

# Welcome

**Our team is pleased to welcome you to your new living space.**

This is your home.



**During your stay, we will make it our duty to:**

- Respect your tastes, preferences, differences, and freedom;
- Offer you a warm, humane, and respectful environment;
- Listen to you and seek to understand you by respecting your values, customs, and beliefs;
- Offer you a living environment adapted to your strengths and abilities with a focus on enhancing your potential for continuing fulfilment and self-actualization;
- Encourage discussions with your loved ones, staff, and community members.

**Your loved ones are invited to get involved in all aspects of your life so that together we may contribute to your well-being.**

# Table of Contents

<b>Message to loved ones</b> .....	<b>4</b>
<b>Living environment</b> .....	<b>7</b>
Mission .....	7
Values .....	7
Appropriate behaviour .....	7
<b>Arrival</b> .....	<b>8</b>
Accompanying beneficiary attendant .....	8
Your background .....	8
Room .....	8
Telephone and television set .....	9
Storage .....	10
Personal belongings and valuables .....	10
Personal care products .....	10
<b>Your stay</b> .....	<b>11</b>
Visitors .....	11
Parking .....	11
Outings .....	11
Tips, gratuities, and gifts .....	11





<b>Safety and security</b> .....	<b>12</b>
Use of tobacco and other flammable substances .....	12
Falls .....	12
Control and isolation measures .....	12
Prevention of infections .....	13
<b>Services</b> .....	<b>16</b>
Your needs assessment .....	16
Nursing and Assistance care .....	16
Medical care and services .....	16
Animation and Recreation .....	17
Professionals .....	17
Pharmaceutical services .....	17
Food and nutrition .....	18
Specific needs .....	18
Spiritual care .....	18
Mail .....	18
Hairdressing and foot care .....	19
Cleaning and maintenance .....	19
Laundry .....	20
<b>Administrative services</b> .....	<b>22</b>
Admission and discharge .....	22
Satisfaction survey .....	22
<b>Residents' Committee</b> .....	<b>23</b>
<b>Foundations and volunteers</b> .....	<b>24</b>
<b>Charter for well-caring</b> .....	<b>25</b>
<b>Complaints</b> .....	<b>26</b>
Complaint form .....	27

# Message to loved ones

## Your involvement

It is extremely important to keep close ties with your loved one while he is lodged. Those bonds will help him to satisfy his social and affective needs. That contact will help him to maintain ties with what was meaningful to him throughout his life. The caregiving staff may need to get to know your loved one better through your testimony. We highly encourage both your presence and participation.

Your participation in the daily life of the resident may take various forms. **For example, you can:**

- Accompany him in the recreational activities organized by the institution;
- Entertain him by listening to music together or by participating in other activities that are meaningful to him (our recreation worker can help you find some);
- Go outdoors with him (after notifying a caregiving staff member);
- Helping him to eat if his condition requires it.

**These are privileged moments for your loved one.**

For safety reasons, you can only help your loved one to eat. Before helping your loved one to eat, ask the attending staff to explain the aspects that need to be considered. **Make sure you:**

- Wash your hands before and after helping your loved one to eat.
- Get down to the same height as your loved one.
- Respect his pace and autonomy.
- Comply with his diet.
- Do not mix foods or change textures.
- Notify the caregiving staff of any problem.

Do not hesitate to share information with us so that we can get to know your loved one better.



**The admission of a loved one to a residential centre can be trying. It is normal to experience conflicting feelings and to take some time to adapt to the new circumstances.**

**If needed, you can call the community organization APPUI at 1-855-852-7784 to learn more about available resources that can provide support near you.**

## **Lodged loved one with a cognitive disorder**

Disease may result in your loved one's memories becoming increasingly foggy. The presence of a loved one, however, is always reassuring. Even as faces and names fade away, simple gestures can make all the difference: a smile, a soft reassuring voice, a touch, a scent of perfume, etc.

If you need help to gain a better understanding of your loved one's disease, the caregiving staff can inform you so that you can communicate better with him.

