



HÔPITAL MONT-SINAÏ - MONTRÉAL
MOUNT SINAI HOSPITAL MONTREAL

MOUNT SINAI HOSPITAL CENTRE MONTREAL

LONG TERM CARE

WELCOME GUIDE

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

Québec 

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Dear new resident,

Welcome to Mount Sinai Hospital.

At Mount Sinai Hospital Centre, it's not just about what we do, it's how we do it. We do more than treat people, we care for them. We take a global approach to offer quality health care that considers them and their environment as a whole.

Our interdisciplinary team of professionals is dedicated to working collaboratively with you and your family so that your medical, psychological, social and spiritual needs can be met as best as possible, in a personalized and human manner, and in a clean and safe environment.

Since its inception in 1909, Mount Sinai Hospital has always stood for excellence. Today, the Centre is a state-of-the-art institution that specializes in short term Respiratory Care, Palliative Care and Long Term Care and is accredited by Accreditation Canada.

Mount Sinai Hospital is a non-sectarian, 107-bed McGill University affiliated hospital.

This guide has been designed to help you and your family understand the services available at Mount Sinai Hospital. If additional information is required, please do not hesitate to ask our staff.

We welcome your comments and feedback so that we may continuously improve the quality of our services.

Thank you for entrusting your care to us. We hope that your stay at Mount Sinai Hospital will be as comfortable as possible.

Once again, welcome.



Barbra Gold

Director of SAPA - Support Program
for the Autiors of Seniors
CIUSSS for West-Central Montreal

HISTORY

Mount Sinai's history dates back to the hospital's inception in 1909 when members of the Jewish community recognized the need for a tuberculosis sanatorium. Before the discovery of antibiotics, it was accepted that fresh mountain air and pure water could facilitate the treatment of, and ultimately cure, tuberculosis. Mount Sinai's heritage began in Préfontaine near Sainte-Agathe-des-Monts, Québec, with a humble 12-bed facility.

The facilities eventually became outdated due to advances in treatments and an increase in the number of patients. To meet the growing need, an art deco building was built in the same area, housing 92 beds, and Mount Sinai expanded its mission to serve those suffering from other types of respiratory diseases.

The threat of tuberculosis diminished greatly by the 1950s, and Mount Sinai became an intermediate care facility specializing in chronic obstructive pulmonary diseases such as emphysema, bronchitis, asthma and other respiratory diseases. Mount Sinai subsequently moved to Montreal in 1990, into a state-of-the-art building to be closer to the population it served, with 107 beds, an out-patient department and a wide range of diagnostic and treatment services.

The hospital has been constantly adapting to meet the changing needs of the community, with upgraded facilities and equipment to provide the highest level of patient care.

Mount Sinai Hospital Centre is a member of the Integrated Health and Social Service University Network for West-Central Montreal.



LONG TERM CARE

Mount Sinai Hospital Centre is not just a hospital - it is a Home Living Environment that provides compassionate care to residents, with dignity and respect. Our multi-disciplinary team takes a comprehensive approach to care for our 57 long term care residents. The result is a better quality of life, filled with stimulating programs.

SIMPLIFIED ADMITTING PROCEDURES

Monday through Friday you are asked to arrive at a specified time at the Admitting Office, Room B-121; on weekends and holidays please proceed directly to the nursing unit you are referred to.

You must bring the following documents with you:

- Valid Medicare Card (or payment will be required)
- Mount Sinai Hospital card (if available)
- Valid proof of insurance (if available)
- A copy of any legal mandate for the resident that may exist.

COST FOR LONG-TERM CARE

There is a room charge in long-term care public establishments. The charge is determined by the provincial government based on the type of accommodation and the income and/or assets of the resident and spouse, if any.

As of January 1, 2019, room rates are as follows:

Private Room \$1910.40 per month

TRANSFERS

In order to provide optimal care and sensitize staff to the specific needs of a particular group of residents, individuals are located on nursing units with other residents with 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 needs. When the appropriate accommodation becomes available, a resident will be moved to another unit, or room.

This process is called a transfer.

A change in your medical condition, upon the discretion of MSH medical and nursing team, may necessitate a room transfer. Whenever possible, you and your family will be provided with advance notice prior to the room change.

Our staff works hard to ensure a smooth transition whenever room transfers are required.

Please note, you will be responsible for any additional costs the new room entails (e.g. moving from a semi-private to a private room).

WHAT SHOULD I BRING WITH ME?

