screening from a Rehabilitation professional. Depending on the resident's needs, the Occupational Therapist will develop an intervention plan in the domains of positioning, mobility, feeding, skin integrity, restraint alternatives, cognitive abilities, and adaptation process, among other areas. Ongoing occupational therapy with a resident is initiated at the request of the unit's professional team, and in collaboration with the resident and family.

### **PHYSIOTHERAPY SERVICES**

The aim of Physiotherapy Services in long-term care is to maintain the residents' functional mobility abilities. This is achieved through the use of therapeutic exercises and techniques, aids and adaptations. When admitted to the long-term care centre (CHSLD), the resident will receive a safety screening from a Rehabilitation professional. Depending on the capacity and needs of the resident, a specific physiotherapy intervention plan is developed and implemented in collaboration with the care team.

### **PRIVACY AND CONFIDENTIALITY**

Resident confidentiality is important to us, and we will take all measures necessary to respect your privacy. At the same time, we ask all of our residents, families and visitors to respect the privacy of other residents at the centre.

### **GOOD TREATMENT IN OUR RESIDENCE**

Good treatment is an approach that aims to respect all people, their needs, their wishes and their choices, including their refusal. It is expressed in attention, cooperation, attitude, interpersonal skills and know-how that respects values, culture, beliefs, life history and individual rights and freedoms (1).

Here are the guiding principles of good treatment for older adults (2). These principles also apply to adults in vulnerable situations.

1. Put the person at the center of the action.
2. Promote self-determination and empowerment of older people so that they can take control of their own lives and make decisions in line with their values, lifestyle, culture, etc.
3. Respect the person and their dignity so that they feel taken into account and regain their self-esteem.
4. Promote social inclusion and participation to increase the well-being of older adults who want to break their isolation and contribute to society.
5. Use actions and interactions that combine skills and judgment (know-how).
6. Provide coordinated support to take the most appropriate action for each dimension of the senior's life (e.g.: housing, health, nutrition, love and family life, etc.), always respecting the older adult's choices.

### **AN ENVIRONMENT FREE OF MISTREATMENT**

Mistreatment is defined as a single or repeated act, or a lack of appropriate action, that occurs in a relationship where there is an expectation of trust, and that intentionally or unintentionally causes harm or distress to a person.

Mistreatment can be physical and violent such as shoving, hitting, force-feeding, inappropriate use of restraints. It can be sexual such as inappropriate touching or molestation, it can be psychological such as name calling, humiliation, manipulation or ignoring. It can be financial such as theft of money or possessions. It can also be neglect such as failure to provide a reasonable level of comfort, safety and assistance.

Should you witness a situation that you feel may be considered as mistreatment, please inform the head nurse of the unit.

At any time, you can contact the Ombudsman's office at 514-340-8222 # 24222 or by email at [ombudsman.ccomtl@ssss.gouv.qc.ca](mailto:ombudsman.ccomtl@ssss.gouv.qc.ca).

For free, confidential and bilingual consultation regarding a situation of mistreatment, you can contact the Elder Mistreatment Helpline at 514-489-2287 from 8 am to 8 pm, 7 days a week.

## **SAFETY**

Safety is a top priority at Father Dowd Residential Centre.

In your room, you have access to a call button, generally located near the head of the bed. There are also call buttons in the bathroom in your room, on the unit and in certain common areas.

To ensure the safety of residents, certain doors are locked. Similarly, certain measures are taken, such as limiting access at the entrance doors in the evenings and at night, as well as magnetized doors in the stairwells. Depending on the need, some residents may be asked to wear a bracelet to limit wandering.

The residence has a fire alarm system and the staff is trained to intervene rapidly and safely in an emergency, primarily in case of fire. To reduce the risks of fire, lighting candles or lanterns is prohibited.

Employees also receive training related to safety, prevention of infections and the safe movement of residents.

## **OUTINGS**

It is important that you advise the staff when the resident will be absent. For an outing of several days, we ask that you inform the nurse one week in advance so that they can prepare the resident's medication for the time that they will be away.

## **CELEBRATIONS OR FAMILY GATHERINGS**

If you would like to host your family or a group of friends for a special occasion, please speak to the Recreation Team for information regarding available rooms.