## **First respondent**

We will transmit information about your loved one via the identified first respondent. This respondent must be chosen by the resident if he is fit to do so; otherwise, his loved ones together will choose a respondent. The caregiving staff will communicate with this person a regular basis to get him to participate in certain decisions. The respondent will be responsible for keeping the other loved ones informed of any change in the condition or status of the resident.



**This icon is used in the guide to indicate when your participation is particularly appreciated.**

## Falls prevention

Falls are unfortunately frequent accidents. Loved ones play an essential role in preventing falls. **Here are a few tips:**

- Ensure your loved one has properly adapted shoes (correct size, non-slip, etc.).
- Make sure his clothes fit (neither too short nor too long).
- Never clutter the room and clear enough space to move around the bed and through the room.
- Install a night light, if needed.
- Make sure your loved one's walking aid (walker, cane, etc.) is within his reach before leaving.



# Living environment

## Mission

Here you are at a residential and long-term care centre (CHSLD). Its mission is regulated by the Act respecting health services and social services. The CHSLD offers a living environment, on a temporary or permanent basis, to people who can no longer live in their natural environment by reason of loss of autonomy.

The CHSLD must offer services to respond to the various needs of its residents. Quality care is offered from the time of admission to the end of life of the resident.

Every CHSLD welcomes a diverse clientele. Some adults are sound of mind but physically dependent. Others are mobile but have severe cognitive impairment. Many have health problems that require specific expertise.

## Values

We agree to put you and your loved ones at the very heart of our actions by respecting the following values:

- **Humanism:** Accompanying you and respecting you for who you are;
- **Adaptability:** Innovating to offer you quality care and services.
- **Commitment:** Dedicating ourselves to you.

You can consult our code of ethics.  
It is in your folder.



## Appropriate behaviour

Violent behaviour, psychological and sexual harassment, bullying, verbal or physical threats, and other inappropriate behaviour, regardless of their origin, will not be tolerated in our living environment.

# Arrival

On the day of your arrival, you will be greeted by a staff member. He will accompany you to your room, introduce you to coworkers, guide you, and answer your questions.

Assistance will be offered to help you fill out certain documents. Your picture will then be taken so that our team can properly identify you when you receive care or services.

## **Accompanying beneficiary attendant (orderly)**

You will soon become acquainted with your designated beneficiary attendant. He will regularly work with you, enabling significant ties to be established. Through this proximity, the beneficiary attendant will become the spokesperson for your habits, wishes, and preferences. He contributes to your receiving better personalized care and services and to their follow-up while encouraging communication with your loved ones.

## **Your background**

We are interested in your background! To help us to get to know you better and to have a privileged relationship with you, we invite you to complete the life story document contained in the welcome folder. We ask that you please return it to a caregiving team member (e.g.: your accompanying beneficiary attendant) within two weeks.

With your consent, this information will be posted in your room so that your residential centre's staff can get to know you better and personalize the accompanying care and services offered to you.

## **Room**

A room is offered to you according to your needs and the space available at the moment.

Your room is furnished and has every commodity. We encourage you to decorate it according to your taste: bedspread, photos, frames, etc. Please speak to your accompanying beneficiary attendant or to any other caregiving team member if you wish to hang objects on the wall.

You can bring your devices (e.g.: radio, television set, fan, alarm clock) and extension cords so long as they meet safety guidelines.

## Room (continued)

Armchairs must be upholstered with leatherette or vinyl to enable proper disinfection. We thank you for preventing clutter or having dangerous or fragile objects in your room to ensure both your safety and that of our staff. Do you wish to add other belongings or furniture (e.g.: a refrigerator or an air conditioner) to your room? Please speak to your accompanying beneficiary attendant who will refer to the nurse in case of need.

You are responsible for the maintenance and repair of your objects, furniture, and electrical or electronic devices.

**For safety reasons, the following objects are not authorized:  
toasters, microwaves, heaters, kettles, irons, electric cushions  
or blankets, tea lights, and candles.**



Armchairs must be upholstered with leatherette or vinyl to enable proper disinfection.

Please note that in some specific clinical situations, we may be obligated to transfer you to another room. Rest assured that we will notify you in advance.

