



WELCOME TO THE RICHARDSON HOSPITAL

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

Québec 

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the Richardson
Welcome
Booklet here:



WELCOME TO THE RICHARDSON HOSPITAL



On behalf of management, our entire team of healthcare professionals, and the staff of the Richardson Hospital, I would like to extend a warm welcome to you. We are privileged to have an opportunity to work with you and your family, as you begin your journey to recovery.

As Director of Rehabilitation, I would like to assure you that our top priority is to provide you with care and support of the highest quality. The Richardson Hospital is a 60-bed McGill University-affiliated hospital, which is certified by Accreditation Canada and offers an intensive stroke/neuro program, a geriatric neuro program and a geriatric program.

These programs take a holistic, person-centred approach that focuses on restoring optimal function and health, as well as preventing complications related to reintegration into the community.

Our inter-professional team of compassionate, experienced therapists, nurses and doctors will work with you and your family to develop a personalized treatment plan that meets your unique needs and goals. The length of in-patient rehabilitation will vary for each patient, depending on their needs. We also

provide a continuum of care for our discharged patients, who may require continued out-patient rehabilitation, including tele-rehabilitation.

In addition to our comprehensive rehabilitation services, we offer a range of amenities to make your stay as comfortable and enjoyable as possible. The information in this guide will assist you and your family in understanding our services and policies, with practical advice on making your stay as pleasant as possible.

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

Once again, we welcome you to the Richardson Hospital and we wish you success in your rehabilitation.

Mary Lattas erg, M. Sc

Director of Rehabilitation and
Multidisciplinary Services

MISSION OF THE REHABILITATION PROGRAM

Philosophy

We believe that if you are unable to manage at home safely after being hospitalized, you can benefit from in-patient rehabilitation. Together, we will foster your independence and improve the quality of your life. Our interventions are guided by our respect for your individuality.

Rehabilitation helps you return to your residence and gain independence. Tell us your goals and we will foster your active participation in your own care.

Rehabilitation objectives

- Provide support to you and your family while you are hospitalized.
- Prepare you for a safe return home or help you plan alternate living arrangements.
- Develop a partnership between you and your caregivers during your treatment.
- Explain how to make your home environment safer after you have been discharged.
- Encourage you to do as much as possible on your own and to understand when you need help.

- Ensure that you continue rehabilitation as an outpatient, if necessary.

In-patient rehabilitation programs

Our mission is to provide you with intensive rehabilitation, using an inter-disciplinary approach in the following programs:

- Geriatric rehabilitation
- Stroke and neurology rehabilitation

Everyone comes with unique rehabilitation needs.

For some, in-patient therapy is just the start of rehabilitation, and these people will continue their progress at home.

For others, the objectives are focused on improving their level of function and they may need to adjust to an alternative assisted-living arrangement.

Out-patient Rehabilitation Program

If your care needs can be met at home, you will return home and complete your rehab goals at an outpatient rehab clinic. Our mission is to provide you with access to rehabilitation services when residing at home.

A BRIEF HISTORY OF THE RICHARDSON HOSPITAL

The Richardson Hospital was founded by William Sutherland Richardson in 1918, after his son, Julius, was among a group of 11 soldiers killed in World War I. Originally located in the family's home in Châteauguay, the hospital was known as the Khaki House and served as a convalescent home for soldiers returning from the war.

By 1926, since soldiers no longer needed the hospital, its mission changed to providing convalescent care to under-privileged children with poliomyelitis, rheumatic heart disease, tuberculosis and other long-term illnesses. They were referred from the public wards of Montreal's hospitals, with financial support from donations and philanthropic activities. Since most of the children were from Montreal, the hospital was moved to the city to enable parents to visit more often.

The land on Bessborough Avenue in Notre-Dame-de-Grâce, where the hospital is now located, was purchased in various lots between 1940 and early 1950 by the Board of Directors.

The cornerstone of the building was laid in 1951 and the hospital opened on July 19, 1952.

The Richardson Hospital was integrated with the CSSS (Centre de santé et de services sociaux) Cavendish, which joined the Integrated Health and Social Services



University Network for West-Central Montreal (CIUSSS West-Central Montreal) in 2015, as part of the reorganization of the public healthcare system by the Government of Quebec.

