



# **WELCOME GUIDE FOR RESIDENTS AND FAMILIES**

## **WELCOME MESSAGE**

Welcome to Donald Berman Jewish Eldercare Centre.

In order to help you adjust to your new surroundings, our staff is committed to working collaboratively with you and your family towards ensuring your comfort and developing a personalized therapeutic program. We have also prepared this booklet of information, which we hope will answer most of your questions. In keeping with our Jewish tradition and values, our objective is to provide the highest possible quality of care and quality of life in a homelike environment.. Accordingly, we have set high standards for all of our services. We also abide by the strictest rules of Kashruth and offer synagogue services, chaplaincy services, Oneg Shabbats and Jewish holiday celebrations.

For over 100 years, the centre and its founding organizations have been caring for the chronically ill and elderly of the Jewish community. We will do our utmost to fulfill your needs.

Once again, welcome. Beruchim Haba'im.

Carla Baquiran, Site coordinator  
Donald Berman Jewish Eldercare Centre

## HISTORY

In the early decades of the 1900s, the Jewish Consumptive Aid Association, which had done so much to help victims of Tuberculosis, decided to change its mission and began to focus on helping the chronically ill and disabled. In 1942, they opened the 50-bed Jewish Incurable Hospital in east end Montreal. Soon after, it changed its name to Jewish Hospital of Hope.

Twenty-five years later, it became apparent that there was a shortage of nursing homes for Montreal's Jewish elderly population. In 1970, the 44-bed Jewish Nursing Home opened its doors in the former nurses' residence of the Jewish Hospital of Hope.

With the need for further expansion, and to be closer to the community, both institutions relocated to new state-of-the art buildings in the Cote-des-Neiges area in 1993, with a total increased capacity of 320 beds. The new buildings provided an enormous improvement in the quality of long-term care available to the community.

The Centre is comprised of two buildings: the Jewish Hospital of Hope Pavilion, with main entrance located at 5725 Victoria Avenue, and the David and Sylvia Kastner Pavilion, located at 5750 Lavoie Street.

Our two pavilions are connected by an aboveground, fully enclosed link that can be accessed from the second floor of the Hope Pavilion, or from the main floor of the Kastner Pavilion.

Provincial government legislation that was introduced in 1992 had the aim of consolidating long term care institutions that were located in the same area. In December 2000, an integration process was completed and the two institutions became one: the Jewish Eldercare Centre.

In 2011, thanks to a transformative gift from the Donald Berman Foundation, the Centre became known as Donald Berman Jewish Eldercare.

In April 2015, the Quebec health care system was restructured under Bill 10. Donald Berman Jewish Eldercare became part of the health network known as CIUSSS West-Central Montreal.

## WHO WE ARE TODAY

The core mission of Donald Berman Jewish Eldercare Centre is to provide service to aging members of the community who are no longer able to function independently. Our mandate is founded on a strong heritage of Jewish values and community support. We provide a continuum of high-quality care through our integrated network, which includes community-based resources and a variety of long-term care accommodations. In line with our mission, Donald Berman Jewish Eldercare serves as a training ground for professionals and conducts research into issues related to geriatric medicine and care of the elderly.

## ADMISSIONS

In accordance with government regulations, all requests for placement at Donald Berman Jewish Eldercare 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 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.

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

When you arrive at Donald Berman Jewish Eldercare, you will need to bring these documents with you 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, nightclothes, robe, slippers, comb/brush and toiletries (such as toothbrush, toothpaste, deodorant, special soaps or shampoos).

Upon arrival, the laundry department will label all your clothes. If you are using the laundry service, make sure that the fabrics of the clothing are machine washable and dryable. For use on special occasions, arrangements can be made to dry clean articles.

When you are packing your clothing, please make sure you pack a separate bag with 3-4 days of clothing change. This ensures that when your clothing is sent to the laundry for labeling, you will be left with enough to wear should there be any delay in returning your items.