## Telephone and television set

Every room has a phone jack and cable access. You can bring your telephone and your flat screen television. The maximum authorized dimensions of your TV set are specified in the cable television services document contained in your folder.

You may bring your headset for improved listening.

At some residential centres, telephone and cable services are provided at a monthly rate. When that option is not available, you will be given the coordinates of local service providers upon request. You are responsible for installing and for paying for those services.

## Storage

Limited storage space does not make it possible to store your out-of-season clothing and voluminous personal belongings. Please make the proper arrangements for their storage. We ask that you avoid accumulating objects and cluttering your room.

## Personal belongings and valuables

We are not solely responsible for any damage, loss, or theft of your personal belongings (jewels, souvenirs, etc.). Regarding this aspect, it is highly recommended that you have personal property and liability insurance.

## Personal care products

**We provide you with the following products free of charge:**

- Soap
- Deodorant
- Facial tissues
- Shampoo
- Toothpaste
- Toilet paper
- Moisturizing cream
- Incontinence products

**You can also use products of your choice;  
however, you must purchase them.**



**You need to bring the following items:**

- Toothbrush
- Dental prostheses products
- Electric razor
- Comb
- Hair spray
- Gel
- Sunscreen
- Mouth wash
- Shaving products
- Brush
- Conditioner
- Beauty products
- Nail file
- Nail clipper



# Your stay

## Visitors

Your visitors are welcome. There are no restrictions on visiting hours as long as you respect the other residents' need for quiet.

We encourage your family and loved ones to participate in your care and in the centre's activities.

Your pet can visit you; however, compliance with specific guidelines is required for health and safety reasons. Speak to your accompanying beneficiary attendant or a caregiving team member to learn more about those guidelines. A pet may be refused entry if the guidelines are not respected.

## Parking

Your loved ones have free access to the visitors parking. If your residential centre has parking fees, two permits will be offered to your loved ones so that they can park free of charge. Parking information will be given to you at the time of your admission.

## Outings

Do you plan on going on an outing? Please notify a caregiving staff member so that we can prepare what you need to take with you. You must make the reservation and pay for your transportation fees.

Do you need adapted transportation? Please ask a caregiving staff member for information. He will gladly assist you.

## Tips, gratuities, and gifts

The staff is not permitted to accept tips, gratuities, or gifts. If you wish to extend your gratitude, please tell a caregiving staff member who will gladly pass on the message.

# Safety

We take it to heart to maintain your autonomy in a safe environment.

All our rooms, toilets, and bathrooms have a call system in case you need assistance. Your residential centre also has a fire alarm system. If the fire alarm rings, please wait for instructions from staff.

## Use of tobacco and other flammable substances

We offer a smoke-free environment. Please note that regulations govern the use of tobacco, e-cigarettes, and other flammable substances at your residential centre. Guidelines regarding cannabis and vaping for recreational or medicinal purposes are also available. If you have any questions, please do not hesitate to ask the caregiving personnel.

## Falls

Many people admitted to the residential centre are at risk of falling due to their health status. Staff members strive to enforce preventive measures.

At the time of your admission, your risk of falling will be assessed. To guarantee your safety, you may be advised to take certain measures, including using a walker or a cane.

## Control and isolation measures

We are committed to following best practices and the Ministère de la Santé et des Services sociaux's orientations on the exceptional use of control and isolation measures.

Control and isolation measures consist in preventing or limiting a person's freedom of movement through the use of human force, the use of a mechanical means, or deprivation of a means used to alleviate a disability.



The use of contention is exceptional. It is used as a last resort after all possible alternative measures have been applied or in the event you present a danger to yourself or to others. You or your loved ones will be involved in the decision process regarding the use of these measures.

We encourage the implementation of strategies to avoid restricting your movements. For example, we can use a surveillance technology such as a movement sensor pad.



## Prevention of infections

In order to lower the risk of transmitting infections in your living environment, here are a few simple, effective means you should adopt:

### Wash your hands:

- before leaving and returning to your room;
- after going to the bathroom;
- after sneezing, coughing, or wiping your nose;
- before eating;
- when your hands are clearly dirty.

### If you cough:

- do so in the crook of your elbow;
- wash your hands often (after sneezing, coughing, or wiping your nose);
- wear a mask (if you have a cough and a fever).