THE USERS' COMMITTEE, SPEAKING OUT FOR YOUR NEEDS

In every healthcare institution in Quebec, there is a users' committee that acts as a spokesperson for your needs and concerns with the administration. At the Richardson Hospital, the Cavendish Users' Committee is here to represent you.

Our role

In a spirit of collaboration, the committee implements initiatives that aim to:

- Inform you about your rights and obligations.
- Assist and accompany you and your loved ones in resolving any dissatisfaction.
- Defend your rights and interests as well as those of all hospital users.
- Evaluate your satisfaction with the care and services received.
- Promote the continuous improvement of the quality of care and services.

We're listening!

Do you have questions or concerns about the services at Richardson Hospital? We can help you resolve them. Please feel free to contact us. Our services are confidential.

Join the committee!

The Users' Committee is made up of volunteers who care about the well-being of rehabilitation patients. Whether you are a patient, a caregiver, a family member or a citizen of the community, there is a place for you on the committee. We are always looking for new members.

Contact us

Cavendish Users' Committee

Tel: 514-484-7878, Ext. 61728

Email: userscommittee.cavendish@ssss.gouv.qc.ca

PREPARING FOR YOUR STAY

WHAT TO BRING?

Toiletries

You will need:

- Toothbrush
- Toothpaste
- Dental floss
- Mouthwash
- Denture adhesive and cleaner
- Hairbrush or comb
- Razor
- Deodorant
- Glasses
- Hearing aids
- Tissue paper

Clothing

Please ensure that you have enough comfortable clothing for five days. You will need:

- Shorts
- Pants that fit comfortably
- Walking or running shoes.

The hospital is not responsible for lost or stolen articles.

You can also bring clothing that you would normally wear at home, such as shirts with buttons (so you can practice getting dressed), underwear, socks, pajamas, a robe, and slippers with tread or traction.

Tips on caring for your personal items

Eyeglasses and hearing aids are best placed in their cases when not being worn. You can ask your nurse for a special cup for your dentures. Be sure that all of your items are kept in a designated space and identified with your full name.

Do not wrap them in tissue or place them where they might accidentally be thrown away (e.g., on your food tray or bed).

Protect your belongings

Please send your valuables home with a relative or friend. Do not keep large amounts of cash, credit cards or jewelry at your bedside.

Due to the size of the rooms, please have the fewest number of personal belongings possible in the hospital. Storage space in users' rooms is limited.

The hospital makes every reasonable effort to safeguard the property of patients and visitors.

WHAT TO EXPECT DURING YOUR STAY

Respect

The Richardson Hospital values compassion and respect. We are committed to providing a safe, violence-free environment for our clients, visitors, staff and volunteers. Aggressive behaviour or coarse language will not be tolerated.

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

Our staff will help you deal with difficult situations. Please ask for our assistance at any time.

Room assignment

Although a room will be assigned to you when you arrive, you may have to change rooms during your stay. The hospital reserves the right to change your room, if required, for medical purposes or for reasons related to infection prevention and control.

On admission, you will be asked what type of room you prefer (private, semiprivate or public). The Quebec Ministry of Health and Social Services covers the cost of accommodation in a standard three or four-bedded room. However, there are additional fees if you request a semi-private or private room.

Please refer to the price list for each room.

Members of the Admission team will do their best to place you in the type of room that you prefer, but this cannot be guaranteed. For more details, please refer to the room preference form.

Mixed-gender rooms

Due to the high demand for beds in rehabilitation hospitals, and because of requirements involving infection prevention and control, men and women may have to be placed in the same room. Members of our staff are sensitive to this situation and will do their best to ensure your privacy, dignity and comfort.

Daily routines

The schedule for therapy appointments is posted near the nursing station and should be checked daily, since the schedule may vary. Therapy can include individual, group or education sessions.

The team will also advise you whether and how you can practice on your own.

The nursing team will encourage you to do as much as you can on your own, including practicing what you worked on during your therapy sessions.

The frequency of treatment varies from week to week, depending on your situation. In certain circumstances, family members are permitted to attend the therapy sessions.

Meals

We serve balanced meals and snacks, with varied menus that are adapted seasonally. Shortly after admission, you will meet with a dietary technician to discuss your food preferences. Consideration will be given to your tastes, diet and/or allergies.