CLOTHING

Easy care and washable clothing is recommended. You will be more comfortable if clothing is loose fitting and has ample openings to facilitate dressing and undressing.

Comfortable clothing & footwear for exercise is also recommended. All footwear should have rubber soles for safety.

Due to limited storage space, please bring only what you need.

MEDICATION

Mount Sinai will provide all approved medications during your stay. However, it is requested that you bring all medications from home, with their original labels, for identification and prescription by one of our physicians at the Centre.

After you are assessed by one of our physicians, you may return your medication to your home.

If you use a CPAP/BIPAP machine, please bring it with you.

PERSONAL HYGIENE ARTICLES

Please bring a limited number of personal hygiene items that may be needed, such as: toothbrush and toothpaste, denture cup and cleaner, hairbrush, shampoo, Kleenex and razor (electric or blade), deodorant, fragrance-free body lotion.

PERSONAL ITEMS

There is space in your room for a few personal mementos such as a favorite photo or picture.

Semi-private and private room occupants may bring a 32-inch flat screen TV with a wall bracket. The MSH Technical Services team will install the TV for you. You will be charged a monthly fee for cable television, if you desire it.

Long term care residents are invited to personalize their rooms with such things as a personal comforter and small mementos. Please see your Unit Manager for details.

VALUABLES

Mount Sinai Hospital Centre cannot be held responsible for any loss or breakage of personal belongings or valuables such as jewelry, money, etc. It is recommended that patients never keep more than a small amount of cash at their bedside.

Valuables can also be locked in safes available in the Medical Records department on the main floor. Please inquire at the Admitting Office, Room B-121. Safes can be accessed from 9:00 a.m. to noon and from 1:00 p.m. to 5:00 p.m., Monday to Friday. There is no access to the safes on weekends and holidays.

In order to avoid the loss or damage of eyeglasses and other prosthetics, it is recommended that they be stored carefully when not in use.

OTHER SERVICES

A number of professional services are available on site including foot care, hairdressing, and medical services.

You can benefit from certain additional services for which you will have to pay a fee, whether on site or offsite. Information will be given to you in the weeks following your arrival and your consent will be required for these services.

MAIL SERVICE / SUBSCRIPTIONS

Your mail and/or newspaper will be delivered to you. If you need to mail something, please leave it at reception or with a staff member on the unit. Mailing costs are at your expense.

MEALS AND DIETARY LAWS

Dietary Laws

In order to respect and conform to Jewish dietary laws, all food at Mount Sinai Hospital Centre is certified Kosher. Non-Kosher food is only permissible in dedicated Hospital areas. For more information regarding Kosher rules, please feel free to contact the Social Worker or your Unit Manager.

Meals

Residents receive pre-established menus, with some opportunity for modification.

Residents begin their meals at the following times, in their rooms or in the dining room on each nursing unit:

- Breakfast 8:30 a.m.
- Lunch 12:10 p.m.
- Dinner 5:10 p.m.

Cafeteria

A Kosher cafeteria with summer terrace is located on the ground floor. The cafeteria features hot meals. Vouchers for visitors are available at the reception desk in the main lobby. Vending machines are also available.

Coffee Shop

The Hospital features a dairy Coffee Shop, operated by the Auxiliary, which serves a variety of light meals, snacks and beverages. The Coffee Shop is open Monday through Friday from 8:00 a.m. to 4:00 p.m., and Sundays from 10:00 a.m. – 4:00 p.m.; closed on Saturdays and the Jewish holidays.

LEISURE ACTIVITIES

You are invited to participate in the leisure activities that have been designed for you. The staff of the recreation department, assisted by volunteers and with the collaboration of staff from the units, organize recreational activities. Members of your family and your friends are encouraged to join you in these activities.

OUR GLOBAL APPROACH TO HEALTH CARE

RESIDENT/FAMILY PARTNERSHIP

We view residents and their families as partners. We welcome and count on your family and friends to maintain a close link with you and to be involved in your care and activities. Some of the ways that your family could be involved include:

- Assistance at meal hours;
- Accompanying you to social and recreational activities;
- Accompanying you to appointments;
- Overseeing such personal items as eyeglasses, hearing aids, dentures, etc.

We have family rooms available on the 3rd and 4th floors for privacy. Accommodations are available in proximity to Mount Sinai for out-of-town families who want to be close to their loved ones who are receiving end of life care. All such requests can be made through the head nurse.

CARE TEAM

The Unit Manager and/or the nurse responsible for your care, as well as our interdisciplinary team members will collaborate with you in order to coordinate the various aspects of your care plan.

