

USER'S GUIDE

CONSTANCE-LETHBRIDGE AND WEST ISLAND SITES



Constance-Lethbridge site
7005 de Maisonneuve
Boulevard West
Montreal, Quebec, H4T 1T3
514-487-1891

West Island site
16777 Hymus Boulevard
Kirkland, Quebec, H9H 3L4
514-487-1891



Centre de réadaptation
**LETHBRIDGE-
LAYTON-MACKAY**
Rehabilitation Centre

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

Québec 

Dear user,

We welcome you to the Lethbridge-Layton-Mackay Rehabilitation Centre (LLMRC).

Our services are offered in five locations:

Constance-Lethbridge and the West

Island sites

Motor disability - adults

MAB site

Sensory disability – all ages

Mackay site

Motor disability – children and adolescents

EMSB specialized elementary schools

Philip E. Layton and Mackay Centre – all disabilities

This guide contains practical information that can be useful for the services at:

Constance-Lethbridge site (in NDG) and the West Island site (in Kirkland)

We encourage you to visit our web site for further information: www.llmrc.ca.

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HISTORY OF THE LETHBRIDGE-LAYTON-MAYCKAY REHABILITATION CENTRE

The Lethbridge-Layton-Mackay Rehabilitation Centre was founded in 2016 following the merger of its two founding establishments: the Constance-Lethbridge and MAB-Mackay Rehabilitation Centres. The LLMRC is a member institution of the CIUSSS West-Central Montreal.

MISSION

At the Lethbridge-Layton-Mackay Rehabilitation Centre (LLMRC), we are dedicated to working with our users to maximize their autonomy and participation in the community to the fullest possible extent, through specialized and ultra-specialized rehabilitation services, and supporting their families.

Using an interdisciplinary approach, we offer children and adults with a motor, visual, hearing or language disability individualized rehabilitation services that are focused on professional and social integration. Research, supervision of students. Research, supervision of students, and a continuous monitoring of technological and clinical innovations support the services provided.

UNIVERSITY AND RESEARCH MISSION

The Centre for Interdisciplinary Research in Rehabilitation of Greater Montreal (CRIR) is responsible for the scientific planning and the carrying out of biomedical and psychosocial research that will help people of all ages with a physical disability. The CRIR is part of the Pôle universitaire de réadaptation (PUR), an association of four CISSS/CIUSSS including CIUSSS West-Central Montreal. For more information visit www.crir.ca.

OUR VALUES

User centred services through active listening and demonstration of respect for Users' values, culture and right to choose.

Pursuit of excellence through:

- Best clinical practices;
- Knowledge acquisition and transfer;
- Research and teaching;
- Innovation and creativity;
- Efficiency.

Creation of an environment where users, clinical teams, health and social service establishments and community organizations can work together for an integrated service network.

Consistent, honest, transparent and respectful communication with all stakeholders.

CIUSSS West-Central Montreal follows of a **Code of Ethics** that reflects the establishment's values. These standards reflect our commitment to acting respectfully and professionally in the course of our duties.

Respect includes services that:

- are safe;
- benefit you;
- are respectful of your wishes and honours your independence;
- are provided in privacy / confidentially;
- conform to the principles of justice.

PROGRAMS AND SERVICES CONSTANCE-LETHBRIDGE

- | | |
|--|---|
| <ul style="list-style-type: none">• Assistive Technology• Chronic Pain Self-Management• Driving Evaluation and Vehicle Adaptation*• Work Evaluation and Orientation | <ul style="list-style-type: none">• Neurology*• Neuro-musculo-skeletal• Rhumatology• Tramatic Brain Injury• Technical Aids Service* |
|--|---|

* These programs and services are also available at the West Island site in Kirkland.

LOCKERS (CONSTANCE-LETHBRIDGE NDG ONLY)

Lockers are located near the bathrooms on the 1st and 2nd floors.

They are available to all users. You may leave your personal belongings in a locker while you are receiving your treatments. You must use your own lock, and it has to be removed every day.

CIUSSS West-Central Montreal has a policy in place concerning personal belongings, including the precautions to take to minimize theft or loss. To learn more on this policy visit the CIUSSS web site.

