



INFORMATION MANUAL FOR RESIDENTS AND FAMILIES

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

Québec 

***Integrated Health and Social
Services Network of West-Central
Montreal***

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Welcome to Donald Berman Jewish Eldercare Centre.

In order to help you adjust to your new surroundings, all of our staff is committed to making you comfortable, plan a therapeutic program that is personalized to your needs and ensure 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 care 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, floor or pavilion and will take place as soon as accommodation is available on the designated unit.

Our objective is to provide the highest possible quality of care and quality of life in a homelike environment and according to Jewish tradition and values. 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 nearly 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.

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

Barbra Gold

Director of the Support Program for the Autonomy of Seniors (SAPA)

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

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.

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***.

Today, Jewish Eldercare Centre is the second largest Jewish long-term care centre in the Province of Quebec. The Centre provides therapeutic care based on an interdisciplinary approach, with teams of health care professionals developing and reviewing treatment plans in consultation with the residents and their families.

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.



Jewish Hospital of Hope Pavilion



David & Sylvia Kastner Pavilion

MISSION STATEMENT

Donald Berman Jewish Eldercare Centre is a long-term care facility that provides comprehensive and compassionate care to the members of the community living with a loss of their physical or cognitive autonomy.

Our mission is to provide the highest possible quality of care and quality of life in a safe and secure homelike environment and according to Jewish tradition and principles.

In order to achieve our mission, we are guided by the following values:

- ▶ To treat everyone with respect and dignity while promoting their maximum level of autonomy;
- ▶ To promote a personalized interdisciplinary approach addressing the physical, psychological, social and spiritual needs of our residents;
- ▶ To involve the residents and their families in all aspects of their care and required services;
- ▶ To foster partnerships between our residents, families, volunteers, staff and physicians;
- ▶ To ensure a safe and secure homelike environment;
- ▶ To provide a safe and secure working environment that encourages continuous learning, research, innovation, personal development and recognition.

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.

ZERO TOLERANCE ON MISTREATMENT

Mistreatment is a violation of the rights, dignity or worth of a person. It is any act or behaviour by a person that results in harm or neglect of another. This includes, but is not limited to, the following:

Physical Mistreatment

Intentional direct infliction of physical pain or injury, including the non-accidental use of physical force that results in bodily injury, pain or impairment.

Neglect

Lack of material resources;

Lack of attention;

Abandonment or undue confinement;

Intentional, or unintentional, failure to fulfill his/her obligation or

Denial of physical and health-related necessities of life.

Emotional/Psychological Mistreatment

Removal of decision-making power when the person is able to participate in making decisions;

Withholding of attention;

Intentional social isolation or

Intentional infliction of mental or emotional anguish by name-calling, threat, humiliation, intimidation, harassment and verbal or non-verbal conduct.

Financial or Material Exploitation

Exploitation of a person's funds, property or resources without considering this person's best interest.

Sexual Mistreatment

Sexual assault;
Molestation;
Sexual harassment or attempts at the foregoing.

Our Code of Ethics specifies that everyone linked to Jewish Eldercare Centre, including you and your family members, has the responsibility to respect our Code of Ethics. Also, everyone is expected to report any form of violence, mistreatment, aggression or harassment which he or she is subject to, or which he or she witnesses.

We know that the vast majority of our employees, physicians and volunteers, as well as families, friends and visitors, show genuine care and concern for our residents. However, we all must remain vigilant with regards to any signs of possible abuse, originating from any source.

Furthermore, Jewish Eldercare Centre enforces a ZERO TOLERANCE POLICY towards any form of mistreatment against residents and clients.

Please help us prevent and expose mistreatment.

ADMISSION INFORMATION

Admission Criteria

All requests for admission to Donald Berman Jewish Eldercare Centre are processed by a local centralized admissions committee. The committee is composed of healthcare professionals who assess each request based on the needs of the resident and the facilities available.

Items You Should Bring Upon Admission

When first arriving at your new home, please bring the following items with you:

- Daytime clothing and pyjamas or nightgowns. An 8-day supply of clothing is the minimum recommended. Clothing that is machine washable and easy to care for is strongly suggested. Dresses with zippers are preferred since they are easier to put on as buttons frequently fall off during laundering.
If you use a wheelchair, you will need clothing that is looser fitting than you would normally wear. This allows for comfort and ease of dressing. The Occupational Therapist will be able to provide more information about adapted clothing, which is available from certain suppliers.
Avoid clothing that requires dry cleaning, since this service is not available on the premises.
All clothing must be labelled with your name by the laundry services department, within the first five days of arriving at the Centre – whether or not you plan to use the laundry service. The

labelling helps identify any misplaced clothing items, and is performed at a nominal additional cost.

