

# **SAINT MARGARET RESIDENTIAL CENTRE**

## **WELCOME GUIDE FOR RESIDENTS AND FAMILIES**

## **WELCOME MESSAGE**

Welcome to Saint Margaret Residential Centre.

In order to help you adjust to your new surroundings, all of our staff is committed to making you comfortable, planning a therapeutic program that is personalized to your needs and ensuring that your rights are respected. We have also prepared this information booklet, which we hope will answer most of your questions.

Within the next few weeks, you will be assessed by our interdisciplinary team in order to determine how to best meet your needs. Upon completion of these clinical evaluations, you will be advised if an internal transfer is required. An internal transfer involves moving to another unit or floor and will take place as soon as accommodation is available on the designated unit.

Our objective is to provide the highest possible quality of life and care in a homelike environment. Accordingly, we have set high standards for all of our services.

Since 1991, Saint Margaret Residential Centre has been caring for the chronically ill and elderly in the west end of Montreal. We will do our utmost to fulfill your needs.

Once again, welcome.

Josina Van Den Nieuwenhof  
Site Coordinator, Saint Margaret Residential Centre

## **HISTORY**

In 1883, the Saint Margaret's Home for the Incurables was established by two nuns - Sister Sarah and Sister Josephine of the Sisterhood of the Society of Saint Margaret. The facility - which housed five patients and a chapel – was located at 835 Ontario Street West.

In 1888, the residence moved to 660 Sherbrooke Street West, where there was room to house 18 residents. With an ever-growing need for care, the Sisters moved the residence again in 1891 to a building at 104 Alexander Street, where 30 residents could be cared for.

The residence was moved just several years later to Notman House at 51 Sherbrooke Street West and a building was constructed north of Notman House in order to accommodate 50 residents – men, women and children.

In 1920, Saint Margaret's became a home for women only. By 1973, there were 60 residents, a staff of five to seven Sisters, a minimum of three nurses and 40 kitchen, laundry and maintenance workers.

In 1975, the administration of Saint Margaret's was secularized and the Sisters withdrew completely.

In 1986, the Quebec government decided to build a new home to be named the Saint Margaret Residence (Centre d'Accueil Saint Margaret). Not long after that, there was a merger between Saint Margaret and the Good Shepherd Home, which was a residence for men.

On March 22, 1991, the Saint Margaret Residence was moved from 51 Sherbrooke Street to its current location on 50 Hillside Avenue in Westmount.

Saint Margaret Residential Centre is a member of the Integrated Health and Social Services University Health Network for West-Central Montreal.

## **WHO WE ARE TODAY**

## **OUR MISSION**

Founded by the Anglican Church and support from Montreal's English-speaking community, the core mission of the Saint Margaret Residential Centre is to care for aging

members of the community who are no longer able to function independently and whose safety and well-being are entrusted to us by their families.

Our focus is on providing care in a welcoming, secure and homelike environment tailored to individual needs. Our fundamental commitment to well-being and safety—shared by all staff and volunteers, as well as by each resident's family—underlies all our policies and practices, as well as the design of our physical environment. We engage families as partners in care so that, even when they live at a distance, they feel welcome and included in life at the Centre.

The Saint Margaret Residential Centre receives its mandate and operating budget from the government.

## ADMISSIONS

In accordance with government regulations, all requests for placement at Saint Margaret are processed by the *Mécanisme d'accès en hébergement*, the central body responsible for orienting requests for placement within the territory of CIUSSS West-Central Montreal.

Requests are reviewed by healthcare professionals and the decisions are made based on the client's needs and the availability of resources. Wherever possible, efforts are made to provide services in the home in order to maintain a person in their environment.

A social worker from the community – either at a CLSC or an acute care hospital – must submit the official request to the *Mécanisme d'accès en hébergement* within the Integrated Health and Social Services Centre (CIUSSS) for West-Central Montreal who then prioritizes those on the waiting list according to the urgency of each case.

Once admitted to the site, the resident is assessed by our interdisciplinary team in order to determine how to best meet their care needs. In keeping with our commitment to ensuring a homelike environment, our goal is to group together residents with similar profiles and needs. If we cannot realize this objective at admission, an internal transfer to another unit, floor or pavilion will occur as soon as possible.

