

SAINT MARGARET RESIDENTIAL CENTRE WELCOME GUIDE

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

Québec 

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

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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.

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

Since 1981, 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 and ensure you feel at home.

Once again, welcome.



Barbra Gold

Barbra Gold
Director of the Support Program
for the Autonomy of Seniors (SAPA)
Integrated Health and Social Services
University Network for West-Central Montreal



Viki Doucette

Viki Doucette
Nurse Manager, Saint Margaret
Residential Centre

History of the Saint Margaret Residential Centre

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 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 nuns, a minimum of three nurses and 40 kitchen, laundry and maintenance workers.

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

In 1986, the Quebec government decided to build a new home to be named the Saint Margaret Residence (*Centre d'Acceuil 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.

Since April 1, 2015, Saint Margaret Residential Centre is a member of the Integrated Health and Social Services University Health Network for West-Central Montreal.

Our Mission

Founded by the Catholic 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. Funding for special projects comes from the Drummond Foundation, which has been supporting Saint Margaret since the days of the nuns.

ADMISSIONS

In accordance with regulations, all requests for placement at Saint Margaret Residential Centre are processed by the health and social services body for the geographic area Integrated Health and Social Services University Network for West-Central Montreal (CIUSSS West-Central Montreal). Requests are reviewed by healthcare professionals and the decisions are made according to the person's needs. Wherever possible, efforts are made to provide services in order to maintain a person in their own home.

A social worker from the community – either at a CLSC or an acute care hospital – must make an official request to the CIUSSS West Central Montreal who then prioritizes those on the waiting list according to the urgency of each case.

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, 2018, room rates are as follows:

private \$1867.50 per month

Rent is due on the first of each month. An automatic withdrawal service is available in order to facilitate the monthly payment of your rent.

Upon your arrival, a trust account is also opened under your name in order to facilitate purchasing of services (hairdresser, mini-mart, foot care, clothing labels, etc.) in the residence. The clerk in finance will meet with the family/resident to explain the procedure of the trust account. At that time the family/resident can decide the amount that they would like to have at all times in the account to pay for services mentioned above. The family/resident puts money in the trust account either by a pre authorized payment with a void cheque or credit card. The contact information for this department, as well as the list of products provided by the residential centre is included in this welcome kit.

IDENTIFICATION OF RESIDENTS

Upon your arrival, we will take a photo of you so that we ensure your proper identification during distribution of medications by our nursing staff. We may also propose placing a photo at the door of your room if you agree. Following your evaluation, the nurse may place an identification bracelet on your arm if necessary.

PERSONAL BELONGINGS

You may bring personal items and money, but the residence is not responsible for personal property that breaks, is lost or disappears. We encourage you not to bring items of great financial value. For more information, please review the information included with this guide.

PETS

Visitors may bring a small pet (cat or dog) according to the established rules. Amongst the rules is a proof of vaccination. Upon arrival, please inquire about our policy concerning the presence of animals in our Centre.

OTHER SERVICES

For a fee, there are a number of professional services available on site including foot care, hairdressing, and dental services. All such costs, if applicable, will be added to the resident's account.

Information will be given to you in the weeks following your arrival and your consent will be required for these services.

TELEPHONE, CABLE AND INTERNET

These services can be installed in your room however you must assume the costs for installation and usage. To do so, please speak to your nurse. These services are provided by a private company (Bell or Videotron) and are entirely your responsibility.

If you do not wish to have these services in your room, a telephone and television with cable are available to residents in the lounge of each floor. A computer with Internet access is also available to residents.

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.

YOUR NEW HOME

A single room will be assigned to you upon your arrival.

We invite you to bring personal items so that you can set up your room according to your tastes in order to feel comfortable. You may bring a television, radio and objects to place on the furniture according to the space available. If you wish to hang pictures or other items on the wall, please speak to your nurse.

If you would like to bring your own furniture, you must speak to the Occupational Therapist **beforehand** in order to ensure that adequate space is available and you are responsible for maintaining any furniture that is brought in. An air conditioner can be installed but it must comply with the safety norms of the centre and you must respect the procedures for its maintenance. Please speak with your Social Worker for all necessary information before obtaining an air conditioner.

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.

LAUNDRY

Upon admission, we will provide a **one-time** labelling service at a cost of 50\$. The residence takes care of washing clothes identified with your name, but you may decide to do it yourself. We ask that you label all of your clothes in order to facilitate the washing process and to avoid errors.

Wearing adapted clothing is recommended if you have difficulties getting dressed. If you wish, we could provide you with the names of companies to order what you would like at your own cost.

MEALS

The main dining room is located on the 1st floor. Only residents who can eat independently are able to eat there. Dining rooms are available on all the units. We promote eating meals in these meeting places.