## **LIFE STORY**

We'd like to get to know our residents better, which will help us with their care plan. With help from family or friends, we invite you to complete a short form (given upon arrival) to share certain elements about the resident's life. The information that you share with us will be respectfully communicated with the staff on the resident's unit. Sharing this information will help us to better understand the resident's needs and preferences so that we can respond in the best way possible and create an individualized care plan for them.

## **CODE OF CONDUCT**

### **TIPS OR GIFTS**

In order to prevent any type of conflict of interest or appearance of conflict of interest, and in accordance with our policy, we ask you not to give tips or gifts to our employees and volunteers. However, if you would like to acknowledge their support, we suggest a non-monetary gift that can be shared among staff on the unit or a donation to The Auxiliary.

## **RESPECTFUL LANGUAGE**

In order to adopt a respectful approach, residents are referred to by their family name. If you prefer to be addressed by your first name, please let us know. A respectful approach is also expected from each and every one of the team, from the residents and the families as well.

## **AUXILIARY**

The Auxiliary helps enhance the quality of life of our residents by supporting such events as seasonal parties, 100th birthday celebrations, Bingo and Annual Bazaar. The Auxiliary also provides new residents with welcome bags and many other initiatives.

## **VOLUNTEERS**

Hundreds of volunteers give their time annually and are involved in all of the long-term care sites of CIUSSS West-Central Montreal where they play a vital role in enhancing the therapeutic milieu.

They bring the outside world to the residents to let them know that they are not forgotten. They cater to the residents' social and emotional needs by providing them with more individualized attention.

Those interested in joining the volunteer team may contact the Department of Volunteer Services at: 514-484-7878 extension 63146

### **CONTACT INFORMATION**

FATHER DOWD

Telephone Number: 514-484-7878

Reception – Ext. 66301

Fax Number: 514-341-8988

### **NURSING DEPARTMENT CONTACT NUMBERS**

**514-484-7878**

<b>Dindo Miras</b>	Site Coordinator	Ext. 66304
<b>Parthenopi Orfanidis</b>	Nurse Manager	Ext. 66307 Fax: 514-341-8988
<b>Alicia Servera</b>	Nurse Manager	Ext. 66334
<b>Assistant Head Nurse 2<sup>nd</sup> Floor DAY: Genevieve Lesage</b>	Nursing Station Nursing Office 2 <sup>nd</sup> floor	Ext. 66322 Ext. 66333
<b>Assistant Head Nurse 3<sup>RD</sup> FLOOR DAY: Giovanna Fillion</b>	Nursing Station Nursing Office 3 <sup>rd</sup> floor	Ext. 66323 Ext. 66331

<b>Assistant Head Nurse 4<sup>TH</sup> FLOOR</b> <b>DAY: Hatem Alkhatib</b>	Nursing Station Nursing Office 4 <sup>th</sup> floor	Ext. 66324 Ext. 66336
<b>Assistant Head Nurse 5<sup>TH</sup> FLOOR</b> <b>DAY: Babita Kalili</b>	Nursing Station Nursing Office 5 <sup>th</sup> floor	Ext. 66325 Ex. 66341
<b>Evening and Night shift Assistant Head Nurse</b>		Cell: 514-246-3698

**INTERDISCIPLINARY & INTERDEPARTMENTAL CONTACT NUMBERS**

**514-484-7878**

<b>Dr. Elise Boulanger</b>	2nd floor MD	Call the 2 <sup>nd</sup> Floor nursing station
<b>Dr. Margaret Hughes</b>	3rd and 4 <sup>th</sup> floor MD	Call the 3 <sup>rd</sup> and 4 <sup>th</sup> Floor nursing station
<b>Dr. Matthew Teetaert</b>	5 <sup>th</sup> floor MD	Call the 5 <sup>th</sup> Floor nursing station
<b>Apostolia Petropoulos</b>	Social Worker	Ext. 66308
<b>Marie Carline Bellanger</b>	Admissions Officer	Ext. 65366
<b>Josée Quiron</b>	Physiotherapy Technologist	Ext. 66327
<b>Marie-Pier Boursier-Soucy</b>	Occupational Therapist	Ext. 66347
<b>Teresa Cerone</b>	Recreation Department	Ext. 66326
<b>Monica Fijalkowski</b>	Dietician	Ext. 66292
<b>Luc Martel/Mark Lagasca</b>	Maintenance	Ext. 66343
<b>Cynthia Soares</b>	Housekeeping	Ext. 66345
	Laundry Department	Ext. 66344