



Mackay

Centre de réadaptation **MAB-MACKAY** Rehabilitation Centre



WELCOME PACKAGE

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INSTITUTION'S MISSION AND VALUES

MISSION

The mission of the MAB-Mackay Rehabilitation Centre (CRMM) is to maximize our clients' autonomy and community participation in order to improve their quality of life. Working in a collaborative and interdisciplinary fashion this mission is realized through the provision of specialized and ultra-specialized adaption, rehabilitation, and social integration services to people with a significant and persistent disability.

The Centre's clients include children and youth with motor impairments or communication disorders, and people of all ages who are Deaf, hard-of-hearing, or who have a visual impairment.

In conjunction with our clinical mission the Centre is committed to participating in the education of health care professionals and conducting applied research in the field of rehabilitation.

In addition to providing services in French and English, the CRMM is designated by the *Ministry of Health and social Services* as an establishment providing services in English to the population of Montreal and the Lanaudière, Laval, Montérégie and Northern Quebec regions.

ORGANIZATIONAL VALUES

- **Client centered services**

Through active listening, demonstration of respect for clients' values, culture and right to choose.

- **Excellence**

Pursuit of excellence through:

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

- **Partnership**

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

- **Communication**

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

The establishment has a **code of ethics** that reflects the following values:

- ✓ Every individual has the right to receive the highest quality care and services, provided in a safe and personalized manner;
- ✓ Every individual must be treated with respect for their dignity and their physical and psychological integrity;
- ✓ Respect is fundamental for harmonious relationships, therefore, any act of incivility, disrespect or violence will not be tolerated;
- ✓ Every user has the right to openly express his/her dissatisfaction about services that they have received, are receiving or should have received.

If you would like to make a consult the Code of Ethics or to make a complaint, information and resources are available to all users on the MMRC website or in the waiting area of the program where you are registered.

SERVICE DELIVERY

The offer of services of the MAB-Mackay Rehabilitation Center is defined according to the availability of our resources. During the rehabilitation process the intervention plan is the clinical tool designed to follow the user's progress according to the needs identified during the initial interview.

All users receive services within a specific limited time frame according to individual needs as identified by the team of therapists. The modalities and frequency of interventions can vary according to needs, the improvements realized and the available resources. These needs are periodically reevaluated during each episode of service.

POLICY FOR PARENTAL PRESENCE IN TREATMENT

Please note that during your child's treatment, it is essential that you be present in the therapy session or observation room or during home visits. Your presence at these sessions will allow you:

- ✓ to learn the techniques and strategies used by the therapist(s) treating your child,
- ✓ to help you work on your child's goals at home,
- ✓ to ensure your availability in the event of an emergency.

Your participation and cooperation are essential for the achievement of the objectives defined in your child's intervention plan.

14 YEAR OLDS SIGNING OBLIGATION

According to the Health and Social Services Act/Law, all clients aged 14 years and older have the right to access their client file as well as the right to authorize the release of information contained in their file. Beginning at this age, the parental authority no longer has access to the client file of a minor aged 14 and older without consent from that minor.

For this reason, clients 14 year olds and over must sign the Consent to care and services form and all other documents.

ABSENTEEISM POLICY

The *MAB-Mackay Rehabilitation Centre* offers specialized and ultra-specialized adaptation, rehabilitation and social integration services. An intervener will evaluate your needs before offering the services you require. To organize these services you must:

- ➔ Be available for your first appointment **and**
- ➔ Be present for subsequent appointments **and** on time for your appointments.
- ➔ Note that the duration of the intervention will not be extended if you are late.

Your schedule will be provided either by telephone or in writing.

It is important that you contact us to confirm your attendance.

- ➔ If you do not contact us within 7 business days following the contact **or**
- ➔ If you are not available **or**
- ➔ If you have been absent for more than two consecutive appointments without a valid reason.

A letter will be sent informing you that:

- If you do not contact us within 3 weeks, your request for services will be closed.
- You will need to contact Admission Services in order to reactivate your request of services.

Your responsibility: to be present for your treatments and interventions.

Our responsibility: to offer quality, equity and accessible services.

We are counting on your cooperation.

HEALTH AND SAFETY POLICY

With respect to the Health and Safety of our clients and staff, the MAB-Mackay Rehabilitation Centre has a protocol for infectious diseases and/or illnesses. Our goal is to decrease the spread of infection/illness using preventative strategies. In order to reach our objective, a joint partnership is required between the user, the families and staff of MAB-Mackay Rehabilitation Centre.

Here are some simple rules:

- ✓ Hand washing is an easy and effective preventative measure and facilities are accessible throughout the MMRC.
- ✓ If a client has a fever, cough, runny nose, headache (cold symptoms), diarrhea or rash or seems generally unwell, please keep them home and notify the therapist.

The Centre reserves the right to end the therapy session if the above mentioned instructions are not followed.

TRANSPORTATION AND LODGING PROGRAM

This program has been created to facilitate **access** to health services to individuals experiencing financial difficulties. The purpose of the Program is to **reimburse travelling expenses** incurred by persons with disabilities, as per their intervention plan, and within the available budget.

You are eligible if :

- ✓ You are recognized as a person with a significant and persistent physical (characterized by a motor, hearing, visual or language disability), intellectual or mental disability that causes functional limitations and disabling situations;
- ✓ You are a resident of Quebec and have a valid Quebec Medicare card;
- ✓ You live in the Montreal area (if you live outside of Montreal area, you must make the request through your local CLSC);
- ✓ You are receiving services at MMRC, as indicated in your intervention plan.

You can't be eligible if :

- ✓ You choose to be referred to an establishment other than the one prescribed in the intervention plan;
- ✓ You are eligible for or already receiving financial assistance from an other government agency (SAAQ, CSST, Department of Income Security, Ministry of Justice, personal insurance, other health and social services network establishment).

Don't wait... consult with your therapist today who will be more than pleased to assist you and:

- ✓ Let you know if you are eligible or not to the program;
- ✓ Help you complete the application form;
- ✓ Inform you about other different type of transportation resources available.

Please note that the reimbursement will be established every trimester based on the available funds in the budget and on the number of requests. Priority will be given to individuals experiencing financial and social difficulties.

PARTNERS IN THE HEALTH AND SOCIAL SERVICES NETWORK

Many partners can play a role in the achievement of the objectives identified in your intervention plan. These partners may be within or outside the health and social services network

Our **main partners** within the health and social services network are:

- **CSSS :**
The CSSS regroups CLSCs (local service centers), long term care centers as well as, in certain cases, general and specialized care hospitals.
- **CRDI-TED :**
Rehabilitation centers for intellectual disability and Autism Spectrum Disorder
- **CJ :**
Centres jeunesse – youth centers
- **University Hospitals**
CHUM (University of Montreal Hospital Center)
CUSM (McGill University Health Center)
CHU Sainte-Justine
- **Public and Private medical clinics**

Other partners :

Schools
Daycares
Community organizations