- Non-slip footwear and slippers.
- Personal care items: toothbrush, toothpaste, floss, hairbrush, comb, soap, shampoos and conditioners, deodorant, body lotions, electric shaver (for safety reasons, manual razors are forbidden), denture containers and cleaning tablets or solutions, denture adhesives, make-up, paper tissues, etc.
- For visits to our gardens or for summer outings: sunscreen, sunhat, sunglasses and insect repellent.
- Telephone (Touch Phone/ hearing or visual impaired adapted equipment)
- Your Medicare card and Social Insurance Number.
- A copy of your Mandate, Power of Attorney or Living Will, if available.
- A wheelchair, walker or cane, if you presently own any of these items in good condition.
- Photos and mementos, which will bring back special memories as you adjust to your new surroundings.
- Please do not bring valuable jewellery, artwork and other items, as we cannot guarantee their security.

Furniture and Room Decor

To create a more familiar, home-like atmosphere in your room, we encourage you to bring a favourite piece of furniture such as a small night table, lamp, and armchair– items that have special meaning and provide pleasure to have in your room.

A favourite bedspread or pillow, paintings or similar personal items are also recommended, to help make the relocation a more pleasant experience.

Any additional personal furniture or room décor must conform to our space limitations and safety regulations. Since space is very limited, you can ask the social worker advice on the subject and remember that the Head Nurse must evaluate the situation and authorize the furniture before you bring it in. If you are unable to decorate your room yourself, we will be happy to assist you. Please contact your social worker for more information.

On discharge, the family member must remove the furniture and all personal items from the room. If there is any delay, they will be stored away. The objectives are to offer rapidly services for residents on our waiting list and to respond to the government regulations regarding bed utilization.

INFORMATION REGARDING ELECTRICAL APPLIANCES

Electrical Appliances for Private Resident Rooms

Residents and/or families wishing to purchase electrical appliances for their private rooms may do so if all the following conditions are met:

- 1) Approval must be given by Technical Services.
- 2) The appliance must be a low power unit whether it be for heating or cooling purposes. A microwave should be maximum 800 watts.
- 3) The appliance must carry CSA approval and be in excellent operating condition.
- 4) Any electrical modifications costs necessitated by the installation of the appliance will be at the resident's expense.
- 5) The Centre reserves the right of refusal or removal for clinical reasons.
- 6) The Centre reserves the right to deny the use of the unit if it is in poor operating conditions or is used improperly.
- 7) Kettles, coffee machines, hot plates, toasters, oven toasters, flat irons, curling irons and hairdryers and heating pads are not permitted due to the potential fire hazard.
- 8) For air conditioners (see below).
- 9) Televisions should be no more than 32 inches.

PROCEDURE

Requests for permission to install an electrical appliance should be made through the Head Nurse. The request will be communicated to the Technical Services Department, which will ensure that all conditions as described are met.

Air Conditioners for Private Resident Rooms

Residents and/or families wishing to purchase air conditioners for their private rooms may do so if all the following conditions are met:

- 1) Approval must be given by Technical Services.
- 2) The air conditioning unit must meet necessary specifications.
- 3) Installation and removal must be done by Jewish Eldercare Centre Maintenance staff.
- 4) If residents wish to have the air conditioner removed at the end of the summer, the Maintenance Department will remove it. However, storage becomes the responsibility of the family/resident. Air conditioners cannot be stored in the building.

PROCEDURE

Requests for permission to purchase air conditioners should be made through the Head Nurse. The request will be communicated to Technical Services who will ensure that all conditions are met.

RESIDENT SAFETY

Resident safety is our high priority at 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.

FINANCIAL ASPECTS

Rooms and Room Charges

There is a monthly room charge in all public long-term care centres, which is established by the Ministère de la Santé et des Services Sociaux, based on different criteria.

Charges vary depending on the type of room. Three types of rooms are available at the Hope Pavilion, from the most to the least expensive: private, semi-private (2 residents to a room) and four (4) residents to a room. At the Kastner Pavilion, only private rooms are available.

The resident or legal representative will receive, from the RAMQ, a notice of decision of the exact cost.

Certain services are not included in the room charges:

- Dental work (other than basic examination), eyeglasses, foot care, hearing aids, prosthetics, etc. (However, in some cases, a portion may be covered by Medicare);
- Optional telephone and internet services (see page 17) and
- Optional laundry services (see page 16)

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.

Please note that a charge of \$25.00 (twenty-five) will be applied to your account for any payment refused by your financial institution for insufficient funds.