Upon request, frozen kosher meals are supplied by an outside service and are heated in our kitchen. Meals will be served in your room.

Meals can also be purchased in the cafeteria between 11:00 a.m. and 1:30 p.m.

Showers

Two showers per week are scheduled.

Laundry

A washer and dryer are available for your personal use. You must provide your own detergent.

Television

A personal TV set can be rented for a fee.

Please **do not** bring in your own electrical appliances.

WHAT TO EXPECT DURING YOUR STAY

Telephone

A single phone number serves the entire hospital: 514-484-7878. You will receive the extension number for your room when you arrive.

To make an outside call, first tap 9. For a long-distance call, you must use a calling card.

Although using a cell phone is permitted in many areas of the hospital, it is not allowed in the Rehabilitation Department.

Out of respect for patients, visitors and staff members, please lower your voice and disable your phone's camera flash, music, ringtone and other notification sounds.

Computers

Computers are available on the 3rd and 4th floors. Wifi is available throughout the hospital: CCOMTL guest

Transportation: Payment and accompaniment

The hospital will arrange and pay for your transportation outside the hospital to and from appointments that are related to your stay with us (e.g., seeing your surgeon or going to the Emergency Department for a consultation). You are strongly encouraged to have a family member or friend accompany you to your appointment, since the hospital does not provide accompaniment services.

IMPORTANT: To protect the privacy of users, **DO NOT** take photos or record videos of anyone (including your loved ones) if other patients, visitors or staff members are in the background.

However, the hospital will not cover the cost of transportation when you return home or are transferred to a private nursing home. Nor will the cost be covered when you leave the hospital on a pass, or for appointments unrelated to your rehabilitation stay (e.g., to see your dentist). If you have any questions, please speak with the assistant head nurse.

Pastoral services and spirituality

We respect your religious beliefs and spiritual values. If you have any specific needs, please speak with a member of your healthcare team.

Other services

Certain additional services (e.g., hairdressing) may be provided for a fee by an outside company. For more information, speak with a member of your healthcare team.

Tips or gratuities

If you would like to highlight the good work of a staff member or the team as a whole, we invite you to mention them in your patient experience survey, or by writing a note or letter. However, you are respectfully asked not to provide any tips and gratuities. If you would like to express your thanks to the team with a gift, it should take the form of a donation. We would appreciate your making a donation to the Cavendish Foundation (by cheque only, please). When donating to the Foundation, please ask that the funds be directed to the Richardson Hospital rehabilitation and nursing team. Your cheque can be sent to the Foundation, as per the information on page 8.

If you are not satisfied

It is important for you to inform us if you are dissatisfied with a particular aspect of your care.

To do so:

- First speak with a member of your healthcare team, who will try to correct the situation or find a solution to your problem. That staffer can also direct you to the appropriate person to deal with your specific difficulty—possibly the nurse manager or program manager.
- If necessary, you can speak with someone on the Users' Committee (see page 3)
- If the problem persists, you can contact the Office of CIUSSS West-Central Montreal's Service Quality and Complaints Commissioner at 514-340-8222, ext. 24222, or at ombudsman.ccomtl@ssss.gouv.qc.ca.

For more information about the Office of the Service Quality and Complaints Commissioner, please consult the posters and pamphlets on the unit. You can also call Service Québec toll-free at 1-877-644-4545 or visit <http://sante.gouv.qc.ca/en/systeme-sante-en-bref/plaintes/>. If you have any questions, please do not hesitate to ask someone on your healthcare team.

MEMBERS OF THE REHABILITATION TEAM

The names of the members of your treating team will appear on the whiteboard in your room. The team may include any of the following:

Your physician ensures that you are medically monitored and are referred to specialists, sent for consultations (if necessary), or taken to an acute-care hospital for tests or follow-up appointments. The physician also prescribes your medication.

Your registered nurse is responsible for your healthcare needs, while helping to safeguard your well-being throughout your hospital stay. This nurse meets you when you arrive on the unit, assesses your health, and coordinates your care with other members of the healthcare team. In addition to ensuring that your rehabilitation program continues on the unit, the RN may act as a liaison with community resources such as a CLSC.

The licensed practical nurse provides nursing care under the direction of medical practitioners, registered nurses or other members of the healthcare team.