We provide residents with linens including towels, sheets and bedspreads, if needed.

## **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>, 2026, room rates are as follows:

- private room: \$ 2242.20 per month
- semi-private room: \$ 1872.90 per month
- 4-bedded room: \$ 1395.30 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 Donald Berman Jewish Eldercare.

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)

Donald Berman Jewish Eldercare 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 dependant 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. Donald Berman Jewish Eldercare staff will help the new resident and/or family complete the application for a rate reduction request. 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, etc.** Note that in certain cases, the Ministry of Health and Social Services may cover a portion of these costs.
- **Cable TV service** Cable service is available by calling Videotron at 514-281-1711, and providing your room number and billing address information. All of the wiring is already available in each room, and you will be invoiced directly by Videotron. Contact them for any service problems you may encounter.
- **Telephone** Your personal extension number is available for a standard fee (\$27.95), which will be added to your monthly statement. Please notify the admissions officer when arriving at the Centre, or your head nurse at any other time.
- **Laundry service** is offered free of charge.
- **Footcare** cost: \$60 per treatment

## BEAUTY SALON/BARBER SHOP

Hairdressing and barber service is offered in the centre by the Sunshine Coiffure. The hair salon is open in the Kastner Pavilion on Tuesdays and

Wednesdays, from 8:00 a.m. until 4:00 p.m. Payment for hairdressing services can be made through the trust account or by cash.  
To make an appointment, please call 514-738-4500 extension 8917.

### **CAFETERIA**

The cafeteria on the second floor of the Hope Pavilion is open to residents and visitors during lunch and supper offering a choice of reasonably priced hot and cold meals, beverages and snacks. In the evening, you may enjoy your meal or snack with your relative in the large open area adjacent to the

garden right beside the cafeteria in Hope Pavilion. Vending machines are available as well in both Hope and Kastner Pavilions.

### **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 Donald Berman Jewish Eldercare Centre  
5725 Victoria Avenue  
Montreal, QC H3W 3H6

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 your 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 (kosher and non-kosher) 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**. Donald Berman Jewish Eldercare cannot be held responsible for the loss and/or misplacement of items belonging to the resident.

## TIPPING

Centre policy states that **tipping** or **gifts** to individual staff members is not permitted. Should a resident or family wish to express their appreciation, a donation may be made to the Donald Berman Jewish Eldercare Foundation in the name of the specific staff member or nursing unit you wish to honour.

## LAUNDRY SERVICES

You should ensure that you have sufficient clothing for at least eight days. Donald Berman Jewish Eldercare offers a free laundry service. Please advise the admissions officer at admission, or your head nurse at any other time, of your intention to make use of this service. Your clothing will be picked up once a week,

laundered, and returned to you within two days. Please note the laundry is not sorted prior to being washed. As an alternative, family members can launder residents clothing.

## **FOOD AND NUTRITION**

Good nutrition plays an important role in the overall well-being and care of every resident at Donald Berman Jewish Eldercare. Nutritional care is based on the principles of sound nourishment in keeping with the rules of kashruth. The Nutritional Services Department recognizes not only the specific physiological needs of our geriatric population, but also their psychosocial needs. The menu cycle includes a broad variety of familiar Jewish foods with special attention to holiday meals. When medically indicated, special diets can be prescribed. Regular meals can be presented in different textures (minced and pureed) and liquids may be thickened in order to accommodate those with any chewing or swallowing difficulties.

The Clinical Dietician and Clinical Nutrition Food Supervisors work closely with the healthcare team, residents and their families to ensure optimal nutritional care. A complete nutritional assessment is conducted during the initial weeks of admission and on a regular basis thereafter.

## **KASHRUTH POLICY**

Jewish dietary laws are strictly observed under the supervision of the Vaad Ha'ir. As a result, bringing food or beverages into the nursing pavilions, dining-rooms, cafeteria and coffee shop is forbidden.