INTERNET (CONSTANCE-LETHBRIDGE NDG ONLY)

Computers with internet access are available for your use in the waiting area on the ground floor and in the dining room on the 1st floor.

Wifi is also available to all user. The user name and password are displayed in the dining room.

DINING ROOM (CONSTANCE-LETHBRIDGE SITE ONLY)

Users and visitors have access to a dining room and break area on the 1st floor, in front of the elevators. In this area you will find refrigerators, microwaves, and vending machines.

SPIRITUAL SERVICES

We respect the religious and spiritual beliefs of each user.

Our CIUSSS has trained personnel who offer spiritual services accompaniment. If you wish to benefit from this, please mention it to your case coordinator.

INTERPRETATION SERVICE

An interpretation service can be made available to you during your rehabilitation treatments. If you wish to use this service, please mention it to your case coordinator.

- Interpretation service for languages other than English or French;
- Interpretation service, in French and English, for deaf or hard of hearing users using sign language:
 - Langue des signes québécoise (LSQ)
 - American Sign Language (ASL)

RESPECT FOR CULTURAL, GENDER, SEXUAL ORIENTATION AND RELIGIOUS DIVERSITY

It is the responsibility of the Lethbridge-Layton-Mackay Rehabilitation Centre to not tolerate any form of discrimination towards a user because of their known or assumed identities, and to provide rehabilitation services in a secure environment where each person is treated in an equitable manner and with respect and dignity.

USER ROLE AND ENGAGEMENT

The staff of the LLMCR want to provide you with quality services. Your participation in your treatments is essential in order for you to achieve your rehabilitation objectives.

We invite you to use our services wisely. At the start of your rehabilitation, you will be assigned a case coordinator. This person will be the link between you and the other therapists involved in establishing your rehabilitation objectives.

- The intervention plan is a document that allows you to follow the evolution of your rehabilitation.
- You will receive treatments during a specific time period, according to your needs.
- The methods and frequency of your treatments can vary according to your needs, the progress you achieve, and the available resources.
- Self-management is required on your part in order to achieve the maximum improvement in your condition and your objectives.

AVAILABILITY AND ABSENCES

Your participation throughout your rehabilitation process is important. It will help you to practice the advice of your therapists in your daily activities. Your progress depends on your regular presence.

During your first visit, a member of the team will discuss with you the absence policy.

The Centre receives a large number of users each year. By respecting the absence policy, you will help us to use our resources as efficiently as possible, to the benefit of all users.

Schedule change

If you cannot attend a treatment session due to a medical appointment or a community, professional, religious or cultural activity, please advise your case coordinator. We will find a solution to adapt your schedule so that you can continue to receive services.

RESPECT AND CIVILITY

Relations with staff and other users must be respectful and courteous.

Our establishment does not tolerate any verbal, physical or psychological violence or discriminatory behavior against anyone.

CIUSSS West-Central Montreal has in place a policy on civility and the prevention of harassment and violence. The policy favours the resolution of conflicts.

GENERAL INFORMATION

HOURS OF OPERATION

Monday to Friday from 8:30 a.m. to 4:30 p.m.

If a different schedule works better for you, please speak to your case coordinator.

PARKING

Constance-Lethbridge site (Notre-Dame-de-Grace)

Parking spaces for users and visitors are accessible from de Maisonneuve Boulevard West. Twenty spaces (20) are available in total, of which five (5) are reserved for those with a handicapped parking sticker.

The main entrance and the entrance of the parking lot are accessible for wheelchair users. Please note: the back entrance from the MAB parking lot is not wheelchair accessible.

It is possible to park for free on the adjacent streets, however you need to consult the signs for parking restrictions.



PUBLIC TRANSPORTATION

Vendôme Métro

Bus 105 Sherbrooke Ouest,
Sherbrooke/Coronation stop

Villa-Maria Métro

Bus 162 Westminster,
Monkland/Coronation stop

Suburban train: Montréal-Ouest station

Attention!



The back entrance leading to the parking lot of the MAB site is not accessible during the pandemic.