When the person is discharged from the Centre, the RAMQ determines the pro-rata rate for that month and if applicable, the Center will reimburse the money.

Financial Assistance

REQUEST FOR REDUCTION OF RESIDENCY CHARGE (EXONERATION)

Donald Berman Jewish Eldercare Centre 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 who has less than \$2500.00 in assets and who is receiving Old Age Security supplement. In the case of a couple, a rate reduction may be available following an evaluation by the government. When the government is making the assessment of the balance in your bank account, they will accept a withdrawal of funds that have been used for a pre-payment of a funeral arrangement.

All requests for a rate reduction must include full financial information and other documentation. This documentation is then sent to Quebec Health Insurance (the RAMQ) for evaluation and decision. When assessing the charges, the government ensures the resident a monthly personal allowance. In the case of a couple where one person lives at Jewish Eldercare Centre, it might be recommended that the

resident request an involuntary separation because the couple is living separately. This is not a legal separation, but rather an arrangement that could affect the decision on the room rate and/or lead to an increase in the amount received from Old Age Security pensions of the individuals.

Donald Berman Jewish Eldercare Centre staff will help the new resident and/or family complete the necessary information for a rate reduction request. Donald Berman Jewish Eldercare Centre has both private, semi-private and common accommodations. The resident moves into the first available accommodation. 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 Centre. As of January 1st, 2020, room rates are as follows:

Cost of private room:	\$1946.70/month
Cost of semi-private room:	\$1626.30/month
Cost of common room (4 beds):	\$1211.70/month

There are additional charges which are not covered by Quebec Health Insurance or the residency fee (e.g. dental laboratory work, eyeglasses, hearing aids, foot care, and prosthetics). In particular situations, the Ministry may cover a portion of these costs.

There is also a charge for optional services such as:

- Telephone service - \$25.00 per month (includes installation)
- Hairdressing services are billed based on service

Room 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 conditions.

When new residents are admitted, it is sometimes impossible to locate them on a unit best suited to their clinical needs. 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.

THERAPEUTIC CARE

Interdisciplinary Approach

Donald Berman Jewish Eldercare Centre uses an interdisciplinary, client-centered approach to therapeutic care and a wide range of services. An entire team of healthcare professionals, in consultation with you and your family, will develop an individualized care plan that best meets your needs and enhances your quality of life. This plan is reviewed annually or sooner if there is a change in your health status, and adjusted as required.

The interdisciplinary team is comprised of staff from various departments, including medical services, nursing, rehabilitation services (occupational therapy, physiotherapy and therapeutic recreation), social services, pastoral services, food and nutritional care.

Medical Services

Donald Berman Jewish Eldercare Centre physicians are experienced family practitioners who are deeply committed to geriatric care. To allow for continuity of medical care for the residents, each physician is assigned to a specific floor, visiting the same group of residents on a predetermined schedule. This allows each doctor to develop supportive relationships with the residents and their families, enhancing the doctor's understanding of the resident's medical condition and needs.

Our medical teams provide coverage 24 hours per day, 7 day a week, under the supervision of the Director of Professional Services.

Medical services at Donald Berman Jewish Eldercare Centre are further enhanced by the on-site availability of consulting specialists such as dermatology, gynecology, urology, oto-rhino-laryngology, general surgery, neurology, geriatric psychiatry and optometry. An optician is also available for on-site visits.

Appointments with these specialists are obtained through referrals provided by the treating physician who is part of your interdisciplinary team.

We also operate an on-site radiology department and an on-site dental clinic. Dental services are provided by appointment to all residents in both the Hope and Kastner pavilions. All routine dental examinations, including x-rays, cleaning, fillings, extractions, gum treatment and relines are provided at no charge. All laboratory fees related to denture services, whether initial placement, replacement as well as repairs to existing dentures, are at the expense of the resident or family member as this service is not covered by the Minister of Health of Quebec. In certain instances, due to pre-existing conditions, treatment may be altered or may be unable to be performed. In all cases of lost dentures, the resident or family is responsible for the costs of replacement. Please feel free to contact our dentist, Dr. Avrum Brenner, if you have any questions, at 514-738-4500, extension 1305.

The Centre's pharmacy dispenses medications prescribed by our doctors and our consulting specialists. Due to certain government guidelines, we are limited in the diversity of medications we provide; therefore, if needed, certain medications will be substituted with generic drugs. These are equivalent medications and are as effective.

Nursing

The Centre provides 24 hour per day, 7 day a week geriatric nursing care for our residents, through a professional and dedicated team of registered nurses (RN), licensed practical nurses (LPN) and PABs (nursing aides and orderlies).