## **ROLE OF THE FAMILY**

The resident's family and support network plays an important role throughout the resident's adjustment phase and over the course of the stay at Donald Berman Jewish Eldercare. 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.

## **CAREGIVERS**

Donald Berman Jewish Eldercare 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 through Social Services. When a resident is seeking a caregiver for limited periods of time, the social worker may be able to assist by providing a name from our bank of registered caregivers, thereby helping to find an appropriate match between resident and caregiver.

Whereas the resident and/or family is the sole employer and responsible for payment to the private caregiver, Social Services is 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 Donald Berman Jewish Eldercare, 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

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 Donald Berman Jewish Eldercare.

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.donaldbermanjewisheldercare.ca](http://www.donaldbermanjewisheldercare.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 Donald Berman Jewish Eldercare Users' Committee 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 Donald Berman Jewish Eldercare 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 Donald Berman Jewish Eldercare could be improved, may contact the Users' Committee with their suggestions at 514-738-4500 ext. 2330



SAPAconnection is the online communication platform we use to help keep you connected to news from the centre; everything from the residents' daily activities, to menus, news items and videos.

The primary contact designated for the resident will be registered to access SAPAconnection (instructions will be emailed, along with a username and temporary password), and may invite friends and family to access the site as well.

Primary contacts will receive all communications from the centre via SAPAconnection (messages sent to their emails) and will also be able to send direct messages to management. The access for other friends and family will allow them to see news and photos, along with the residents' daily activities.

The SAPAconnection logo (above) represents the interconnection between our home and your home. Please join us as we look forward to engaging in a more consistent and dynamic way, by highlighting all of the great things taking place in long-term care to help ensure residents' quality of life.

## **THERAPEUTIC APPROACH**

Donald Berman Jewish Eldercare believes in the interdisciplinary approach to resident care and in the firm principle of resident-centered treatment. Upon admission, an individualized plan of care is devised for each resident that best

meets his or her needs. This plan which is developed in partnership with the resident and the family is readjusted periodically throughout the stay at Donald Berman Jewish Eldercare

## **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 Jewish Eldercare, 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, rehabilitation services, 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 and nurse practitioners 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 and/or nurse practitioner.

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**

Donald Berman Jewish Eldercare has its own pharmacy within the centre. 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 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 Donald Berman Jewish Eldercare 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 SERVICES**

### **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.

### **THERAPEUTIC RECREATION**

The philosophy of Therapeutic Recreation is based on the premise that leisure is a critical aspect of the human experience and has a vital impact on quality of life. The process of identifying each resident's leisure interests is initiated at



admission and continues throughout their stay. Individual and/or group activities are offered to residents to address their specific emotional, cognitive, social, physical and spiritual needs. As part of the therapeutic recreation program and in order to maintain contact with the community at large, outside performers and service providers also visit the centre to entertain and stimulate residents.

## **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 in 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.

## **VISITING HOURS**

Visiting hours are from 9:00 a.m. – 8:00 p.m. On an exceptional basis, 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 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. Just ask at the nursing station for the access and help if you need;

- When you take the resident out of the nursing unit, for a tour in the building or in the gardens, please inform the nursing staff.

## **RESIDENT SAFETY**

Resident safety is our high priority at Donald Berman Jewish Eldercare Centre. We are constantly reviewing and updating our safety and emergency procedures and training our staff in their use.

## **ELEVATOR AND STAIRWELL ACCESS**

Many of our residents suffer from severe forms of cognitive impairment, and some of these residents may wish to wander through the buildings without informing the staff of their whereabouts. For the residents' safety, elevators at the Hope Pavilion have special dual-button operation, which prevents those with cognitive difficulties from wandering outside of their units. At the Kastner Pavilion, a sliding panel prevents easy one-step access to the elevator buttons.

Doors to stairwells are similarly controlled with release buttons or numerical keypads, which require a code in order to unlock the door.