The participation of the resident and/or family members in the individualized care plan will influence the success of our therapeutic approach.

Physicians are present 24 hours per day.

Several departments receive students who are performing all or part of their practical training at Mount Sinai Hospital. You may have contact with one or more students who are performing tasks for the medical, nursing, dietary services or social services departments. We wish to assure you that all of these students are under the constant supervision of our professional staff.

RECREOLOGY SERVICES

In order to enhance our patients' quality of life, our recreologist organizes activities according to the goals and needs of each patient. Activities include physical and mental stimulation, entertainment, holiday celebrations and summer outings.

MUSIC AND ART THERAPY

Music and art therapy programs have been shown to have unique non-medicinal influences on parts of the brain that affect emotional regulation, memory and motor function. At Mount Sinai, these programs are provided on an individual or group basis, following the evaluation of the residents' needs.

SPECIALIZED MEDICAL SERVICES

We have a range of medical specialists available to see residents at the centre, based on their needs. The consultation specialists include dentists, ophthalmologists, dermatologists, and neurologists, among others. Other medical consults are available outside Mount Sinai Hospital.

SPIRITUAL NEEDS

Special attention is paid to your cultural and religious values, beliefs and practices. Therefore, a Jewish Rabbi, a Catholic Priest and a Protestant Minister are on staff and visit on a regular basis. Arrangements to contact these or clergy of other religious affiliations, or your personal chaplain, can be made through the nursing unit receptionist.

Religious services in our multi-use chapel are held for the major Jewish holidays as well as Mass on Christmas and Easter.

VISITING HOURS

To ensure privacy and a quiet, restful environment, residents are limited to two visitors at a time. Centre visiting hours are from 8:00 a.m. to 11:00 p.m. daily. Children are welcome but must be accompanied and supervised at all times by an adult. Visitors may stay overnight for compassionate reasons. Please discuss this with the Unit Manager or nurse in charge.

PARKING

Paid parking is available in the lot adjacent to the Hospital. Monthly parking rates can be arranged through Technical Services: 514-369-2222 ext. 1181

TAXI

A telephone near the gift shop of the centre and connected directly to a central taxi service is available on the ground floor.

TRANSPORTATION TO APPOINTMENTS

All residents are responsible for their transportation to and from appointments that were scheduled prior to admission. Mount Sinai is only responsible for transportation to and from appointments that are made by our professionals during their hospital stay, as well as transportation for summer outings. Family should be available to make arrangements to accompany residents to all external appointments.

MEDICAL RECORDS

The patient or resident may access their medical records at any time. For anyone else, medical records are confidential and cannot be revealed without proper authorization.

Requests by residents or their legal representatives must be made in writing, detailing the need for these documents, and should be submitted to the Medical Records Department (Room B-123).

RESEARCH PROGRAMS

As a health care institution, Mount Sinai Hospital participates in research studies that are directly related to our services, and that have the potential to benefit patients.

You may be approached to participate in one or more of these research studies.

You have the right to refuse to participate, without any change in the quality of care you will be receiving at Mount Sinai Hospital.

ABSENCE FROM YOUR ROOM

If you plan to leave your room, you must first advise the nursing station and inquire about any scheduled examinations.

PET VISITING

Pet visiting can be very useful in promoting recovery from illness and improving the morale of residents. Our staff will attempt to accommodate requests for pet visits, while maintaining a high standard of quality of care and safety for our patients, residents and staff.

All pet visits must be approved in advance by the Unit Manager, who will provide a permission slip to the pet's owner. This slip must be produced whenever requested by the centre's personnel.

VOLUNTEERS

Volunteers, who can be identified by light blue smocks and identification tags, play an important role at Mount Sinai. They offer non-medical services through friendly visits, accompanying you to special events and supporting you in many other helpful ways.

CELEBRATIONS OR FAMILY GATHERINGS

If you would like to host your family or a group of friends for a special occasion, please speak to your nurse for information regarding available rooms.

YOUR LIFE STORY

We'd like to get to know you better, which will help us with your care plan. If you wish you can tell us about your life before you arrived here at the centre. With help from your family or friends, we invite you to complete a short form to share certain elements about your life. The information that you agree to share with us will be respectfully communicated to the staff of the unit. Sharing this information

will enable us to better understand your needs and preferences so that we can respond in the best way possible. This form will be given to you upon arrival.

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.

