



HÔPITAL MONT-SINAÏ - MONTRÉAL
MOUNT SINAI HOSPITAL MONTREAL

MOUNT SINAI HOSPITAL MONTREAL

WELCOME GUIDE

PALLIATIVE CARE

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

Québec 

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Welcome to Mount Sinai Hospital.

At Mount Sinai Hospital Center, it's not just about what we do, it's how we do it. We do more than treat patients, we care for people. We take a global approach to offer quality health care that considers the patient and his or her 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 Center 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.



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

Barbra Gold
Director of the Support Program
for the Autonomy of Seniors (SAPA)
CIUSSS West-Central Montreal



A handwritten signature in cursive script that reads "Johanne Boileau".

Johanne Boileau
Director of Nursing
CIUSSS 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The facilities eventually became outdated due to advances in treatments and an increase in the number of patients.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 persons 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.



WHO WE ARE TODAY

OUR MISSION

Our mission is to treat people with chronic obstructive pulmonary diseases with a global approach including education, prevention, diagnostic, treatment and follow-up; to offer palliative care services to people at the end of their life to alleviate their suffering; to offer a homelike environment to people with serious chronic conditions.

PALLIATIVE CARE

The Palliative Care Unit of Mount Sinai Hospital provides a comprehensive, dignified and compassionate approach for in-patients in the terminal phases of cancer or other diseases requiring end of life care.

The care provided is aimed at pain control and symptom management and includes psychological, social, spiritual and cultural support.

The In-Patient Unit consists of 15 short term beds and 19 long term beds, while the Palliative Home Care Program helps patients with terminal illness remain at home.

SIMPLIFIED ADMITTING PROCEDURES

Upon acceptance to Mount Sinai, you will be contacted via telephone to confirm a specific date for admitting.

On Monday through Friday you are asked to arrive at the indicated 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 patient 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, 2017, room rates are as follows:

Private Room \$1836.90 per month

Semi-Private Room \$1535.70 per month

WHAT SHOULD YOU BRING?

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 and 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 Hospital. 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.

Members of the Auxiliary visit new patients within a week of their arrival and present them with a special welcome package of various toiletry items.

PERSONAL ITEMS

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

VALUABLES

Mount Sinai Hospital Center 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 be locked in the safe available in the Medical Records department on the main floor. Please inquire at the Admitting Office, Room B-121. The safe can be accessed from 9:00 a.m. to noon and from 1:00 p.m. to 5:00 p.m., except for weekends and holidays.

In order to avoid the loss or damage of eyeglasses and other prosthetics, i.e. hearing aids, 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 including a dentist.

You can benefit from certain additional services for which you will have to pay a fee, whether on site or outside. 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 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 Center 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.

The palliative care unit has a non-kosher kitchen. Please see your nurse for any questions.

Meals

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

- Breakfast 8:30 am
- Lunch 12:10 pm
- Dinner 5:10 pm

Cafeteria

A Kosher cafeteria with summer terrace is located on the ground floor. The cafeteria features hot meals and a salad bar. Vouchers for visitors are available at the reception desk in the main lobby. Vending machines are also available. Tables are available for consumption of non-kosher food both in the cafeteria and in the garden; these are well designated.

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. to 4:00 p.m.; closed on Saturdays and the Jewish holidays.

OUR GLOBAL APPROACH TO HEALTH CARE

PATIENT/FAMILY PARTNERSHIP

We view patients 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 a family room available on the floor for privacy. For our out of town family members, an apartment is available near the hospital. All such requests can be made through the Nurse Manager.

CARE TEAM

The Nurse 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 patient 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 long-term care residents. Activities include physical and mental stimulation, entertainment, holiday celebrations and summer outings.

You are invited to participate in the leisure activities. 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.

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 patients' needs.

SPECIALIZED MEDICAL SERVICES

We have a range of medical specialists available to see our in-patients at the hospital, 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 Rabbi, a Catholic Priest and a Protestant Pastor 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.

"MAGIC MOMENTS" PROGRAM FOR PALLIATIVE CARE PATIENTS

In order to promote quality of life for in-patients of the Palliative Care Unit, Mount Sinai Hospital Center offers the Magic Moments program. The first adult program of its kind in Quebec, Magic Moments attempts to fulfill a special wish of short term Palliative Care patients.

Please speak with your Nurse Manager or Social Worker if you are interested in benefitting from this program.

GENERAL INFORMATION

VISITING HOURS

Visiting hours are not restricted on the palliative care unit.

PARKING

Paid parking is available in the lot adjacent to the hospital. Monthly parking rates can be arranged through Technical Services.

TAXI

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

TRANSPORTATION TO APPOINTMENTS

All patients 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 for in-patients during their hospital stay, as well as transportation for summer outings for long-term care residents only. Family should be available to make arrangements to accompany patients to any external appointments.

MEDICAL RECORDS

Medical records are confidential and cannot be revealed without proper authorization.

Requests by patients 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.

TEMPORARY LEAVES

Patients are not permitted to leave the hospital without the written authorization of a physician. Should you require a temporary leave, we ask you to advise the nursing station, in advance, of the date, the time of departure and the expected time of return. Your bed will be temporarily reserved in your absence.

If you are staying in a private or semi-private room, you must continue to assume financial responsibility during your temporary leave, and during a temporary transfer to another hospital.

PET VISITING

Pet visiting can be very useful in promoting recovery from illness and improving the morale of patients. 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 hospital personnel.

VOLUNTEERS

Volunteers, who can be identified by light blue smocks and identification tags, are an integral part of the hospital family. 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. With help from your family or friends, we may 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.

FOR YOUR COMFORT AND CONVENIENCE

SUMMER GARDEN

Our "Healing Garden" is a welcome retreat for patients 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 of the hospital, 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 the weekends.

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

TELEPHONES

Upon request, you may have a telephone in your public room for a daily fee. 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.

TELEVISION

Television rentals are available on a daily or monthly basis. All patients who watch television after 10:00 p.m. are asked to wear headphones to avoid disturbing other patients.

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 for 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 patient 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 patient and/or family.

LAUNDRY

Washers and dryers for your personal use, at no cost, are located on the 3rd and 4th floors. Laundry detergent and fabric softener are provided free of charge at the security desk in the main lobby.

COMPANIONS

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

LANGUAGE INTERPRETERS

To help provide the best possible care, a number of our staff are available to assist as language interpreters for our patients.

Interpreters in 26 languages are available, and the service is provided free of charge. If you require an interpreter, please contact your Unit Manager.

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.

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 hospital staff who are specially trained in responding to various types of urgent situations.

PATIENT SAFETY

The safety and security of our patients 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 medications, 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 measures necessary to control and prevent infection among our patients.

The success of our efforts to prevent infection depends greatly on the cooperation of our patients 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 patients’ rooms. Public washrooms are available on each floor.
- Some patients 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 patients' 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 patient 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 bell 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 patients to or from their beds or wheelchairs; our staff are specially trained to move patients 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.
- Your caregivers 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 patients/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 patients, families, visitors and staff are required to avoid wearing strong perfumes, colognes, deodorants or other fragrances.

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

SMOKE-FREE ENVIRONMENT

Smoking is prohibited in all areas of the hospital, 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 photography 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 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.

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 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 Commissioner, Ms. Hong Hanh Vo can be reached:

By phone: (514) 369-2222, ext. 1073

By mail:

Local Complaint and Quality
of Services Commissioner

Mount Sinai Hospital Center

5690 Cavendish Blvd., Montreal, Quebec H4W 1S7

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 patients. 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