## COST

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<sup>st</sup>, 2026, room rates are as follows:

Private room: \$ 2242.20 per month

These rates are revised by the government on a regular basis.

Residents are provided with the first available room on site and payment is based upon

the ongoing rate for a single room. Upon admission, a pro-rated cheque is required for the total room charges. You will then be asked to sign a payment authorization for monthly debits to your bank account, and to provide a blank cheque (marked "void") from that account. All charges are based on a calendar month. For example, if a new resident is admitted on May 10th, a cheque for the balance of May, or 21 days, will be remitted upon arrival at the centre. Direct bank withdrawals will then begin as of the first day of each following month.

When a resident is discharged from the long term care centre, the RAMQ determines the pro- rata rate for that month and if applicable, the long term care centre will reimburse the money. Any questions regarding rates should be directed to the social worker on the unit or the admissions officer.

## OTHER SERVICES

There are other costs for services not covered by health insurance for which the resident is responsible. These services may include but are not limited to:

**Dental laboratory work, eyeglasses, hearing aids, prosthetics:** Note that in certain cases, the Ministry of Health and Social Services may cover a portion of these costs.

### OTHER SERVICES

**Telephone, cable television and internet:** These services can be installed in the resident's room - however, the resident must assume the costs for installation and usage. To do so, please speak to the nurse on the unit. These services are provided by a private company (Bell or Videotron) and are entirely the resident's responsibility.

**Laundry service** is offered free of charge. The resident's clothing will be labelled by the centre.

**Footcare** cost: \$45 per treatment

## REQUEST FOR REDUCTION OF RESIDENCY CHARGE (EXONERATION)

Saint Margaret has a residency charge, determined by the government and based upon the type of accommodation. These rates are revised yearly. Partial or full rate reduction from the maximum fees is available under certain circumstances and is dependant upon the income and/or assets of the resident and their spouse. For example, a rate reduction may be obtained for a single individual receiving Old Age Security supplements who has less than \$2500 in assets. In the case of a couple, a rate reduction may be available following a financial assessment by the government. Note that as part of its assessment, the government will accept a withdrawal of funds towards the pre-payment of funeral arrangements.

Saint Margaret staff will help the new resident and/or family complete the application for a rate reduction request. In order to ensure the renewal of exonerated room rates, the resident or their legal representative must ensure that taxes are filed with the government on an annual basis.

## **WHAT TO BRING ON ADMISSION DAY**

When you arrive at Saint Margaret, you will need to bring these documents with you to complete the admission process:

- Health Insurance card and Social Insurance Number
- Hospital cards
- Documents concerning: Notarized Power of Attorney, Mandate, Financial Power of Attorney and Living Will (if applicable)
- Emergency information, including names and telephone numbers
- A void cheque

The following information is required by the interdisciplinary team:

- List of vaccinations received
- All medication containers
- Medications for 48 hours
- List of current drugs and allergies

When packing, you should consider bringing 7 to 10 outfits including the following: shirts/blouses, pants, dresses/skirts, undergarments, socks/hose, comfortable shoes, nightclothes, robe, slippers, comb/brush and toiletries (such as toothbrush, toothpaste, deodorant, special soaps or shampoos). When planning to provide clothing, consider weather/seasonal adapted apparel.

Upon arrival, the laundry department will label all your clothes if you are using the laundry service. Please ensure the clothing is machine washable and dryable. For use on special occasions, arrangements can be made to dry clean articles.

When you are packing your clothing, please make sure you pack a separate bag with 3-4 days of clothing change. This ensures that when your clothing is sent to the laundry for labeling, you will be left with enough to wear should there be any delay in returning your items.

We provide residents with linens including towels and bedding.

## **BEAUTY SALON/BARBER SHOP**

Hairdressing and esthetician services are available by making an appointment through Reception. There is a charge for this service which is billed directly by the hairdresser.