For their safety, we ask you to not help any resident into stairwells or onto the passenger elevators if they are unaccompanied by staff. If a resident asks for assistance to leave his or her floor, please advise a member of the nursing staff. This applies to all residents.

## **WANDERING ALARMS**

The main entrances of the Kastner Pavilion and the Hope Pavilion are equipped with a wandering detection system. Residents who have a tendency to wander, as a result of their cognitive impairment, are provided with a sensitized bracelet or anklet, which activates an alarm if they attempt to leave the building.

## **FIRE DRILLS**

Fire prevention and emergency training is mandatory for all staff. Fire drills are held on a regular basis, and may occur at any time of the day, evening or night.

## **SURVEILLANCE CAMERAS**

Both pavilions and all exterior grounds are under closed-circuit camera surveillance. If you notice any suspicious activity or witness an incident, which may compromise security at Jewish Eldercare Centre, please report it to the security guard in the main lobby of either pavilion or to any manager.

## **RELIGIOUS SERVICES/CHAPLAINCY**

Donald Berman Jewish Eldercare Centre recognizes the importance of religious faith among the elderly and makes every effort to provide an atmosphere of traditional Jewish observance.

Two part-time Rabbis/Chaplains provide all pastoral visits and counselling.

Sabbath services are held Friday evening and Saturday morning in the Kastner Pavilion Synagogue and Saturday afternoon in the Hope Pavilion Synagogue. An Oneg Shabbat Program takes place regularly on Friday afternoons at both pavilions.

Donald Berman Jewish Eldercare Centre celebrates all major Jewish holidays and provides specific holiday services to accommodate both the Ashkenazi and Sephardic residents.

In addition, Jewish traditions, customs and practices are reflected in many activities for residents.

Non-Jewish residents may benefit from chaplaincy services. The rabbi will organize chaplain visits according to religious needs.

## **THE FOUNDATION**

The mission of the Jewish Hospital of Hope Eldercare Foundation is to raise funds to maintain and enhance the standards of care and quality of life of our residents. In light of healthcare limited resources, the support of the community is needed to ensure that the 320 residents of Donald Berman Jewish Eldercare continue to live in an environment of comfort and dignity, while receiving the best possible care according to their individual needs.

The Foundation's efforts concentrate on an ever-changing list of essential needs which is submitted by the Centre, including new equipment and programs, new living areas, furnishings and renovations that create a more home-like environment. We count on the support of the community to help us fulfill these needs. You can reach the Foundation office at 738-4500 extension 2125.

## **VOLUNTEERS**

Volunteers are an important resource at Donald Berman Jewish Eldercare Centre and are involved in many areas within both the Hope and Kastner Pavilions where they play a vital role in creating a home-like environment. They bring the outside world into the residents' life 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. Volunteers also remind residents about activities and provide assistance by accompanying them to the activity room.

and encouraging participation. By supplementing and assisting the staff, volunteers allow for an increase in the quantity and quality of programs available to the residents as well as an increase in the number of residents who attend each program.

The Department of Volunteer Services acts as a liaison among residents, staff, volunteers and the community. By keeping abreast of the needs and concerns of the residents and their families, it can then assign volunteers to respond to those needs.

Contact is maintained with schools, synagogues, community groups, volunteer bureaus and service groups to recruit volunteers and to keep the public informed about Donald Berman Jewish Eldercare Centre.

Volunteers are involved in some of the following areas: Friendly Visiting, Pet Visiting, Milieu de Vie/Recreation services, Administration, Synagogue, Physiotherapy and Occupational Therapy.

If you, or anyone that you know, would like to join the volunteer team, please contact the Department of Volunteer Services.

For the most up-to-date information at Donald Berman Jewish Eldercare, kindly consult our website at:

**[www.donaldbermanjewisheldercare.ca](http://www.donaldbermanjewisheldercare.ca)**