FOR YOUR COMFORT AND CONVENIENCE

SUMMER GARDEN

Our "Healing Garden" is a welcome retreat for residents and families during summer months. The garden features a shallow pond with a variety of fish and a waterfall, winding paths and comfortable benches, all in a quiet setting. Many shaded areas are available.

GIFT SHOP

Operated by the Auxiliary, the gift shop is located on the first floor. It is open from 10:00 a.m. to 4:00 p.m., Monday through Thursday, and from 10:00 a.m. to 3:00 p.m. on Fridays, except on Jewish holidays. The gift shop is closed on Saturday and Sunday.

All items purchased in the gift shop are tax-free.

TELEPHONES

Telephone service is included in private and semi-private rooms.

To make a long distance call, contact the operator by dialing 0. You will be billed for the incurred charges.

LIBRARY

Located on the main floor, the patients' library (Room B-124) offers a variety of reading material in English and French. We invite you, your family and friends to browse, find something of interest and, when finished, return your selection for someone else's pleasure. Donations to the library can be made via the Volunteer department.

FOOT CARE

Arrangements for a nurse specializing in foot care can be made through the nursing unit receptionist. Payment is made directly to the nurse specialist and is the responsibility of the resident and/or family.

HAIRDRESSER/BARBER

Appointments for the hairdresser/barber can be made through the receptionist on the nursing unit.

Payment is made directly to the hairdresser and is the responsibility of the resident and/or family.

LAUNDRY

A free laundry service is provided for long term care residents for their personal clothing; please speak with the Unit Manager or Social Worker.

COMPANIONS

Guidelines for the use of companions are available at the nursing station on each of the nursing units.

TIPS OR GIFTS

In order to prevent any type of conflict of interest or appearance of conflict of interest, and in accordance with our policy, we ask you not to give tips or gifts to our employees and volunteers. However, if you would like to acknowledge their support, please speak with the coordinator of your unit.

RESPECTFUL LANGUAGE

In order to adopt a respectful approach, residents are referred to by their family name, unless otherwise specified.

SAFETY

EMERGENCIES

In case of a personal emergency, use the call button in your room or bathroom. In case of a general emergency, stay calm and wait for instructions from centre staff who are specially trained in responding to various types of urgent situations.

RESIDENT SAFETY

The safety and security of our residents is a high priority at Mount Sinai Hospital. Sometimes, despite our best efforts, certain “adverse events” can occur. Three of the most common risks for patients are medication errors, falls and infections. You can help us lower these risks by following these suggestions:

Medication Safety

- Upon admission, provide your nurse and/or doctor with a list of medications that you are taking, including all pills, liquids, puffers, patches, eye or ear drops, creams, ointments and oral contraceptives; advise us also about any “over the counter” medications and remedies or herbal products you may be using.
- Make sure your nurse or doctor identifies you correctly before giving you any medicine.
- Ask what the medicine is and what it is used for each time you are given medications in the hospital.
- Ask questions if the medicine looks different from what you were taking previously.
- Tell your nurse or doctor about any allergies or bad reactions to medicines you may have had in the past, or that you are experiencing while under our care, especially after you start taking a new medication.

Infection Control and Prevention

Our staff members are trained to take all necessary measures to control and prevent infection among our residents.

The success of our efforts to prevent infection depends greatly on the cooperation of our residents and their families.

One of the easiest and most essential ways to prevent the spread of infection is through frequent and thorough hand washing. This is especially important before and after eating, after using the washroom and after sneezing or coughing.

Please ask your family and visitors to follow proper and thorough hand hygiene procedures when entering or exiting a patient's room.

Hands should be dry before touching anything. This is especially important if you are using hand rub instead of soap and water.

Another method of preventing the spread of infection is to ask your family or friends to stay away if they are sick.

Visitors should also avoid using the washrooms in residents' rooms. Public washrooms are available on each floor.

Some residents may require special infection control precautions and may be placed in isolation, and visitors may be required to wear masks and gowns. During highly contagious outbreaks of flu or other diseases, families may be denied visiting privileges.

While this is a difficult decision for us to make, we must make the protection of our residents' health our number one priority.

If you are being provided with antibiotics (medicine to treat infections) make sure that you continue to take them even if you are already feeling better.

AVOIDING FALLS

Avoiding resident falls is essential, as any fall may cause complications to already-existing medical conditions.