Patient care attendants assist you with daily activities, such as walking, transferring into and out of bed, eating, bathing, dressing, grooming and using the toilet, depending on your needs.

The dietitian evaluates your nutritional status and implements a nutritional care plan to help you reach your optimal level of health.

The dietary technician works with the physician and dietitian by monitoring your diet to ensure you don't encounter any problems.

The specialized rehab educator, in collaboration with the rehab professionals, helps you to learn and practice new functional skills, thereby assisting you in achieving your rehab goals. In addition, the educator organizes activities that support users during their hospital stay.

The occupational therapist works with you to regain or improve the functional independence of your everyday activities, such as bathing, dressing, using the toilet and preparing meals. The frequency and intensity of therapy will be customized to your needs. The occupational therapist is often involved in planning the patient's safe discharge.

The physiotherapist and physiotherapy technologist help to improve your physical function by emphasizing mobility and assisting you in becoming as independent as possible. If necessary, your therapist will train your caregiver in activities that will help you with your mobility. The frequency and intensity of therapy will be customized to your needs. It is important for you to practice the new skills you acquire, such as transferring into and out of bed, walking, and climbing stairs.

The social worker assesses any psychological or social needs that may arise after you have been hospitalized, as well as playing an important role in discharge planning.

The speech-language pathologist specializes in assessing and treating speech, language, swallowing, and cognitive-communication disorders.

The pharmacist evaluates and ensures that the correct medications are prescribed to you. If necessary, they follow up with the physician and nurses, and keep a detailed computerized chart of your medication profile, including drug allergies. Pharmacists are also available to provide

information and to address your questions or concerns about medication.

A neuropsychologist will be referred, as needed, to counsel and intervene to help you cope psychosocially and adapt to your new medical and physical condition.

A discharge planning nurse may be involved to help with your discharge.

The involvement of family and friends can be very helpful in your rehabilitation. If you agree, we will communicate with them to share information about your needs and the state of your health during your stay. When you arrive, please tell us whom you would like to designate as your main contact with the team.

Remember: **you** are an integral member of the team.

SAFETY AND SECURITY

We are committed to promoting and providing safe care and services to you, your family and visitors, while ensuring the safety of staff. Safety is everyone's responsibility.

Emergencies

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

Identification

Check that the information on your ID bracelet is correct. Make sure that members of staff ask you to identify yourself before they administer medication or provide any type of treatment.

All employees are required to wear ID badges that display their name and job title. You are entitled to know who is providing services to you at all times. If, at any point, you are unsure of the identity of someone who is working with you, ask to see that person's identification badge.

Medication

Please inform your nurse or doctor about every medication you take regularly, including over-the-counter or homeopathic medications. We will make sure these items are safe to take with your

prescribed medications. Your nurse will review your medications with you and will help determine whether any of them requires special attention because of potential risks.

You will receive information about any new medications or about any changes that are made to medications you are already taking.

Before taking any medication that you are unfamiliar with, ask your nurse what it is and what purpose it serves.

Do not hesitate to ask questions if the medication does not look like what you were taking before.

Also tell your nurse or doctor about any allergies or any negative reactions to medications you may have experienced in the past. Similarly, inform them about any negative reactions to medication that you experience while under our care, especially after you have started taking a new medication.

Falls

Follow your healthcare team's safety recommendations. Use walking aids and wheelchairs as instructed. Always lock both brakes on your wheelchair before standing up.

If you need assistance getting into or out of bed, ring for help from our specially trained members of staff. For everyone's safety, please consult with staff before family members attempt to help on their own.

When going to the bathroom, give yourself lots of time, in order to avoid slips and falls that might occur when you hurry.

Please be aware of your surroundings. Wet floors or obstacles may cause you to slip or fall. Wear well-fitting footwear with non-slip soles. Feel free to consult your team about other measures to keep you from falling.

Smoking

Smoking is prohibited indoors or anywhere outdoors on hospital grounds. Individuals who smoke on the premises can be fined under the Tobacco Act.

Our healthcare professionals can help if you need support to stop smoking or to manage symptoms when you are trying to quit.

If you fall, be sure to notify the healthcare team.

