

SAINT ANDREW RESIDENTIAL CENTRE WELCOME GUIDE

*Integrated Health
and Social Services
University Network
for West-Central Montreal*

Québec 

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Welcome to Saint Andrew Residential Centre.

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

Within the next few weeks, you will be assessed by our interdisciplinary team in order to determine how to best meet your needs. Upon completion of these clinical evaluations, you will be advised if an internal transfer is required. An internal transfer involves moving to another unit or floor and will take place as soon as accommodation is available on the designated unit.

Our objective is to provide the highest possible quality of life and care in a homelike environment. Accordingly, we have set high standards for all of our services.

Since 1981, Saint Andrew Residential Centre has been caring for the chronically ill and elderly in the west end of Montreal. We will do our utmost to fulfill your needs.

Once again, welcome.



A handwritten signature in cursive script that reads "Barbra Gold".

Barbra Gold
Director of SAPA
Support Program for the Autonomy of Seniors
CIUSSS for West-Central Montreal



A handwritten signature in cursive script that reads "Claudette Surpris".

Claudette Surpris
Nurse Manager
Saint Andrew Residential Centre

HISTORY

In 1957, the Beattie family donated the land on Cavendish Boulevard where Saint Andrew Residential Centre was to be built and where it can be found today. Funds to cover the cost of construction were raised by the Presbyterian Church.

The residence opened in 1961 and initially offered housing for 50 residents. Shortly thereafter, it became evident that there was an urgent need for a nursing facility as well. Once again, the Presbyterian community rallied together and raised the funds to build a nursing centre on the same property, which opened in 1971. Together, the two buildings accommodated 70 people.

In 1978, Saint Andrew's Presbyterian Homes Inc. signed an 80/20 cost-sharing agreement with the Quebec government, in which eighty percent of expenses would be assumed by the government and 20 percent by Saint Andrew's.

On April 1, 1982, following further discussions with the government, Saint Andrew's Presbyterian Homes Inc., a public institution, was established by virtue of the Act respecting Health and Social Services.

The Saint Andrew Residential Centre continues to receive generous financial support from both the Corporation and its Foundation. The Residential Centre is a member of the Integrated Health and Social Service University Network for West-Central Montreal.

WHO WE ARE TODAY

Our Mission

Founded with the support of the Montreal Presbyterian community, the core mission of the Saint Andrew Residential Centre is to care for aging members of the community who are no longer able to function independently and whose safety and well-being are entrusted to us by their families.

Our focus is on providing care in a welcoming, secure and homelike environment tailored to individual needs. Our fundamental commitment to well-being and safety—shared by all staff and volunteers, as well as by each resident's family—underlies all our policies and practices, as well as the design of our physical environment. We engage families as partners in care so that, even when they live at a distance, they feel welcome and included in life at the Centre.

The Saint Andrew Residential Centre receives its mandate and operating budget from the Quebec government and is generously supported by its Foundation for special programs and other needs.

ADMISSIONS

In accordance with regulations, all requests for placement at Saint Andrew Residential Centre are processed by the health and social services body for the geographic area (Integrated Health and Social Services University Network for West-Central Montreal) composed of healthcare professionals. Requests are reviewed by healthcare professionals and the decisions are made according to the person's needs. Wherever possible, efforts are made to provide services in order to maintain a person in their own home.

A social worker from the community – either at a CLSC or an acute care hospital – must make the official request to the Integrated Health and Social Services Centre (CIUSSS) who then prioritizes those on the waiting list according to the urgency of each case.

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, 2018, room rates are as follows:

private \$1867.50 per month
semi-private \$1560.00 per month

Rent is due on the first of each month and is payable to CSSS Cavendish. An automatic withdrawal service is available, and strongly suggested, in order to facilitate the monthly payment of your rent.

Upon your arrival, a trust is also opened in your name in order to facilitate purchasing of services (hairstylist, foot care, clothing labels, etc.) in the residence.

The residents' accounts department will contact you when you are admitted. The contact information for this department, as well as the list of products provided by the residential centre, are included in this welcome kit.