- If you have had a recent fall at home or elsewhere, please tell your nurse and doctor about it. The effects of medication, surgery, or your illness can affect your balance and ability to walk safely unassisted.
- Make sure you can reach the call button to ring for help when getting out of bed, up from a chair, to the bathroom or walking about, unless you and your nurse have determined that you can get up safely on your own. We ask that companions, family members and friends do not attempt to move residents to or from their beds or wheelchairs; our staff are specially trained to move residents safely.
- Wear slippers or shoes that fit properly and have nonskid soles. Wear clothing that will not restrict your movement when you are getting out of bed and moving about.
- Try to give yourself lots of time to get to the bathroom, to avoid slips and falls that may occur when in a hurry.
- If you were using a walker or other mobility aid at home, have your family bring it in for you to use while in the hospital. If you cannot have your own aid, ask your nurse to arrange for one while you are in the hospital.
- Staff may use a transfer belt or a mechanical lifting device to help you up or to transfer you to a chair, wheelchair or commode. You will be shown how the device works, and how you can assist during the use of these devices. Some of our beds are also designed to help us transfer our patients safely.

CORRECT IDENTIFICATION

To help ensure your safe care, all residents at our hospital are required to wear identification bracelets.

- You will be asked to state your name and date of birth often – when receiving medications or prior to lab tests, x-rays or other procedures.

- All of our staff and volunteers are also required to wear identification tags which include their photo, name, title and department.
- Please feel free to ask any person who is attending to you to show his or her identification tag.

FRAGRANCE SENSITIVITY

All residents, patients, families, visitors and staff are required to avoid wearing strong perfumes, colognes, deodorants or other fragrances.

Our residents may have negative reactions to strong scents, and this can also create serious consequences for our respiratory patients.

MUTUAL RESPECT AND TOLERANCE

Mount Sinai Hospital values compassion, tolerance and mutual respect. We are committed to providing a safe, violence free environment for patients, residents, visitors, staff and volunteers. Aggressive behaviour or course language will not be tolerated.

Appropriate action will be taken against any individual who is physically or verbally abusive, threatens any person or destroys hospital property.

Our staff is here to help you deal with difficult situations. Please ask for our help whenever it is needed.

SMOKE-FREE ENVIRONMENT

Smoking is prohibited in all areas of the centre, including the garden area and within 9 meters (30 ft.) of any entrance to the building.

Individuals smoking on the premises, or within the restricted areas outside the building, will be considered to have committed an offence, which can imply a fine under The Tobacco Act.

It is also important to note that many of our patients use oxygen tanks, and smoking anywhere near the tanks can be very dangerous, even when outdoors.

PHOTOS, VIDEO & AUDIO TAPING

Any photo and/or video or audio taping may be done only with previous written consent of the person(s) concerned and a written pre-authorization from the Administration.

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.

USERS' COMMITTEE

The Users' Committee is comprised of a group of representatives of residents, patients, families and volunteers. The committee is mandated to inform users of their rights and obligations; to foster the improvement of the quality of living conditions of users; to assess the degree of satisfaction of users with regard to services received; to defend the common rights and interests of users.

To contact the users' committee, please dial extension 1075.

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.

COMPLAINTS PROCESS

At Mount Sinai Hospital, our aim is to provide you with the highest possible standard of patient care.

You and/or your family members will be asked to complete a Satisfaction Survey during or following your stay at the hospital. Your opinions and ideas are important and encouraged, as they will help us make continuous improvements to our quality of care. Confidentiality will be fully respected.

We thank you for your feedback.

In the event that you are dissatisfied with the quality of care or services provided, a procedure is available to allow you to express your disappointment and enable us to identify and correct certain situations.

As a first step, we suggest you discuss the circumstances with the Unit Manager on your floor or with the Director of Nursing.

You can then contact the Local Complaint and Quality of Services Commissioner, who will attempt to resolve the issues between patients or their families and our staff, and whose main objective is to improve the quality of care and services. A users' complaint form is included with your admission information.

The Complaints Commissioner can be reached at:

514-340-8222 ext. 24222
ombudsman.ccomtl@ssss.gouv.qc.ca

All of the information pertaining to your complaint will remain strictly confidential.

DONATIONS

The Hospital's Auxiliary and Foundation raise funds to improve the quality of life for our residents. With their help, and the generosity of our donors, we are able to acquire essential equipment and offer additional services. Funds are raised during various activities and events each year, as well as through individual donations, legacies and bequests.

If you would like to make a donation, please contact:

The Auxiliary: (514) 369-2222, ext. 1334
The Foundation: (514) 369-2222, ext. 1299

NOTES