PREVENTING THE SPREAD OF INFECTION

Help us prevent infections

For your own protection and that of your family and the other patients, please respect the guidelines. Washing your hands with soap and water is the best way to keep an infection from spreading, since this greatly reduces the number of germs on your hands, in most instances. If soap and water are not available, use an alcohol-based hand sanitizer, which can quickly reduce the number of germs on your hands, in some situations. However, be advised that sanitizers do not eliminate all types of germs and might not remove harmful chemicals.

Other ways to help stop the spread of germs :

- Do not share your personal belongings.
- Ask friends and family not to visit if they are sick (e.g., COVID-19, cold, flu, diarrhea, fever, rash or any other contagious illness).
- Ask visitors to use only the washrooms that have been designated for their use on the ground and second floors.
- Comply with any infection control precautions that you and your visitors may be asked to follow.

VISITING

Visiting hours: 9:00 a.m. to 9:00 p.m.

Visitors must sign in when they arrive and sign out when they leave. We are counting on you and on those who visit you to ensure that the environment remains calm, respectful and safe for other patients and for staff. Visitors must leave when visiting hours end or whenever requested to do so by hospital staff.

We ask you to limit the number of visitors to one or two at a time, due to space limitations.

Please note that due to the size of the rooms, extra chairs cannot be brought in.

Absence from the unit

If you plan to leave the unit for an unscheduled activity or for personal reasons, you must inform the staff and then sign out. However, please keep your therapy schedule in mind and take care not to miss a scheduled appointment.

Also, be sure to check with your nurse to determine whether you need to take any medication while you are away from the unit.

Address and phone number

Richardson Hospital
5425 Bessborough Avenue
Montreal, Quebec, H4V 2S7
514-484-7878

Getting to the hospital by bus

- 66 and 103 East (exit at Côte Saint-Luc and Randall)
- 103 West (exit at Côte Saint-Luc and Cavendish)
- 104 East (exit at Côte Saint-Luc and Cavendish)

You can also plan your route at <http://www.stm.info/>.

Parking at the hospital

Parking is available for a fee in a lot that can be accessed on Côte Saint-Luc and Chester Street. To have your family members benefit from a lower rate for a weekly or monthly pass, please refer them to the unit agent for additional information.

CAVENDISH FOUNDATION

The mission of the CSSS Cavendish Foundation is to raise funds for all the former CSSS Cavendish facilities, including the Richardson Hospital.

Anyone who would like to support the Richardson Hospital can do so by donating to the CSSS Cavendish Foundation, with a note on the cheque indicating that the funds should be forwarded to the clinical team at the Richardson Hospital.

**To donate, please mail
your cheque to:**

The CSSS Cavendish Foundation
A/S Oaklins Canada
418 rue Sherbrooke Est, Montréal, QC H2L 1J6

MISSION & VALUES

THE MISSION OF CIUSSS WEST-CENTRAL MONTREAL²

1•To provide the highest quality continuum of healthcare and social services throughout our network of institutions.

Within our network of institutions, we provide a safe continuum of care, including specialized and ultra-specialized care and services, rehabilitation services, long-term care, community health and social services and frontline services.

Quality care depends on respectful collaboration and partnership between users and health and social service professionals, staff and administration.

2•To provide compassionate care and services that are centred on the user and create an exceptional user experience.

We strive to accommodate the individual needs of all of our users based on language, ethnic origin, gender, age, sexual orientation, socioeconomic background and religion*, to an extent that is reasonably possible.

*Several healthcare institutions within the CIUSSS West-Central Montreal, which were founded by the English Catholic community, the English Protestant community and the Jewish community, continue their commitment to providing an environment and services that are respectful of cultural and religious needs of the founding community.

3•To develop and promote leadership and excellence in health and social sciences education.

4•To advance health and social sciences knowledge and practices through excellence in research and innovation.

²Each individual institution within the CIUSSS West-Central Montreal retains its specific mission under the umbrella of the network mission.

THE VALUES OF THE CIUSSS WEST-CENTRAL MONTREAL

1•Highest quality of care.

We value excellence and are committed to providing the highest quality of care for all care and services that are safe, evidence-based and follows best practices in ethics, medicine and social services.

We are committed to improving access to a continuum of services for our users.

2•Compassion, dignity and respect*.

In the provision of quality care and services, we are respectful of everyone as unique individuals and we treat them with dignity and compassion, while respecting their privacy and confidentiality.

An exceptional user experience is our goal.

**Respect for one another is a core value of our network.*

3•Safety.