You will be assessed upon admission, in order to determine your physical, cognitive and psychosocial needs. A nursing care plan will then be formulated, ensuring that you feel as comfortable as possible and maintain your maximum independence and functioning within your abilities. You will be cared for with dignity and within an environment of respect and compassion.

It is the professional responsibility of the nursing staff to problem-solve creatively, both in moments of crisis as well as when faced with long-term concerns of the resident and family.

There is a head nurse assigned to each of the following groups of units:

- 3rd floor – Hope Pavilion
- 4th floor – Hope Pavilion
- 2nd and 3rd floors – Kastner Pavilion
- 4th and 6th floors – Kastner Pavilion
- 5th floor – Kastner Pavilion

Physiotherapy

Our rehabilitation therapists aim to promote health, safety, mobility and minimize functional losses through exercises and therapeutic techniques. Additionally, as needed, we provide technical aids, adapted equipment and training to residents, families and staff.

Residents will be assessed at admission to look at safety issues. A specific assessment can be done upon medical request. Following our appraisal, we may make recommendations or create a treatment plan that will be followed for a specific period of time, according to the resident's needs. This plan is an extension of the interdisciplinary team which promotes the resident's autonomy and well being.

Occupational Therapy

At Donald Berman Jewish Eldercare Centre, the occupational therapists assess the resident's level of function for life habits, to restore them and maintain others through the use of assistive technology, compensatory measures, or environmental adaptation to promote a comfortable lifestyle.

Depending on the needs, occupational therapists will make specific assessments: positioning, mobility, feeding, skin integrity, restraint alternatives, cognitive abilities, adaptation process, etc. Interventions are done upon request of the unit's professionals, in collaboration with the resident and family, always aiming toward a homelike environment approach.

Social Services

The Social Services department is involved in various aspects of your care. Starting at pre-admission, supportive counselling is provided to you and your family, to help you adjust to life in a long-term care

environment. After helping ease the transition, Social Services remains available to deal with a wide range of emotional and social problems. Support groups are also offered to our residents and their families.

Tours are provided to future residents who are on the waiting list, along with their families, to familiarize them with the Centre.

Food and Nutritional Care

Since your overall well-being and quality of life depends highly on good nutrition, a complete nutritional assessment will be conducted shortly after your admission and when needed clinically.

Meals are prepared and delivered according to the strict rules of Kashruth, under the supervision of the Vaad Ha'ir. The menu cycle includes a wide variety of familiar Jewish foods with special attention paid to cultural traditions.

Menu selection is an important part of the interdisciplinary approach at Donald Berman Jewish Eldercare Centre. Our clinical dietician and dietary technicians will work closely with you, your family and the healthcare team, to ensure optimal nutritional care. You may ask the Head Nurse for the name of the dietary technician assigned to your floor.

A dysphagia team will evaluate any swallowing or chewing difficulties you may encounter, and the textures of the foods may be changed (minced, pureed or liquefied) in order to meet your needs. When medically indicated, special diets will be prescribed.

MILIEU DE VIE

Recreation Services

The philosophy of the Services de milieu de vie / Recreation department includes the belief that each resident should be recognized as an individual to provide the highest possible quality of life.

Residents leisure interests are evaluated by our Recreologists in the weeks following admission, as well as later on at regular intervals. Individual, large- and small-group activities are planned according to the goals and needs of each resident in the following categories: Physical, Entertainment, Social, Intellectual, Spiritual, and Creative Expression. The aim of these activities is to maintain and improve the residents' autonomy, mobility, self-esteem and confidence.

We also create programs that encourage the residents to maintain contact with the community. In conjunction with various schools and community organizations, groups of all ages come to Donald Berman Jewish Eldercare Centre for visits and group activities.

The Centre also organizes several large-scale activities, such as: outings, barbecues, suppers, theme activities and concerts. Seasonal and holiday-themed recreational activities are also planned to coincide with Jewish Holiday celebrations.

Religious and Pastoral Services

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.

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.

Visiting Hours

Visiting hours are from 8:00 am – 10:00 pm. 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.

- After 10:00 p.m., you must enter the Centre by the Victoria Street entrance;
 - 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) or four (4) 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.

Companions

Some residents or their families choose to have a companion attend to some of their social needs for a specific number of hours per day or week.

Donald Berman Jewish Eldercare Centre has issued a Policy on Companions, a copy of which may be obtained from the Admissions Office or from your Social Worker or Head Nurse. The policy specifies that companions must not perform certain specific responsibilities for your care. For your safety and well being, only our nursing staff must handle these specific tasks, and it is important that any companion you hire be made aware of our policies and follows them without exception.