## **MAIL**

Personal mail is distributed directly to the residents. Your friends and relatives may contact you by addressing mail to:

(Your complete name and room number)  
c/o Saint Margaret Residential Centre

50, avenue Hillside, Westmount  
Montreal, QC H3Z 3E4

In the event that the resident relies on a third party to manage their legal or financial matters, we urge you to make arrangements to reroute this type of correspondence directly to the responsible person.

## **PETS**

Permanent personal pets are not permitted in your room or elsewhere on the premises. Visiting privileges for some categories of pets are permitted. You will be responsible for any damages or injuries resulting from the authorized pet's visits, and for cleaning up after the pet.

## **ROOM FURNISHINGS**

All rooms are furnished with state-of-the-art functional furniture.

This includes:

- One hospital grade vinyl or Crypton chair or if recommended by the Rehab team, one special chair, i.e. Lazy boy;
- One hospital grade laminate night table;
- One hospital grade laminate dresser;
- One hospital grade laminate over bed table.
- One air conditioner (available upon request).

No other furniture, rugs or chairs may be brought in.

Residents may bring the following items:

- One flat screen TV, up to 40" as long as free movement is not compromised in the room;
- One small fridge 4.3 cubic feet or less;
- Personal computers, iPads, phones, radios, etc.;

All electrical equipment must be approved and up to date.

\*\*No other electrical appliances are permitted. This includes, but is not exclusive to, microwaves, kettles, hot plates, toaster ovens, curling irons, heaters.

Note that multiple microwaves are available for use by the residents in common areas and in the dining rooms.

In order to personalize their room, residents are encouraged to bring their own bed coverings, pictures and up to 5 wall hangings (in compliance with the fire safety code). The wall hangings may not occupy more than 50% of the wall space.

Clothing is limited to 2 suitcases in order to ensure that everything can be stored in the room.

The Centre has the right to change the policy based upon the current situation. The Centre is not responsible for any equipment damage due to mechanical/electrical failures on site.

## **VALUABLES**

Families and residents are discouraged from having large amounts of cash, valuable jewelry, artwork and/or expensive clothing. Saint Margaret Residential Centre cannot be held responsible for the loss and/or misplacement of items belonging to the resident.

## **TIPPING**

Centre policy states that tipping or gifts to individual staff members is not permitted. Should a resident or family wish to express their appreciation, a donation may be made to the centre in the name of the specific staff member or nursing unit you wish to honour. Please contact your head nurse for further details.

## **LAUNDRY SERVICES**

You should ensure that you have sufficient clothing for at least eight days. Saint-Margaret offers a free laundry service. Please advise the admissions officer at admission, or your head nurse at any other time, of your intention to make use of this service. Your clothing will be picked up once a week, laundered, and returned to you within two days. Please note the laundry is not sorted prior to being washed. As an alternative, family members may choose to launder resident's clothing.

## **MEALS**

The main dining room is located in the lobby and there are dining rooms on all the units. We promote eating meals in these meeting places.

Our food services offer balanced meals, adapted according to the seasons. They take into account your tastes, diets and/or allergies with varied menus.

The Clinical Dietician and Clinical Nutrition Food Supervisors work closely with the healthcare team, residents and their families to ensure optimal nutritional care. A complete nutritional assessment is conducted during the initial weeks of admission and on a regular basis thereafter.

## **ROLE OF THE FAMILY**

The resident's family and support network play an important role throughout the resident's adjustment phase and over the course of the stay at Saint Margaret. Ongoing communication between residents and their families is highly encouraged through visits, outings, letters, and calls in order to maintain the well-being of the resident.

## **CAREGIVERS**

Saint Margaret Residential Centre provides each resident with the necessary care which he/she requires. At the same time, residents and/or family members can engage a private caregiver to provide additional social stimulation. All caregivers must be registered through Social Services. When a resident is seeking a caregiver for limited periods of time, the social worker may be able to assist by providing a name from our bank of registered caregivers, thereby helping to find an appropriate match between resident and

caregiver.

Whereas the resident and/or family is the sole employer and responsible for payment to the private caregiver, Social Services is mandated to ensure that the caregiver is registered and respects the policies and care standards as determined by the Centre.