We are committed to providing care and services within a safe and secure environment.

The responsibility for safety is shared by everyone at all times within the network.

4•Teamwork.

Because the provision of quality health and social services is a highly complex endeavour, we recognize the important contributions of each member of our staff and our partners.

Our team work is characterized by:

1) a shared consciousness, 2) a shared purpose, and 3) empowered execution.

As a team, we are supported in sharing all of our knowledge and expertise with one another, with the ultimate goal of providing a highest quality care and services.

5•Knowledge and innovation.

We value excellence in teaching and research, and their role in providing the best quality of care and services for users.

We encourage creativity and initiative in our staff, in order to identify and implement innovative ways to enhance the care and services that our network provides.

UNIVERSITY MISSION STATEMENT

The Integrated Health and Social Services University Network for West-Central Montreal (CIUSSS West-Central Montreal) is affiliated with universities in Montreal. It also works in partnership with public and private colleges and other universities.

At any one of our sites, students and/ or residents, under the supervision of healthcare and social services professionals, may observe, examine or treat you, as well as offer you services.

You may also be contacted by healthcare providers and research assistants to participate in research projects, on the understanding that the research of today creates the care of tomorrow.

This commitment to training future experts is a key element in the role of each facility that belongs to our network.

As part of our network's university mission, CIUSSS West-Central Montreal is committed to providing the highest quality of care and services in partnership with our users and their families, as well as advancing the knowledge and practices of health and the social sciences.

This is accomplished through excellence in research, education and innovation, which ultimately enhances the care and services that this institution provides.

SUMMARY OF THE CODE OF ETHICS

Basic principles

We (the providers of health care and social services) and you (the user of those services*) have obligations toward one another.

The basic principles, as outlined in the Code of Ethics, call for respect for one another and an obligation on our part to always protect your independence and best interests.

These standards reflect our commitment to acting respectfully and professionally in the course of our duties.

Respect includes care that:

- is safe
- benefits you
- is respectful of your wishes, honours your independence
- is provided in privacy / confidentiality
- conforms to the principles of justice

Your rights

We will work together as partners to ensure that you understand your health issues and are aware of your care options. This includes providing you with all of the relevant information; ensuring that you understand the risks and benefits of a proposed test, treatment or service; offering you polite and simple explanations; and making sure that you feel free to ask questions and receive answers before any final decisions are made.

Our commitment

Our commitment is to provide care of the highest quality by working together.

This guiding value is based on scientific research, as well as respect for the choices and independence of the user. Care is provided in a setting that is honest,

private and safe.

We are committed to keeping ALL USER INFORMATION strictly confidential. Information will be shared only with family members or relatives after your permission has been obtained. In obtaining permission, we always base our understanding on your ability to give consent, or on the need to obtain consent from your legal decision maker.

If you cannot make a decision for yourself, your mandate, living will or advance directive[†] will guide the care team to your chosen decision maker, who will then make decisions for you based on your wishes and instructions.

About end-of-life care

End-of-life care is a natural part of life and must be provided in a manner that ensures your dignity and respect until the end. End-of-life care often involves keeping an individual as comfortable as possible until the end of life.

At the individual's request, this type of care may also entail providing medical assistance in dying.

Conclusion

Fundamental to the Code of Ethics are the values of respect, dignity, care of the highest quality, open and honest communication, and ensuring that you are aware, comfortable and informed about promoting your choices and independence.

You are entitled to have these objectives met, without feeling that you have been subjected in any way whatsoever to discrimination, bias or judgment.

In this way, we strive to ensure that you receive health care and social services of the highest quality.

Support

Any questions about the CIUSSS West-Central Montreal Code of Ethics can be addressed to the Office of Clinical Ethics at 514-340-8222, extension 23625. For the full version of the Code of Ethics, please visit www.ciussscentreouest.ca

*The term “user” refers to a patient (receiving acute care), a resident (in a residence or nursing home), or a client (community service), according to the mission of CIUSSS West-Central Montreal.
† Documents that express in writing your personal wishes and instructions for care.



NOTES

Lined area for notes, consisting of multiple horizontal lines.

Richardson Hospital

5425 Bessborough Avenue
Montréal, Québec H4V 2S7

Phone: **514 484-7878**
richardsonhospital.ca