



Going further in geriatric care
À l'avant-garde des soins gériatriques

WELCOME GUIDE FOR RESIDENTS AND FAMILIES

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

Québec The text 'Québec' is followed by three small, blue, square icons arranged horizontally.

WELCOME MESSAGE

Welcome to Donald Berman Maimonides Geriatric 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.

Stéphanie Desgagné, Donald Berman Maimonides Site Coordinator

HISTORY

Maimonides can trace its history back as far as 1910 when it was founded by the Jewish community of Montreal under the name "Montreal Hebrew Sheltering Home" or more commonly referred to as the Moshav Zkainim. At this time, it housed only six residents in a home on Evans Street.

In 1928, as a result of ever-expanding needs to serve Montreal's Jewish elderly, land was purchased on Esplanade Avenue where a new four-storey structure was built to accommodate 76 residents. The new institution was known as the Montreal Hebrew Old People's and Sheltering Home under the Federation of Jewish Philanthropies.

In response to the continuing needs of the community, the capacity was increased to 145 beds. Until this time, it was the policy of the founding homes to admit only the aged who were autonomous and required minimal nursing supervision. However, as the physical condition of the residents deteriorated, medical and nursing staff were provided and the criteria for admission

was altered accordingly. To reflect this change, the institution was renamed "Maimonides Hospital and Home for the Aged" in honour of Rabbi Moshe Bar Maimon also known as Maimonides. He was one of the greatest Rabbis in Jewish history as well as a noted philosopher and doctor serving as physician to Saladin, Sultan of Egypt.

Recognizing the increasing needs in the community for a first rate, long-term hospital to care for the elderly who were chronically ill, a new facility was built on our present site in 1964 containing five floors and accommodating 247 beds. In 1983, two more floors were added to increase the bed capacity to 387 where it now stands.

In 1993, management of the Accredited Foster Home program, now renamed Accredited Homes for Seniors, was transferred from Jewish Family Services to Maimonides.

Approximately 100 residents in 12 to 15 residential homes in the community came under the supervision of Maimonides Geriatric Centre.

In 2002, Maimonides was designated by the Montreal Regional Board of Health and Social Services to supervise all intermediate resources for the anglophone and Jewish communities in Montreal.

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

In April 2015, Donald Berman Maimonides became part of the health network known as CIUSSS West-Central Montreal, which includes other health establishments including the Jewish General Hospital, rehabilitation centres, and CLSCs.

WHO WE ARE TODAY

The core mission of Donald Berman Maimonides Geriatric Centre is to provide service to members of the community who are no longer able to function independently. They are entrusted to our care by their families, with whom we are allied in values and purpose. 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 Maimonides 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 Maimonides 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 in 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 Maimonides, you will need to bring these documents with you to complete the admission process:

- Health Insurance card
- 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.

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 and bedding.

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.

As of January 1st, 2026, room rates are as follows:

- private room: \$ 2242.20 per month
- semi-private room: \$ 1872.90 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 Maimonides.

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 admissions officer.

REQUEST FOR REDUCTION OF RESIDENCY CHARGE (EXONERATION)

Donald Berman Maimonides 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 Maimonides 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. These services can be initiated upon request (signed consent form) from the resident and/or legal representative. 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** in the resident's room which is billed to the resident's account each month. Cost \$39.13.
- **Telephone** in the resident's room is billed to the resident's account each month. Cost is \$27.95.
- **Laundry service** is offered free of charge.
- **Massage**
- **Footcare** cost: \$55 per treatment
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BEAUTY SALON/BARBER SHOP

Hairdressing and esthetician services are available by appointment at our Beauty Salon/Barber Shop located on the main floor, south side. There is a charge for this service which is billed directly by the hairdresser.

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 Maimonides Geriatric Centre 5795 Caldwell Avenue
Cote St. Luc, QC H4W 1W3

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 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 Maimonides 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 Maimonides 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 Maimonides 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 a resident's clothing, using our unit based laundry machines or by bringing them home.

FOOD AND NUTRITION

Good nutrition plays an important role in the overall well-being and care of every resident at Donald Berman Maimonides. 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 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 Maimonides. 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 Maimonides 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 Maimonides, 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 Maimonides.

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.donaldbermanmaimonides.ca)

OMBUDSMAN

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 as well as a hard copy in the library located on the second floor.

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 Maimonides 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 Maimonides 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.