## **HIRING A PRIVATE PROFESSIONAL**

Some residents and their families may wish to engage the services of an outside health professional to provide care or services to complement the care they are already receiving. Such private arrangements are allowed, however, the CIUSSS's policy on Private Services Hired by Users of the CIUSSS Centre-Ouest-de-l'Île-de-Montréal must be followed. Once you have informed the healthcare team and selected a recognized professional, a copy of their credentials (proof of membership in their professional order and proof of liability insurance) must be given to the head nurse. You will be asked to sign consent forms and must inform the unit of any scheduled visits. All private health professionals must respect the policies of CIUSSS West-Central Montreal. Please note that CIUSSS West-Central Montreal employees cannot be hired after hours as private professionals by residents or their families. If you have any further questions about private professionals, please contact your head nurse.

## **ADDRESSING YOUR CONCERNS**

If you have any questions or concerns regarding the care and services that you are receiving at Saint Margaret Residential Centre, please contact the following personnel:

1. Your nurse.
2. The head nurse on your floor during weekdays or the Nursing Coordinator during evenings, nights and weekends.
3. The Ombudsman

## **USER COMPLAINT PROCEDURES**

A user may formulate a written or verbal complaint to the Ombudsman on the services he/she received, ought to have received, is receiving, or requires from Saint Margaret Residential Centre.

You will be receiving a copy of the Complaints Procedures upon admission to the centre. Additional copies are available from the Ombudsman or your head nurse.

## **OMBUDSMAN/COMMISSAIRE AUX PLAINTES**

The Ombudsman receives and attempts to resolve complaints and concerns that have

not been satisfactorily resolved by the head nurse and/or other department heads. Serving as a liaison between residents/family members and all departments of the centre, the Ombudsman acts to identify and solve any problems which affect the resident's quality of life and to ensure that he or she receives the best possible care in a humane, dignified and respectful manner.

In keeping with Quebec law, the Ombudsman has been appointed by the Board of Directors as the Senior Complaints Officer.

### **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. The complete code of ethics of CIUSSS West-Central Montreal is available online.

You can request a clinical ethics consult by asking a member of your medical team to contact the service for you. You can also reach the Consultation Service directly at: 514-340-8222, ext. 23928.

### **USERS' COMMITTEE**

In Quebec, each long-term care centre has a users' and/or residents' committee which acts as a spokesperson to the administration regarding the concerns of residents and their families.

The Users' Committee is comprised of residents, family members and community members who care about the well-being of residents. The role of this committee is to inform residents and their families of their rights, to listen and offer assistance in resolving concerns regarding services and guidance in filing a complaint, if needed. These services are confidential.

The Users' Committee works in collaboration with the centre's management on issues related to the quality of the living environment, resident-centred care, and respect of residents' rights.

The committee organizes several activities throughout the year, including welcome visits to new residents. Please be advised that in order for you to receive a welcome visit from a representative of the Users' committee, we will provide them with your first name, date of admission and room number.

If you wish to be informed of the committee's activities, please contact them. You can also get involved; the committee is always looking for new members.

Residents who would like to suggest changes or have any ideas about how the quality of life at Saint Margaret could be improved, may contact the Cavendish Users' Committee with their suggestions at 514-484-7878, extension 61728 or by email:

## **RESIDENTS' COMMITTEE**

The Residents' Committee at Saint Margaret Residential Centre is composed of residents, family members, and volunteers who are all elected to their positions. The residents' committee is concerned with the respect of the resident's rights and the continuous improvement of their living environment.

## **THERAPEUTIC APPROACH**

Saint Margaret Residential Centre believes in the interdisciplinary approach to resident care and in the firm principle of resident-centered treatment. Upon admission, an individualized plan of care is devised for each resident that best meets his or her needs. This plan which is developed in partnership with the resident and the family is readjusted periodically throughout the stay at Saint Margaret.

## **TRANSFERS**

In order to provide optimum care and sensitize staff to the specific needs of a particular group of residents, individuals are located on nursing units with others having similar physical, psychological or emotional profiles.