### Flu vaccines (flu shots):

- Flu shots are offered every autumn.
- Immunization is the best means to protect yourself from the flu (influenza) and its complications.

### Further precautions:

- Depending on the type of virus or infection that is present in your living environment, additional measures may be taken to protect you (staff wearing gloves, gowns, and masks, and the resident being confined to his room).
- Room confinement is a temporary measure that prevents the infection from being transmitted to other residents, staff members, volunteers, and visitors.
- It is important to comply with the measures posted next to the door of your room to prevent infections.
- Visitor access may be temporarily restricted to prevent the spread of germs.
- Please address your questions to a caregiving staff member, if necessary.

### Visitor guidelines

- Visitors must postpone their visit if they are sick (flu, gastroenteritis, fever).
- They must follow the instructions given by caregiving staff to prevent infections.



**The less clutter  
and the clearer your living space,  
the easier it will be for the sanitation  
teams to disinfect your room.**

Hand hygiene prevents infections transmitted in healthcare settings.

# PLEASE, WASH YOUR HANDS!

## Did you know?



**1 in 9** patients in Canada will get an infection during their hospital stay.



**Germs** can be shared many ways, including on patients' hands.



Many of these infections can be prevented through good **HAND HYGIENE.**

## “It’s okay to ask me!”

Hand hygiene is everyone’s responsibility. Patients/family members: **IT’S OKAY** to ask your healthcare provider if they remembered to clean their hands.

## YOU ARE A PATIENT OR A VISITOR?



TOGETHER, LET’S PREVENT INFECTIONS

**1** After using the washroom



**2** Before eating



**3** After coughing or sneezing



**4** Leaving the room



Source:

This document is based on the “Hand Hygiene 2016 Infographic” available on the Hamilton Health Sciences website.



# Services

## Your needs assessment



A meeting with the caregiving team and other professionals is planned within the four to six weeks following your admission. You and your respondent are invited to attend. The goal of the meeting is to assess your overall needs and to establish your interdisciplinary intervention plan. This plan specifies the services you will need.

A needs assessment meeting is planned annually or as required by your condition.

## Nursing and custodial care

A competent caregiving team concerned with your well-being will accompany you 24/7 in your daily regime: hygiene, eating, comfort care, and recreational activities.

The team is composed of a manager, nurses, nursing assistants, beneficiary attendants, and service aides. A daily personalized accompaniment plan will be developed with your collaboration and that of your loved ones. We can thus identify your needs and guarantee a personalized approach. Our priority is to maintain your autonomy and well-being while respecting your abilities and preferences.



## Medical care and services

At every residential centre, a team of physicians offers medical care and services in case of emergency (on call 24/7). The physician will visit you in your room. We will recommend that you go to the hospital if the examinations and care you need are offered there. Your loved ones will be invited to accompany you to your medical appointments and other exams. Our staff will schedule your appointments and manage your transportation and, when needed, have a person accompany you depending on your health status.





## Animation and Recreation

The recreation worker plans, coordinates, and hosts community, group, and individual recreational activities. Volunteers, professionals, and caregiving team members support the recreation worker so that he can offer varied recreational activities, including physical, intellectual, social, spiritual, and artistic activities that are adapted to your needs and preferences. These activities have a therapeutic objective to stimulate your senses while giving you a sentiment of pleasure and well-being. They also provide an opportunity to socialize.

Your loved ones are encouraged to participate in the different activities by accompanying you in them. Furthermore, material is available at each residence to engage in activities with your loved ones. These activities are important. They enable you to spend quality time with those who matter to you.



Internet is available at every residential centre. You can access it on your tablet, computer, or other device to communicate with your loved ones. Speak to the caregiving team for further information.

## Professionals

A variety of professional services, including psychosocial and nutrition, are offered at our residential centres. Those services will be provided upon the recommendation of a physician or of the caregiving staff.

We offer rehabilitation services to maintain your autonomy for as long as possible and this in close collaboration with the caregiving team. Following your needs assessment, with your participation, the rehabilitation team will establish a plan to maintain your abilities. The team will see to it that you obtain the supportive equipment you need (e.g.: geriatric chair, wheelchair, walker, etc.).

