



Dear residents, families, caregivers, and staff members,

As the year draws to a close and a new one approaches, we would like to take a moment to extend our warmest wishes to you. May this season be one of sharing, comfort, and joy. The end of the year is also an opportunity to highlight the inspiring initiatives taking place in our communities :

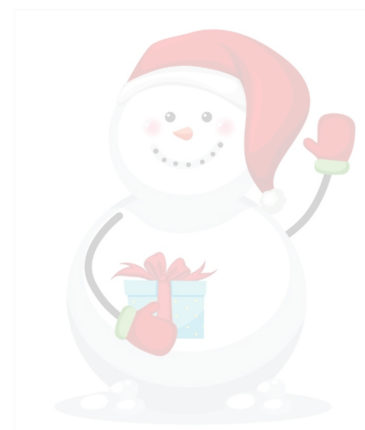
- * **The Orchestre Symphonique de Sherbrooke** is coming for Christmas: check out the concert schedule for all our communities. A precious moment to share.
- * **Recreational activities** : an overview of the new recreational program that will enliven the daily lives of residents.
- * **Residents move to the MDA du Granit** : a few photos of their arrival in their new home.
- * **A glimpse of the awareness day for the housing action plan**, which took place on November 6.
- * **The salon de l'hébergement –March 14, 2026** : an upcoming major event that will highlight our services and projects.

We thank you for your **commitment** throughout the year. Thanks to you, our living environments remain places where quality, humanity, and warmth are at the heart of everything we do.

Happy Holidays to all !

Rosane Rivard

Directrice de l'hébergement en soins de longue durée





A day to improve understanding and provide better support

On November 5, the living environment team of the Long-Term Care Accommodation Direction (DHSLD) organized an awareness day around the Long-Term Accommodation Action Plan. This special day brought together nearly 80 staff members from our 28 living environments: beneficiary attendants, nurses, auxiliary nurses, administrative staff, professionals, and managers.

The theme of the day, "Putting yourself in someone else's shoes," encouraged everyone to take a different look at the daily lives of residents. Throughout the day, participants were encouraged to listen, observe, and reflect "through the eyes" of others: residents, families, caregivers, and colleagues. This simple approach — taking a step back to try to understand another person's experience — enriched the discussions, workshops, and moments of sharing.

The objective was clear: to work together to find even more humane, respectful, and compassionate ways to support the people living in our CHSLD's and senior homes..



This meeting provided an opportunity to forge ties between teams, share best practices, and brainstorm concrete ideas to further improve quality of life in our care settings. Everyone shared the same vision: inclusive, welcoming living environments that are open to the community.

This activity left a lasting impression on all participants. It reinforced an important message: our living environments are, above all, human spaces, where every person matters and deserves to be treated with empathy, kindness, and respect.

The DHSLD is proud of this awareness day, which aims to create even more caring living environments for residents and more supportive ones for families.

At the end of the day, other participants joined us for a themed networking event : "Aging with pride and color — Celebrating inclusion," hosted by Jasmin Roy.

This inspiring and heartfelt moment provided an opportunity to discuss inclusion, diversity, and respect for differences. The conference was moving and inspiring, reminding us of the importance of welcoming everyone as they are, with dignity and acceptance.





GENERAL APPRECIATION

Awareness Day for the Long-Term Housing Action Plan

CIUSSS de l'Estrie—CHUS | 5 novembre 2025

63 people responded

Out of a total of 76 participants

This represents a response rate of 83%

Networking among professionals has encouraged the sharing of best practices, the creation of new synergies, and the emergence of concrete avenues for supporting a new approach focused on the needs of residents, their families, and caregivers, while promoting greater integration of living environments into the community.

Article on the Intranet of CIUSSS de l'Estrie—CHUS



Over 80% of respondents said they were completely satisfied with the activities, entertainment, and venue for the day.



Workshop on elder care, including virtual reality

The satisfaction rate was over 95%, with positive comments. Many participants would have liked to have had more time at this workshop to discuss the topics covered at greater length.