When new residents are admitted, it is not always possible to provide them with a bed on a unit best suited to their clinical needs. This means that when the appropriate accommodation becomes available, a resident will be moved to another unit, or another room. This process is called a transfer.

A change in a resident's medical condition may necessitate a room transfer, in which case the resident and their family will be provided with advance notice if possible. We will take all measures possible to make for a smooth transition.

## **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.

## **HEALTHCARE TEAM**

Following the admission of a resident to Saint Margaret, he/she is assessed by staff from various services that collaborate as members of the healthcare team. Team members represent services such as medicine, pharmacy, nursing, social service, physiotherapy services, occupational therapy, therapeutic recreation, and nutrition and food services, who then establish a care plan tailored to the individual needs of a resident. Regular family conferences are held to facilitate the exchange of information and to encourage feedback from the resident and/or family.

### **MEDICAL COVERAGE**

In order to provide a continuity of medical care to residents, physicians are assigned to a particular nursing unit where a professional and trusting relationship is forged between the resident, the family and the physician.

There are dedicated physicians for each unit who are onsite for one half day each week and are available for consults with the nursing team by phone Monday through Friday. After hours and on weekends, there is a physician on call for emergencies.

Our medical team works in close collaboration with the nursing team. The designated physician will contact a resident's family representative directly if there is an urgent issue that needs to be discussed.

### **PHARMACY**

Working in conjunction with the physicians, nurses and other members of the healthcare team, the pharmacist ensures that the resident receives optimal drug therapy. In addition, he/she also monitors the effectiveness, interactions and possible allergies to medications and makes recommendations to the resident, the family, the physician and nursing staff.

### **NURSING**

The Department of Nursing and Clinical Services is committed to providing excellent geriatric nursing care. The nursing staff is made up of nurses, nursing assistants, nursing aides and PAB's (orderlies), who are on duty 24 hours a day. The focus of their practice is the well-being and quality of life of the residents, in a warm and safe environment. The nursing team, together with the resident and family, assesses and designs the care plan. The nursing team is accountable to provide, coordinate and evaluate the nursing care. Their dedication contributes to maintaining the residents' dignity and meaning in life. An important nursing objective is to continually upgrade the professional approach to care by means of ongoing staff development, educational and nursing research.

### **SOCIAL SERVICE**

Placement in a long-term care establishment can sometimes be a stressful experience for the newly admitted resident and the family. Adapting to this major life change requires a period of adjustment which varies with each individual. One of the principal functions of Social Service is to ease the transition into Saint Margaret for the resident and family and

to support them in their integration and adaptation. Social Services is available to provide support, education, and to help solve problems which pertain to the care experience.

## **REHABILITATION**

### **OCCUPATIONAL THERAPY**

The Occupational Therapists assess the resident's level of functioning in daily activities with the goal of maintaining functioning through the use of assistive technology, compensatory measures, and/or environmental adaptation.

When admitted to the long-term care centre (CHSLD), the resident will receive a safety screening from a Rehabilitation professional. Depending on the resident's needs, the Occupational Therapist will develop an intervention plan in the domains of positioning, mobility, feeding, skin integrity, restraint alternatives, cognitive abilities, and adaptation process, among other areas. Ongoing occupational therapy with a resident is initiated at the request of the unit's professional team, and in collaboration with the resident and family.

### **PHYSIOTHERAPY SERVICES**

The aim of Physiotherapy Services in long-term care is to maintain the residents' functional mobility abilities. This is achieved through the use of therapeutic exercises and techniques, aids and adaptations. When admitted to the long-term care centre (CHSLD), the resident will receive a safety screening from a Rehabilitation professional. Depending on the capacity and needs of the resident, a specific physiotherapy intervention plan is developed and implemented in collaboration with the care team.

### **THERAPEUTIC RECREATION**

The philosophy of Therapeutic Recreation is based on the premise that leisure is a critical aspect of the human experience and has a vital impact on quality of life. The process of identifying each resident's leisure interests is initiated at admission and continues throughout their stay. Individual and/or group activities are offered to residents to address their specific emotional, cognitive, social, physical and spiritual needs. As part of the therapeutic recreation program and in order to maintain contact with the community at large, outside performers and service providers also visit the centre to entertain and stimulate residents.