West Island site

Parking spaces for users and visitors are accessible from Hymus Boulevard. Twelve (12) spaces are available in total, of which three (3) are reserved for those with a handicapped parking sticker



PUBLIC TRANSPORTATION

Bus : 200, 203, 217



ADAPTED TRANSPORTATION

All users using the STM's adapted transportation at the Constance-Lethbridge site (NDG) must be left off at the main entrance, accessible from de Maisonneuve Boulevard West, and for the West Island site in Kirkland in front of the entrance on Hymus Boulevard.

WHEEL CHAIR LOAN

To help you get around the Centre, you may borrow a wheelchair.

At the Constance-Lethbridge site (NDG), wheelchairs are located at the main entrance. You can also request one at the reception of the Technical Aids Service.

At the West Island site, one wheelchair is available at the main entrance, or else you can request one from your therapist.

CONTINUOUS IMPROVEMENT OF SERVICE QUALITY

CIUSSS West-Central Montreal is committed to providing you with quality services. We are accredited by Accreditation Canada. Your comments are welcome and will help us improve the quality of our services.

POSITIVE COMMENTS OR MESSAGES OF THANKS

Are you satisfied with your experience? The Office of the Service Quality and Complaints Commissioner would be happy to share your comments or thanks with the teams involved.

IDENTIFICATION

All staff members must wear an ID card with their name and job title. At all times, you have the right to know who is providing services to you. If you have a doubt as to the identity of your therapist, ask them to show you their employee ID card.

During your first visits to the Centre, it is possible that staff members will verify your identity. We want to make sure we are addressing the right person.

USER PARTNER PROGRAM

Your perspective, feedback and advice are unique.

Based on your experience as a user and/or a family member in our healthcare system, you can shape the way we provide excellent user care. Your contribution will help to improve the quality and safety of care for all users and families.

If you and/or a family member have received services from CIUSSS West-Central Montreal within the last five years, you are eligible to be a user partner.

Here are some examples of what a user partner may do:

- Participate in meetings with other user partners and staff members;
- Take on public speaking to promote available services;
- Collaborate on special projects such as providing feedback on documents or information material aimed at users of the CIUSSS.

Are you interested? You will need to complete an application form and you will be contacted for an interview. Talk to your case coordinator for more information.

DISSATISFACTION AND THE MANAGEMENT OF COMPLAINTS

If you are not satisfied with the services you are receiving, it is important that you let us know:

- Speak first to one of the therapists in the team, who will work on rectifying the situation or resolving the problem. Depending on the situation, they may direct you to the Program Manager of the program in question;
- If the problem persists, if you are still not satisfied or if your complaint concerns a physician, please contact the Office of the Service Quality and Complaints Commissioner of CIUSSS West-Central Montreal at 514-340-8222 ext. 24222. You can also consult the posters and flyers available at the Centre. For more information, visit the CIUSSS web site: <http://www.ciussswestcentral.ca/complaints>.

USERS’ COMMITTEE

The LLMRC Users’ Committee brings together representatives from various client groups served by our rehabilitation centres. They are adults or parents of children or adolescents who may have a motor, visual or hearing impairment or a communication disorder.

Our role:

- Inform users of their rights and obligations.
- Defend the collective rights and interests before the institution or any competent authority.
- Accompany and assist users, on request, in any actions they undertake, including filing a complaint.
- Evaluate users’ satisfaction with services received.
- Help improve the quality of services and users’ living conditions.

For more information contact the Users’ Committee:

- 514-488-5552, ext. 2023 or
- 514-487-1891, extension 234
- Fax: 514-489-3477
- TTY: 514-482-0487
- Email:
userscommittee.llmrc@ssss.gouv.qc.ca

HABILITAS FOUNDATION

The Habilitas Foundation is dedicated to optimizing the quality of life of people with a physical disability so that they can realize their full potential. The Foundation dreams of a world where physical disabilities are no longer disabling.

Inspired and guided by its core values of impact, stewardship and love, the Habilitas Foundation supports several organizations including the Lethbridge-Layton-Mackay Rehabilitation Centre, with the goal that people of all ages living with physical disabilities receive the best rehabilitation services possible. To learn more, visit the Foundation’s web site at www.habilitas.ca.

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