IDENTIFICATION OF RESIDENTS

Upon your arrival, we will take a photo of you so that we ensure your proper identification during distribution of medications by our nursing staff. We will also

place a photo at the door of your room if you agree. Following your evaluation, the nurse may place an identification bracelet on your arm, if necessary.

PERSONAL BELONGINGS

You may bring personal items and money, but the residence is not responsible for personal property that breaks, is lost or disappears. For more information, please review the information included with this guide.

PETS

Visitors may bring a small pet (cat or dog) according to the established rules. Among the rules is a proof of vaccination. Upon arrival, please inquire about our policy concerning the presence of animals in our centre.

OTHER SERVICES

For a fee, a number of professional services are available on site including foot care, hairdressing, and dental services. All such costs, if applicable, will be added to your account.

TELEPHONE, CABLE AND INTERNET

These services can be installed in your room, however you must assume the costs for installation and usage. To do so, please speak to your nurse. These services are provided by a private company (Bell or Videotron) and are entirely your responsibility.

If you do not wish to have these services in your room, a telephone and television with cable are available to residents in the lounge on each floor. A computer with Internet access is also available to residents.

MAIL SERVICE / SUBSCRIPTIONS

Your mail or newspaper will be delivered to you. If you need to mail something, please leave it at reception or with a staff member on the unit. Mailing costs are at your expense.

YOUR NEW HOME

A room will be assigned to you upon your arrival. However, it is possible that you will have to change rooms either by request, if your state of health requires it or to resolve certain difficulties related to the prevention of infections.

We invite you to bring personal items so that you can set up your room according to your tastes in order to feel comfortable. You may bring a television, radio and objects to place on the furniture according to the space available. If you wish to hang pictures or other items on the wall, please speak to your nurse.

If you would like to bring your own furniture, you must speak to the social worker beforehand in order to ensure that adequate space is available. You are responsible for maintaining any furniture that is brought in.

Similarly, in order to personalize your environment we suggest that you bring a bedspread (for a single bed) as well as your own pillows if you wish.

An air conditioner can be installed but it must comply with the safety norms of the centre and you must respect the procedures for its maintenance. Please speak with your social worker for all necessary information before obtaining an air conditioner.

Your room will be cleaned daily.

LAUNDRY

The residence takes care of washing clothes identified with your name, but you may decide to do it yourself. We ask that you label all of your clothes in order to facilitate the washing process and to avoid errors. Your clothes can be labelled by the centre, for a fee.

Wearing adapted clothing is recommended if you have difficulties getting dressed. If you wish, we can provide you with information needed to order adapted clothing on your own.

MEALS

The main dining room is located in the lobby of each site and dining rooms are available on all the units. We promote eating meals in these meeting places. Our food services offer balanced meals and adapted according to the seasons. They take into account your tastes, diets and/or allergies with varied menus.

LEISURE ACTIVITIES

You are invited to participate in the leisure activities that have been designed for you. The staff of the recreation department, assisted by volunteers and with the collaboration of staff from the units, organize recreational activities. Members of your family and your friends are encouraged to join you in these activities.

INVOLVEMENT OF YOUR FAMILY AND FRIENDS

The involvement of your family and friends will help adapt to your new living environment. Throughout your stay and if you wish, we will communicate with them to share information regarding your particular needs as well as your state of health. Upon your arrival, you must designate a person of your choice with whom we can communicate.

Your family members and friends are always welcome. You can have visitors, including children, at any time. Since there are no set visiting hours, we count on your discretion to ensure a calm and respectful climate for the other residents.

- Once on the unit, you must inform the nursing staff of your presence;
- During the night hours, be careful not to disturb other residents' sleep;
- The privacy of other residents must be respected at all time;
- 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. Request access at the nursing station for assistance;
- When you leave the nursing unit, please inform the nursing staff.

Your family and friends are invaluable collaborators and their presence contributes to the improvement of your living environment. They may accompany you to leisure activities, meals, outings, or to the indoor and outdoor common areas of the residential centre.

OUTINGS

Unless contraindicated, you may go on outings. It is important that you advise the staff when you will be absent. For an outing of several days, we ask that you

inform the nurse one week in advance so that she can prepare your medication for the time that you 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.