Companions must wear their Identity Card at all times during working hours. The use of a cellular phone is discouraged while working with the resident. Companions are requested to communicate in the resident's language when at Donald Berman Jewish Eldercare.

Please note that Donald Berman Jewish Eldercare Centre does not take responsibility for injuries caused to companions or injuries caused to residents by companions while performing their duties at the Centre, on the grounds or on outings.

OTHER SERVICES

Laundry Services

You should have sufficient clothing for at least eight days.

A free laundry service is also offered at the Centre. Please advise the admissions officer when arriving at the Centre, or your head nurse at any other time. Your clothing will be picked up once a week, laundered, and returned to you within 2 days. Please note the laundry does not get sorted prior to being washed.

Television

Personal television sets are permitted, but should not exceed 32 inches. Donald Berman Jewish Eldercare Centre does not provide any rental service for television.

Classic 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.

Please see our satellite dish policy (can be available through the head nurse) for specific guidelines on what is permitted and installation information.

Telephone

Your personal extension number is available for a standard fee, 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.

ONLY OUR TELEPHONE SYSTEM IS PERMITTED BY THE INSTITUTION.

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 Ave.
Montreal, QC H3W 3H6

In the event that the resident counts on a third party to handle their legal or financial matters, we urge you to make arrangements to reroute this type of correspondence directly to the person who is handling their legal affairs.

Beauty Salon / Barbershop

Hairdressing and barber service is offered in the Centre by the **Unités Mobiles de Coiffures Inc.** The hair salon is open in the **Kastner Pavilion** on Tuesdays and Wednesdays, from 8 AM to 5 PM. The payment must be made directly to the hairdressers.

To make an appointment, please call 514-738-4500 and make arrangements directly with the Salon at extension 8917. You may leave a message if the Salon is closed.

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.

ADDITIONAL POLICIES

No Smoking Policy

In accordance with government regulations, smoking is not permitted inside Donald Berman Jewish Eldercare Centre. Only residents are permitted to smoke in a smoking room specially equipped for them, which is located in the Hope Pavilion. This policy applies to e-cigarettes as well as traditional tobacco products.

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.

Gifts and Tipping

Tipping or providing gifts to staff, physicians or volunteers is not permitted. If you wish to show your appreciation, a donation may be made to Donald Berman Jewish Eldercare Foundation in the name of the specific person or department, and a tribute card will be sent to those being honoured through your generosity.

Valuables

For our residents' safety, there are no locks on the resident rooms at the Centre. For this reason, we ask you to refrain from bringing large amounts of cash or valuable items to the Centre, such as jewellery, cameras, artwork or any other expensive or highly sentimental item. **Donald Berman Jewish Eldercare Centre is not responsible for the loss of items belonging to residents or visitors.**

Solicitation Within the Centre

No person, organization or company may publicize or offer for sale any products or services, or solicit donations, on the premises of Donald Berman Jewish Eldercare Centre, except with the express authorization of the Centre's management.

ADDRESSING YOUR CONCERNS

Code of Ethics

Upon admission, you will receive a copy of the Centre's Code of Ethics, which provides guidelines for the conduct of everyone linked to Donald Berman Jewish Eldercare Centre: employees, physicians, contractors, volunteers, students, managers, board members, residents and their families.

Please review the Code of Ethics, in order to familiarize yourself with your rights and responsibilities as a resident or family member, as well as the responsibilities of our staff.

The complete code of ethics of CIUSSS West-Central Montreal is available online as well as a hard copy in the office of Vanessa Noel – 2A.04. 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.

Communications Procedures

If you have any questions or concerns regarding the care and services that you are receiving at Donald Berman Jewish Eldercare 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 Local Service Quality Commissioner of the Centre (Ombudsman), on the services he received, ought to have received, is receiving, or requires from Donald Berman Jewish Eldercare Centre.

You will be receiving a copy of the Complaints Procedures upon admission to the Centre. Additional copies are available from the Local Service Quality Commissioner or your Head Nurse. A copy of the complaints form is included in this package and is also available on our website.

Users Committee

We have a Users Committee, which represents the common interests of our residents and clients, and is usually comprised of residents and/or family members who are related to our residents.

The role of the Users Committee is: to provide information to the residents and their families about their rights and obligations; to promote improvements in the quality of life of the residents; to evaluate the level of satisfaction of the residents; to defend the collective rights of the residents; to accompany the residents and assist them in every way possible, including assistance for the filing of a complaint.

For further information, please contact the Users Committee at: 514-738-4500 ext. 4330.

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.

JEWISH HOSPITAL OF HOPE ELDERCARE 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 Jewish Eldercare Centre 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