## Pharmaceutical services

Every residential centre has a pharmaceutical service. The cost of prescribed medications in the RAMQ form (Régie de l'assurance maladie du Québec) is included in your residential services. If that is not the case, the pharmacist may, with your physician's permission, provide an alternative medication. If that option is not available, you must pay for the full cost of the medication. We will notify you if such a case occurs.

## Food and nutrition

We pay particular attention to mealtimes because we know that it is a meaningful social activity for many residents.

At the time of your admission, an employee will meet with you to learn about your dietary preferences. Your meals will be personalized according to the available offering, your tastes, and your medical condition. During your stay, your menu may be adjusted as your needs and your dietary habits evolve.

The menus are posted in the dining room. An alternative choice is offered to those who do not wish to eat the meal they previously selected.

Meals are served according to your condition or preference - in your room or in the dining room. Snacks are also served in the afternoon and in the evening.



Your visitors can eat in the cafeteria. (Business hours and meal prices for visitors are indicated at the entrance to the cafeteria.) Your loved ones can also bring food or snacks that you enjoy and which are adapted to your health status.

## Specific needs

To meet your specific needs (dental prostheses, glasses, hearing aids, wheelchair and tilt wheelchair), the Ministère de la Santé et des Services Sociaux has established mechanisms for financial aid. These mechanisms to obtain the aid you need are specific to your financial situation. For further information, contact the officer at the reception desk of your residential centre.

## Spiritual care

The pastoral facilitator offers assistance and moral, spiritual, religious, or ethical support to residents and their loved ones. With the caregiving team and in respect of your beliefs, personalized pastoral accompaniment may be offered. When needed, a religious leader may be called upon.

## Mail

Mail service is available. You can mail your letters after paying the postal rate in effect. Ask the caregiving staff where mail is collected.

Residential centre staff ensure mail distribution. You can subscribe to a publication of your choice. We will gladly send it to your room.

## **Hairdressing and foot care**

These services are offered at your residential centre by professionals recognized by our institution. You must pay for these services. The rates and names of the professionals are contained in this folder.

You can also use the services of other professionals who are not mentioned in the list. Hairdressing facilities are available at some centres. Speak to the caregiving personnel if you need further information.

## **Cleaning and maintenance**

Hygiene and sanitation personnel ensure room, common area, and bathroom maintenance.

- Cluttered surfaces will not be cleaned. The number of objects on surfaces must thus be limited.
- You or your respondent are responsible for cleaning your belongings (e.g.: refrigerator, fan, trinkets, etc.).



## Laundry

The laundry service ensures the regular washing of your clothes. You must have the equivalent of at least 7 days' worth of clothes in order not to run short.

Regular laundry includes the washing and drying of «wash and wear» clothing (undergarments, socks, bathrobe, blouse, shirt, vest, pants, shorts, skirt, dress, pyjamas) designed to be washed and tumble dried in the regular cycle. Your loved ones will need to take of any particular clothes maintenance (e.g.: ironing, pressing, flat drying, dry cleaning, etc.).

Your loved ones can also ensure that all of your clothes are washed and maintained. Many facilities provide washing machines and driers for your use.

All of your clothes must be properly tagged (regardless of whether we wash them) to prevent their loss and the cost of their replacement. The tags and tagging of your clothes are at your own cost.

### The tags must:

- be sewn;
- be permanent (do not identify using a marker);
- be clearly visible (labelled at the centre of the neckline; socks in the interior opening);
- indicate your full birth name and the residential centre code, where applicable.