YOUR LIFE STORY

We'd like to get to know you better, which will help us with your care plan. If you wish you can tell us about your life before you arrived here at the residence. With help from your family or friends, we invite you to complete a short form to share certain elements about your life. The information that you agree to share with us will be respectfully communicated to the staff of the unit. Sharing this information will enable us to better understand your needs and preferences so that we can respond in the best way possible. This form will be given to you upon arrival.

MEDICAL CARE

Following admission, you will be assessed by medical staff in order to provide you with the best possible care. Throughout your stay, we encourage you to carry out your daily activities according to your abilities, in order to maintain your autonomy.

The nursing team is composed of nurses, licensed practical nurses and orderlies, and is available 24 hours a day, seven days a week. In addition to the care related to your health, staff will offer you, according to your needs, the necessary help on a daily basis for your hygiene care, getting dressed, meals, etc.

You will have access to a treating physician and they will monitor your health. They will prescribe your medication, which will be provided at no cost by the pharmacy service. If you take non-prescription medications, such as vitamin supplements or natural products, it is important that you inform your nurse so that she can ensure follow-up with the physician and pharmacist and ensure that these products are compatible with your prescribed medications.

In case of emergency, an on-call physician can be reached by telephone at all times. If you have to go to a medical appointment outside of the residence, a

family member or friend must accompany you. The centre does not provide accompaniment to medical appointments.

Depending on your needs, certain equipment, such as a wheelchair, specialty pillow, walker or orthotics, may be provided during your stay. This equipment belongs either to the *Régie de l'assurance maladie du Québec* (RAMQ) or to the residential centre and must be returned to the residential centre.

In the weeks following your admission, you and your family will be invited to attend a meeting so that you can be involved in the design of your care plan. This plan will be revised according to your state of health, at least once a year.

Following your admission, we will invite you to discuss your wishes with respect to the level of medical intervention and cardiopulmonary resuscitation.

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.

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 Foundation or 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.

CONFIDENTIALITY OF YOUR MEDICAL FILE

The information that concerns you is confidential and you may ask your health care team any questions about your health condition. However, if you would like to consult your medical file, you must ask the nurse who will explain the procedure to follow in conjunction with the archives service.

SAFETY

Safety is a top priority at Saint Andrew 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.

TOBACCO USAGE

Residents may smoke only in designated areas. For safety reasons, lighters and other smoking items may be held at nursing stations or under lock and key. In addition, it is strictly prohibited for visitors, family members and employees to

smoke indoors. They must smoke outside, at a distance of more than nine meters from all entrances.

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 as well as a hard copy at the reception desk. A clinical ethicist is available to answer any questions about the code of ethics. Residents and families can also consult the clinical ethicist regarding situations involving difficult decisions. Contact your head nurse or other staff member to be put in touch with the ethicist.

RESIDENTS' COMMITTEE

The Residents' Committee at Saint Andrew Residential Centre is composed of residents, family members, volunteers, and/or staff members. It is concerned with the respect of your rights and the continuous improvement of your living environment.

USERS' COMMITTEE

The Users Committee is made up of residents and volunteers, some of whom are members of the residents' committee. They are elected to represent users and can also provide information on the rights of users and support in the treatment of complaints. Please be advised that in order for you to receive a welcoming visit from a representative of the Users committee, we will provide them with your first name, date of admission and room number.

A pamphlet is included with this guide and provides you with more information about these committees.

COMPLAINTS PROCESS

It is important that you inform us if you are dissatisfied. To do so, we suggest that you first speak with the nurse on your floor. The nurse will try to correct the situation or find a solution to the problem. Depending on the case, the nurse can also

direct you to the right person: either the head nurse of the unit or the head of the service concerned. In most cases, this simple step will be enough to resolve the issue. However, if the problem persists, you may contact the Local Service Quality and Complaints Commissioner (Ombudsman). For more information, please consult the pamphlet that is included with this guide.

FOUNDATION

The Saint Andrew's Presbyterian Foundation is very involved in the life of the home and provides generous donations to improve the well-being of the residents.

AUXILIARY

The Auxiliary at Saint Andrew help provide financial support towards activities for the residents, such as holiday celebrations, etc.