Workshop on caregiving

I appreciated the definition of the difference between well-treatment and benevolence

Very good awareness and understanding of our role towards them

Learning to live with the caregiver including them in our life as a personal assistant with our user.

Workshop: "Acting for and with others, ethics, and risk management"

Although considered highly theoretical, the feedback was overwhelmingly positive. Participants appreciated the presentations and the discussions that followed.

Comments Galore | What was most appreciated about the day

- ⇒ Meeting people and seeing that we are all there for the same reason: the well-being of residents.
- ⇒ All the baggage I bring back with me. It was touching.
- ⇒ Everything!!! Really, it brings us back to being kind and caring, both to our residents and their families, as well as our coworkers.
- ⇒ The goal of becoming more humane in our care.

What was least appreciated? The lack of time to exchange more during the workshops!

Noël en musique avec l'Orchestre symphonique de Sherbrooke

Date de tournée

Région

Représentation

Lieu

1 ^{er} décembre	La Pommeraie	10h30 13h15 14h45	CHSLD Sutton Centre Gérard-Harbec Fover Farnham
1 ^{er} décembre	Le Granit	10h00 14h00	CHSLD Lambton Maison des aînés de Lac- Mégantic
2 décembre	La Pommeraie	10h30 13h15 14h30	CHSLD Bedford Hôpital Brome-Missisquoi-Perkins CHSLD Cowansville
3 décembre	Les Sources	10h30 14h00	CHSLD Weedon Centre des Sources (CLSC)
8 décembre	Sherbrooke	13h15 18h00	Centre Argyll (Hôpital) Centre Youville
9 décembre	Sherbrooke	13h15 18h00	Maison des aînés de Sherbrooke Maison Aube-Lumière
10 décembre	Sherbrooke	13h30 15h15	Centre St-Vincent Centre St-Joseph
10 décembre	Haute-Yamaska	18h30	Villa Bonheur
15 décembre	Haute-Yamaska	10h30 14h15 18h30	Centre Marie-Berthe- Couture Centre Leclerc Maison des aînés de Granby
16 décembre	Haut-Saint-François	10h30	CHSLD d'East Angus
16 décembre	Coaticook	13h15 14h45	CHSLD Coaticook Maison des aînés de Coaticook
17 décembre	Memphrémagog	13h15 15h30	Maison des aînés de Magog CHSLD Magog (Hôpital)
18 décembre	Val-Saint-François	10h30 14h00 18h00	CHSLD Valcourt CHSLD Richmond CHSLD Windsor



News from your living environment

A new home opens its doors :

Welcome to the Lac-Mégantic Seniors' Home !

On **November 18 and 19**, a long-awaited moment finally arrived : **the official opening of the Lac-Mégantic Seniors' Home**. For residents and their families, it was a day filled with emotion, happiness... and above all, pride.

Upon arrival, residents were welcomed home. Their loved ones were waiting for them with smiles, eager to discover the new home, a place designed to offer **warmth, comfort, and tranquility**. Many mentioned feeling like they were stepping into a reassuring new chapter, **in a bright and welcoming environment where life is good**.



This opening was also the culmination of several weeks of effort. The staff at the Maison des aînés—as well as the teams at the La Maison Paternelle and Granit CHSLDs—worked with **dedication, precision and heart** to get everything ready: welcoming rooms, cozy common areas, little touches to make the arrival easier... Nothing was left to chance to ensure that each resident felt comfortable from the very first moment.



Thanks to this collective effort, the two opening days were filled with wonderful moments: **touching reunions, discoveries, and above all, lots of smiles**.

**The Lac-Mégantic Senior's Home is now becoming a new living environment for its residents.
A place that reflects who they are: human, safe, and welcoming.**

News from your living environment

Your voice matters: get involved in our projects !