## Residential centre codes

- 05** Hôpital, CLSC et centre d'hébergement d'Asbestos
- ARG** Hôpital et centre d'hébergement Argyll (Sherbrooke)
- 02** Centre de santé et de services sociaux de la MRC-de-Coaticook
- 14** Centre multiservices de santé et de services sociaux d'East Angus
- 20** Centre de santé et de services sociaux de Memphrémagog (Magog)
- 03** Centre d'hébergement Saint-Joseph (Sherbrooke)
- 09** Centre d'hébergement Saint-Vincent (Sherbrooke)
- 08** Centre d'hébergement de Richmond
- 15** CLSC - Centre d'hébergement de Valcourt
- WE** Centre d'hébergement de Weedon
- 06** CLSC - Urgence mineure de Windsor - Centre d'hébergement de Windsor
- 11** Hôpital et centre d'hébergement D'Youville (Sherbrooke)
- CHS** Centre d'hébergement de Sutton
- FF** Centre d'hébergement de Farnham
- CAC** Centre d'hébergement de Cowansville

Some residential centres have other specific requirements for tagging. If applicable, they will be communicated to you soon after you are admitted.

If your health status requires you to wear adapted clothing, we recommend that you speak to a member of the caregiving team. He can suggest a retailer where you can purchase them. You are responsible for paying for your adapted clothing.

**Please note that your loved ones must take care of washing your special linen (bedspread, comforter, etc.). Your linen must nonetheless be identified using the same standards as for your clothes.**



# Administrative services

At the time of your admission, we will invite you and your respondent to a meeting with the reception service, in particular to fill out certain documents. **Please have with you your:**

- medical insurance, social insurance, and hospital cards;
- proof of homologated mandate, curatorship mandate, or a copy of the non-homologated mandate (We will make copies.);
- specimen cheque (if your lodging is paid for by cheque).

The Régie de l'assurance maladie du Québec (RAMQ) administers the «Financial Contribution Program for Accommodated Adults». It also sets the amount of your rent every January. Your financial contribution is determined according to your ability to pay (income and financial assets).

You may ask for a reduction of your contribution if you believe that your financial or family situation justifies it. In that case, you must complete the form entitled «Application for Exemption or Re-Evaluation» available at the reception desk. The reception service can accompany you in your initiative.

You can also call the RAMQ at **1-800-265-0765** (toll-free) for further information regarding exoneration rules.

Please note that your contribution is payable on the first day of every month. Your contribution begins on the day of your arrival and ends on the day of your departure. We encourage direct withdrawals and accept cheques, including post-dated cheques.

## Admission and discharge

It is requested that the personal belongings of a resident be removed from his room within 24 hours of his death or discharge so that staff can disinfect the room and prepare it for the arrival of the next resident within the prescribed deadline.

Loved ones must take the proper initiative to donate clothes or other objects (furniture, refrigerator, etc.) to a community organization.

## Satisfaction survey

We like to receive your comments and suggestions so that we can offer the highest quality services possible. A satisfaction survey will be sent to you regularly to that effect. Please note that your comments will be analyzed and brought to the attention of those concerned.

# Residents' and Users Committees

The residents' and users committee is an ideal means to be heard and to participate in the organization of your living environment. Committee members are elected by residents who are mandated:

- to inform residents of their rights and obligations;
- to foster the improvement of the quality of the living conditions of residents and to assess their degree of satisfaction of residents with regard to the services received from the residential centre;
- to defend the group rights and interests of residents;
- to accompany and assist residents.

To forward your comments and suggestions, please contact the chairperson or the members of your centre's residents' committee. Information about the residents' committee is contained in this folder.

*The involvement of residents and their families  
is a guarantor of success.*



# Foundations and volunteers

The mission of the foundations of the CIUSSS de l'Estrie – CHUS is to maintain the quality of care providers. The coordinates of all of the foundations of the CIUSSS de l'Estrie – CHUS can be found at:

[www.santeestrie.qc.ca/fondations](http://www.santeestrie.qc.ca/fondations)



Through their participation and presence in various social, pastoral, recreational, and good-will visiting activities, volunteers play an important role in your living environment and they enhance everyone's daily life. The volunteers work in complementarity with the care staff. If you would like more information related to the role of volunteers, please do not hesitate to contact us.