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

LEISURE ACTIVITIES

You are invited to participate in leisure activities tailored to your needs. The staff of the recreation department, assisted by volunteers and with the collaboration of staff from the units, organize recreational activities. A recreation therapist will evaluate the best activities based on your individual interests and abilities. Members of your family and your friends are encouraged to join you in these activities.

INVOLVEMENT OF YOUR FAMILY AND FRIENDS

The involvement of your family and friends will help adapt to your new living environment. Throughout your stay and if you wish, we will communicate with them to share information regarding your particular needs as well as your state of health. Upon your arrival, you must designate a person of your choice with whom we can communicate.

Your family members and friends are welcome. Our visiting hours are every day from 9:00 a.m. – 10:00 p.m. We count on your discretion to ensure a calm and respectful climate for the other residents.

Your family and friends are invaluable collaborators and their presence contributes to the improvement of your living environment. They may accompany you to leisure activities, meals, outings, or to the indoor and outdoor common areas of the residential centre.

OUTINGS

It is important that you advise the staff when you will be absent. For an outing of several days or weeks, we ask that you inform the nurse two weeks in advance so that she can prepare your medication for the time that you will be away.

CELEBRATIONS OR FAMILY GATHERINGS

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

YOUR LIFE STORY

We'd like to get to know you better, which will help us with your care plan. If you wish you can tell us about your life before you arrived here at the residence. With help from your family or friends, we invite you to complete a short form to share certain elements about your life. The information that you agree to share with us will be respectfully communicated to the staff of the unit. Sharing this information will enable us to better understand your needs and preferences so that we can respond in the best way possible. This form will be given to you upon arrival.

MEDICAL CARE

You will receive quality services on the basis of an evaluation of your needs and the available resources. Throughout your stay, we encourage you to carry out your daily activities according to your abilities, in order to maintain your autonomy.

The nursing team is composed of nurses, licensed practical nurses and PAB's and is available 24 hours a day, seven days a week. In addition to the care related to your health, the staff will offer you, according to your needs, the necessary help on a daily basis for your hygiene care, getting dressed, your meals, etc.

You will have access to a treating physician and they will ensure your medical monitoring. They will prescribe your medication, which will be provided at no cost by the pharmacy service. If you take non-prescription medications, such as vitamin supplements or natural products, it is important that you inform your nurse so that she can ensure follow-up with the physician and pharmacist and that these products are compatible with your prescribed medications.

In case of emergency, an on-call physician can be reached by telephone at all times. If you have to go to a medical appointment outside of the residence, a family member or friend must accompany you.

Depending on your needs, certain equipment, such as a wheelchair, specialty pillow, walker or orthotics, may be provided during your stay. This equipment belongs either to the *Régie de l'assurance maladie du Québec (RAMQ)* or to the residential centre and must be returned.

In the weeks following your admission, you and your family will be invited to attend a meeting so that you can be involved in the design of your care plan. This plan will be revised according to your state of health, at least once a year.

Following your admission, we will invite you to discuss your wishes with respect to the level of medical intervention and cardiopulmonary resuscitation.

CODE OF CONDUCT

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, we suggest a non-monetary gift that can be shared amongst staff on the unit or a donation to the Auxiliary.

RESPECTFUL LANGUAGE

In order to adopt a respectful approach, residents are referred to by their family name. If you prefer to be addressed by your first name, please let us know.

CONFIDENTIALITY OF YOUR MEDICAL FILE

The information that concerns you is confidential and you may ask your health care team any questions about your health condition. However, if you would like to consult your medical file, you must ask the nurse who will explain the procedure to follow in conjunction with the archives service.

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 or lanterns is prohibited.

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

TOBACCO USAGE

Residents may smoke only in designated areas. For safety reasons, lighters and other smoking items may be held at nursing stations or under lock and key. In addition, it is strictly prohibited for visitors, family members and employees to smoke indoors. They must smoke outside, at a distance of more than nine meters from all entrances.

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.

RESIDENTS' COMMITTEE

The Residents' Committee at Saint Margaret Residential Centre is composed of residents, family members, volunteers, and/or staff members. It is concerned with the respect of your rights and the continuous improvement of your living environment. The president of the Residents' Committee sits on the Users' Committee.

USERS' COMMITTEE

The Users' Committee is made up of residents and volunteers, some of whom are members of the residents' committee. They are elected to represent users and can also provide information on the rights of users and support in the treatment of complaints.

A pamphlet is included with this guide and provides you with more information about these committees.

COMPLAINTS PROCESS

It is important that you inform us if you are dissatisfied. To do so, we suggest that you first speak with the nurse on your floor. The nurse will try to correct the situation or find a solution to the problem. Depending on the case, the nurse can also direct you to the right person: either the head nurse of the unit or the head of the service concerned. In most cases, this simple step will be enough to resolve the issue. However, if the problem persists, you may contact the Site Manager. If you are not satisfied with those results, you can contact the Local Service Quality and Complaints Commissioner (Ombudsman). For more information, please consult the pamphlet that is included with this guide.