Telephone: 514-483-2379 Email: userscommittee.dbm@ssss.gouv.qc.ca
www.ciussswestcentral.ca/about-us/users-committees



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 Maimonides 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 Maimonides.

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 Maimonides, 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 Maimonides 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 Maimonides 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.

SPEECH-LANGUAGE THERAPY

Speech Language Pathology is the assessment, analysis, intervention and prevention of disorders related to the voice, fluency (stuttering), speech, language, and swallowing. The Speech Language Pathologist provides augmentative and alternative communication tools to individuals with severe communication disorders who have lost their capacity to communicate. Speech therapy is initiated based on referral from a Health Care professional.

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.

ART THERAPY

Art Therapy is a clinical intervention that uses art materials and techniques to address residents' emotional, physical, cognitive, social and spiritual needs, wants and abilities. Art materials and interventions are adapted to provide maximum opportunities for success. Goals include developing residents' self- esteem, dignity, agency, fine motor skills through the use of nonverbal forms of communication. Group therapy reduces isolation and builds upon meaningful social interaction. Progress or deterioration in creative expression provides clues to assessing residents' current status as well as the progression of certain diseases.

PRIVACY AND CONFIDENTIALITY

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

GOOD TREATMENT IN OUR RESIDENCE

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

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

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

AN ENVIRONMENT FREE OF MISTREATMENT

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

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

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

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

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 8:00 a.m. – 10:00 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 times;

Inside two (2)-bedded rooms, a maximum of two (2) visitors are permitted at any one time. When the number of visitors exceeds two (2), you may use the living room area or the private family rooms. Just ask at the nursing station for access and help if you need it;

- 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

Because we are dealing with a very vulnerable clientele, Donald Berman Maimonides has made resident security an absolute priority.

Electro-magnetic door locks with a digital keypad and code are installed on every stairwell door. All building exits are monitored by a closed-circuit surveillance camera. In order to monitor residents who have a tendency to wander, all entrances to the centre – the Caldwell entrance and the Mackle entrance as well as the garden entrance – are equipped with a wandering detection system. As potential wandering residents are outfitted with a sensitized bracelet or anklet, any attempt by them to exit the building triggers an alarm and the doors lock automatically.

FIRE SAFETY

Technical Services has made fire prevention and education mandatory for all staff. The entire building is equipped with an automatic sprinkler system and fire drills are held at least twice a month on all shifts when evacuations are carried out. Consistent staff training and orientation reinforce our strong commitment to fire safety.

RELIGIOUS SERVICES/CHAPLAINCY

Donald Berman Maimonides recognizes the importance of religious faith and makes every effort to provide an atmosphere of traditional Jewish observance. A part-time Rabbi/Chaplain directs all pastoral counseling. Sabbath services on Friday evening and Saturday morning are held in the beautiful, sunlit synagogue located on the main floor of the building. An Oneg Shabbat takes place regularly on Friday afternoons.

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

THE FOUNDATION

The mission of the Donald Berman Maimonides Geriatric Centre Foundation is to provide the financial resources and leadership required to enhance the quality of life of the centre's residents. The Foundation's role is to fundraise, build links with the community, promote the development of the centre's services and facilities, share expertise, support innovative programming and maintain Donald Berman Maimonides' status as a centre which sets new standards in geriatric care.

The Foundation encourages the support of the centre through its annual golf tournament, Battle of the Bands, its governor's campaign, the creation of endowment funds, bequests and legacies. The generous support of the Montreal community helps the Foundation in its efforts to allocate the funding necessary to add quality and dignity to the lives of the residents.

In recent years, The Foundation has been funding the holiday and weekend Concert series, Chanukat Habayit program, Bursaries, the iPod project, Cultural Programming and Research.

COFFEE SHOP

The Ethel and Morty Fruchter Summit School Café - a collaboration between Donald Berman Maimonides and the Summit School - is conveniently located off

the main lobby. It features sandwiches, salads, soups, desserts and beverages.

Café hours are Monday through Friday, from 8:30 a.m. to 2:30 p.m.

CAFETERIA

Residents, families and visitors may obtain a variety of hot kosher meals in the cafeteria located on the main floor. Service is available during normal meal hours.

VOLUNTEERS

Hundreds of volunteers give their time annually and are involved in all areas of the centre where they play a vital role in enhancing the therapeutic milieu.

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

Those interested in joining the volunteer team may contact the Department of Volunteer Services at 514-483-2121 ext. 2213

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

www.donaldbermanmaimonides.ca