The email address to reach us is: [benevolat.ciussse-chus@ssss.gouv.qc.ca](mailto:benevolat.ciussse-chus@ssss.gouv.qc.ca)

# Charter for well-caring



TABLE DE CONCERTATION  
CONTRE LES MAUVAIS TRAITEMENTS FAITS  
AUX PERSONNES AÎNÉES DE L'ESTRIE

## CHARTER for the well-being of seniors in the Estrie region



**WHEREAS** seniors can present a high level of vulnerability;

**WHEREAS** those who work with seniors or spend time with them must contribute to their well-being;

**WHEREAS** abusing seniors is a form of discrimination within the meaning of the Charter of Human Rights and Freedoms;

**THIS DECLARATION SUGGESTS THAT PEOPLE WORKING WITH SENIORS OR SPENDING TIME WITH THEM ADHERE TO THE FOLLOWING PRINCIPLES:**

- Ensure that seniors receive treatment, free from any abuse;
- Ensure that seniors are provided an abuse-free environment;
- Take any necessary measures to ensure that people who work with or spend time with seniors adopt a positive attitude towards them;
- Ensure that information obtained about situations of abuse remains confidential, unless the person has given their consent to reveal such information;
- Take any necessary measures to discourage abuse, whether verbal, psychological, physical, and financial, including gestures, teasing, or insinuations;
- Support the efforts undertaken by seniors who are victims of abuse;
- Agree to include abuse prevention in training and awareness activities.

(Name of the organization)

In witness whereof \_\_\_\_\_  
adheres to the Charter for the Well-being of Seniors.

Represented by: \_\_\_\_\_

Signed at \_\_\_\_\_ on \_\_\_\_\_

Based on the Charter for the Well-being Of Lesbian, Gay, Bisexual and Transgender Seniors of Fondation Emergence.

# Complaints

Do you feel that you were neglected or that your rights were not respected? Do you feel dissatisfied with the way a situation was handled after speaking to the head nurse and the manager? Various recourses are available to you and your respondent to address a complaint. **You can address:**

- The residents' committee (see the brochure in this folder);
- The service quality and complaints commissioner (a complaint form can be found on the following page);
- Your local *Centre d'assistance et d'accompagnement aux plaintes*.

**Estrie:** 819-823-2047

**Montréal:** 450-347-0670

## COMPLAINT FORM

Note: A complaint can also be made verbally, by contacting the Commissaire aux plaintes et à la qualité des services. This form can be completed online at the following address: [santeestrie.qc.ca/complaints](http://santeestrie.qc.ca/complaints)

### 1. USER'S INFORMATION (REQUIRED)

First name : \_\_\_\_\_ Given and last name : \_\_\_\_\_  
Address : \_\_\_\_\_ City : \_\_\_\_\_  
Postal code : \_\_\_\_\_ Phone number : \_\_\_\_\_ Email : \_\_\_\_\_  
Date of birth : \_\_\_\_\_ Hospital card number (if known) : \_\_\_\_\_

### 2. COMPLAINANT INFORMATION (IF DIFFERENT FROM USER)

First name : \_\_\_\_\_ Last name : \_\_\_\_\_  
Address : \_\_\_\_\_ City : \_\_\_\_\_  
Postal code : \_\_\_\_\_ Phone number : \_\_\_\_\_ Email : \_\_\_\_\_  
In which capacity (select one choice) :  
 I am representing an incapable user :  Curator  Tutor  Parent of a minor child  
 Protection mandate  Other : \_\_\_\_\_  
 I assist the user to file the complaint at his/her request  
Note: The complaint will be under the user's name and he/she will receive the conclusion, unless otherwise specify by him/her. (Does not apply to medical complaints)  
 Other (specify) : \_\_\_\_\_

### 3. I authorize that the head of the department involved receives a copy of this complaint form (if necessary):

Yes  No

Note: The physician concerned by the complaint will receive a copy of this form in conformity with article 47 of the *Act respecting Health Services and Social Services*.

### 4. Signature of the user or the complainant: \_\_\_\_\_ Date: \_\_\_\_\_

#### Send this completed form

at one or the other office (depending on the territory concerned)

#### For La Pommeraiie and Haute-Yamaska territories:

Commissaire aux plaintes et à la qualité des services  
CIUSSS de l'Estrie – CHUS  
Hôpital et CHSLD de Granby  
205, Boulevard Leclerc Ouest  
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#### All the other territories of the Estrie region:

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CIUSSS de l'Estrie – CHUS  
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