### **PRIVACY AND CONFIDENTIALITY**

Resident confidentiality is important to us, and we will take all measures necessary to respect your privacy. At the same time, we ask all of our residents, families and visitors to respect the privacy of other residents at the centre.

## **GOOD TREATMENT IN OUR RESIDENCE**

Good treatment is an approach that aims to respect all people, their needs, their wishes and their choices, including their refusal. It is expressed in attention, cooperation, attitude, interpersonal skills and know-how that respects values, culture, beliefs, life history and individual rights and freedoms (1).

Here are the guiding principles of good treatment for older adults (2). These principles also apply to adults in vulnerable situations.

1. Put the person at the center of the action.
2. Promote self-determination and empowerment of older people so that they can take control of their own lives and make decisions in line with their values, lifestyle, culture, etc.
3. Respect the person and their dignity so that they feel taken into account and regain their self-esteem.
4. Promote social inclusion and participation to increase the well-being of older adults who want to break their isolation and contribute to society.
5. Use actions and interactions that combine skills and judgment (know-how).
6. Provide coordinated support to take the most appropriate action for each dimension of the senior's life (e.g.: housing, health, nutrition, love and family life, etc.), always respecting the older adult's choices.

## **AN ENVIRONMENT FREE OF MISTREATMENT**

Mistreatment is defined as a single or repeated act, or a lack of appropriate action, that occurs in a relationship where there is an expectation of trust, and that intentionally or unintentionally causes harm or distress to a person.

Mistreatment can be physical and violent such as shoving, hitting, force-feeding, inappropriate use of restraints. It can be sexual such as inappropriate touching or molestation, it can be psychological such as name calling, humiliation, manipulation or ignoring. It can be financial such as theft of money or possessions. It can also be neglect such as failure to provide a reasonable level of comfort, safety and assistance.

Should you witness a situation that you feel may be considered as mistreatment, please inform the head nurse of the unit.

At any time, you can contact the Ombudsman's office at 514-340-8222 # 24222 or by email at [ombudsman.ccomtl@ssss.gouv.qc.ca](mailto:ombudsman.ccomtl@ssss.gouv.qc.ca).

For free, confidential and bilingual consultation regarding a situation of mistreatment, you can contact the Elder Mistreatment Helpline at 514-489-2287 from 8 am to 8 pm, 7 days a week.

### **VISITING HOURS**

Visiting hours are from 9:00 a.m. – 8:00 p.m. On an exceptional basis, families may visit during the night with the approval of the head nurse. Please note that all public areas are closed at night and visiting is restricted to the resident's room.

Once on the unit, you must inform the nursing staff of your presence;  
During the night hours, be careful not to disturb other residents' sleep;  
When you take the resident out of the nursing unit, for a tour in the building or in the gardens, please inform the nursing staff.

### **SAFETY**

Safety is a top priority at Saint Margaret Residential Centre.

In your room, you have access to a call button, generally located near the head of the bed. There are also call buttons in the bathroom in your room, on the unit and in certain common areas.

To ensure the safety of residents, certain doors are locked. Similarly, certain measures are taken, such as limiting access at the entrance doors in the evenings and at night, as well as magnetized doors in the stairwells. Depending on the need, some residents may be asked to wear a bracelet to limit wandering.

The residence has a fire alarm system and the staff is trained to intervene rapidly and safely in an emergency, primarily in case of fire. To reduce the risks of fire, lighting candles is prohibited.

Employees also receive training related to safety, prevention of infections and the safe movement of residents.

### **VOLUNTEERS**

Hundreds of volunteers give their time annually and are involved in all of the long-term care sites of CIUSSS West-Central Montreal where they play a vital role in enhancing the therapeutic milieu.

They bring the outside world to the residents to let them know that they are not forgotten. They cater to the residents' social and emotional needs by providing them with more individualized attention.

Those interested in joining the volunteer team may contact the Department of Volunteer Services at: 514-484-7878 extension 63146.