At Direction de l'hébergement en soins de longue durée, we believe that the best projects are those developed with the people who live in or are involved with our communities. Your ideas, impressions, and experiences are valuable, and we would like to hear more from you.

We therefore invite residents and caregivers who wish to do so to collaborate with the living environment team on a variety of current and future projects. Your participation does not have to be time-consuming or complicated. It can take many forms, depending on your interests and a availability: surveys, interviews, focus groups, working committees, etc. Every little contribution counts and helps us create living environments that are even more humane, welcoming, and tailored to your needs.



Why participate ?

- * Because you are in the best position to tell us what works well and what can be improved.
- * Because your perspective gives meaning to our work.
- * And because, together, we can make a real difference in the lives of the people who live in our CHSLDs and senior centers.

Interested in getting involved ?

It's easy: Scan the QR code below with your smart device, fill out the short online form, and a member of our team will contact you to discuss the options that are a good fit for you.



**TOGETHER, LET'S BRING TO LIFE PROJECTS THAT
MAKE A REAL DIFFERENCE IN YOUR LIVING
ENVIRONMNET**



News from your living environment

A Renewed Recreational Offer to Enrich Everyday Life

Over the past few months, we have been working to modernize and structure our entire range of recreational services to better meet the needs, interests, and abilities of our residents. Inspired by best practices in residential care, these services are designed to promote well-being, social participation, and skill retention, while respecting each individual's pace and preferences.

The recreation department therefore **completes the overall range of care and services**, actively contributing to the well-being, dignity, and quality of life of residents. For us, it is essential to remember that **organizing activities in the living environment is a responsibility shared** between the recreation staff, the care team, and the team of professionals. This collaboration is essential to enable residents to take full advantage of the activities offered.

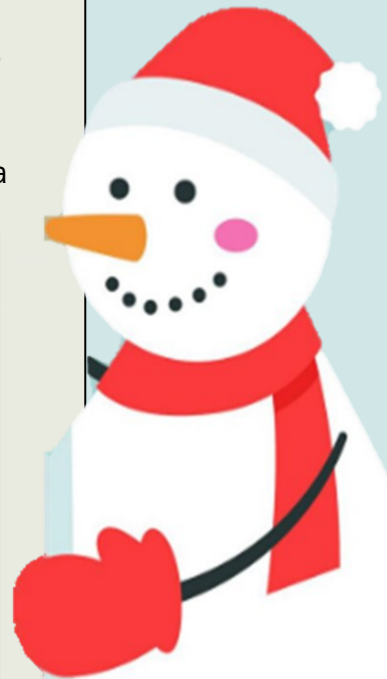
Our vision and principles will create wonderful opportunities for residents to share positive moments with their families, care teams, volunteers, and all those involved in their lives. Members of the recreation team play a vital role in this.

Activities thus become opportunities for mutual assistance, exchange, and support among loved ones. The presence and involvement of families will also help create a sense of normalcy.

This new recreational service program will be rolled out gradually over the coming months. We will then see the community come alive through **organized, spontaneous, meaningful activities**.

Thanks to their creativity, recreation workers will incorporate a variety of elements: technology, outings, Chalet J.A. Bombardier, and community partnerships.

The goal is to offer a **diverse, lively program tailored to the needs of all our residents**.



News from your living environment

March 14, 2026

As the Centre culturel de l'Université de Sherbrooke



An accommodation fair
(for youth, adults and seniors)

Discover, understand, and experience accomodation in all its forms !

Mark your calendars !

We thank you for your commitment and creativity throughout the year.



Recipe for a most rewarding 2026

1. A generous helping of residents' history, so that their roots nourish our approaches to care.
2. Kind attention to loved ones, for the richness of their presence.
3. A generous dose of self-determination, so that everyone can find their own path.
4. A few sprinkles of innovation, to better meet needs.
5. Overflowing community involvement, to raise our ambitions.
6. Genuine recognition for all those who work here and make our living spaces warm and welcoming environments.

Chef's tip: Serve generously. Enjoy all year round, without moderation.