

Autumn 2026

Mon milieu de vie EXPRESS

A fall focused on Action !

This fall, several projects are moving forward with a shared goal : to improve the experience of our residents, their loved ones, and the teams that support them.

Your feedback helps improve our living environments

With **950 responses to the user experience survey**, you've shared your successes with us, as well as ideas for how we can go even further. And we're still listening! A post-admission survey is already in place and will soon be digitized to facilitate the analysis of results and support continuous improvement. Families who wish to do so may also be contacted to continue the dialogue, share their concerns, or ask questions.

Recreational activities that make a difference

An enhanced recreational program is being rolled out: increased staff presence in the evenings and on weekends, as well as an average of two led activities per day to fully contribute to the well-being and quality of life of our residents.

Personalization, participation, and living well together

The Housing Policy is taking shape: getting to know each person better, tailoring support to their personal history and life plans, encouraging their participation and that of their loved ones, and strengthening ties with the community. The fourth edition of the "Invitation to the Community" project, featured in this newsletter, fully supports this approach.

Focusing on collaboration

On november 4, an event to raise awareness about the integrated approach to palliative care and interdisciplinary collaboration will bring together professionals who work with our residents. It's an opportunity to combine our expertise and strengthen the way we provide support.

An event not to be missed

Did you enjoy the first housing fair ? It's coming back on **March 27** ! We can't wait to share more details with you.

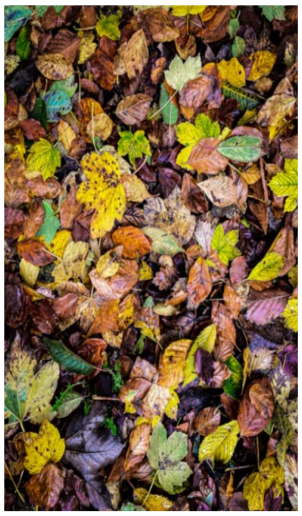
Together let's continue to make our living environments a places where it's good to live and work.

Rosane Rivard

Directrice de l'hébergement en soins de longue durée

Our differences enrich our communities

Every resident arrives with their own story, values, traditions, tastes, preferences, and points of reference. Diversity is found in all these differences—big and small—that make each person unique. It is also reflected in our communities, whether urban or rural, each with its own local character, customs, and ways of life.



Embracing and respecting these differences is part of what makes our communities so rich and gives true meaning to equity and inclusion.

Welcoming each person just as they are, listening without judgment, and supporting them while respecting what matters to them—that is what brings compassionate care to life every day. It also means creating an environment where everyone can find their place and feel respected.

Families and loved ones are invaluable partners in helping us understand and respect what makes each person unique, whether it's a song they've always loved, a family tradition, a comforting recipe, a deeply held belief, or a phrase that brings a smile. As members of the community, they, too, contribute to a culture of well-being where differences are welcomed with openness and where everyone has a place.

In a zero tolerance culture for abuse, respecting differences, promoting inclusion, and caring for one another are all part of the same commitment :

To enable every person to feel fully at home.

As winter approaches, let's think about the comfort of our loved ones

With cooler days ahead, it's important to make sure residents have season-appropriate clothing to promote their comfort and well-being. Even inside the living units, some people may be more sensitive to temperature changes. Comfortable clothing such as warm sweaters, light jackets, or a personal blanket can help make their daily lives more pleasant.



Outdoor outings, walks, and activities organized by the recreation teams are also very much appreciated. To ensure residents can enjoy these activities fully and safely, we invite families to check that their loved one has the necessary clothing : a coat, a tuque or hat, a scarf, gloves or mittens, and shoes suitable for the season.

Did you know that some residential care centers—or nearby organizations—offer access to a thrift store? It's a great way to find seasonal clothing at a lower cost.

Thank you for your valuable cooperation. Together, we're helping to ensure the comfort and well-being of our residents throughout the fall.

To visit the Santé Estrie website specifically the section on long-term Favilities (CHSLD) and seniro living centers

santeestrie.qc.ca/hebergement **Or scan the QR code**

WoW days at Chalet Bombardier : Memories that warm the heart !



Over the past few months, many residents from various long-term care facilities and senior home have had the chance to experience memorable WoW Days at Chalet J.-A. Bombardier

Thanks to the presence of their loved ones, dedicated volunteers, and recreation staff, these outings offered much more than just a simple getaway: they created moments of genuine joy and precious memories.

Located in an exceptional natural setting, Chalet Bombardier is a facility fully adapted and equipped to accommodate people with various disabilities.

Accessible, comfortable, and safe, it allows guests to fully enjoy the pleasures of nature in every season. Whether admiring the scenery, sharing a meal, participating in activities, or simply enjoying the tranquility of the surroundings, every visit becomes a unique experience.

Throughout these days, laughter, conversation, good food, new discoveries, and shared memories were abundant. Many residents were able to relive memorable moments from their past, reconnect with old passions, or simply savor the pleasure of being together in a setting different from their daily lives.

A wonderful show of support for the residents



In total, these events brought together 96 residents, 20 family members, 14 volunteers, and 17 staff members from 12 facilities. This remarkable effort illustrates just what can be achieved when families, volunteers, staff, and partners come together around a meaningful project.

A support that makes a real difference

We would like to extend our heartfelt thanks to the Vitae Foundation, whose financial support made these exceptional events possible. Thanks to its contribution, many residents were able to enjoy meaningful experiences that promote well-being, a sense of escape, and quality of life.

We also want to extend our thanks to all the volunteers, families, and staff members who helped make these days unforgettable. Together, we continue to create living environments where enjoyment, nature, human connections, and discovery take center stage.



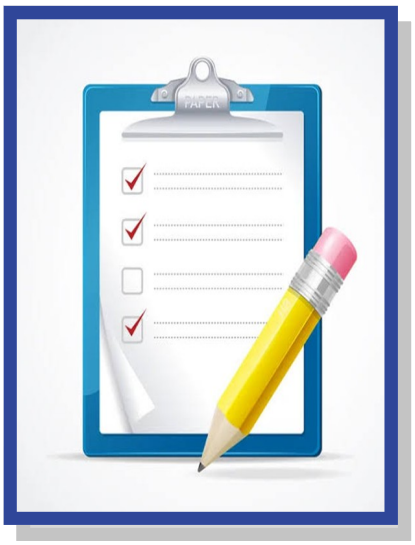






As the accreditation visit approaches

From April 18 to 23, 2027, our residential care facilities will be visited by assessors from **Accreditation Canada**, an independent organization. Being accredited is a legal requirement for health and social services facilities in Quebec. It helps assess the quality and safety of care and services, recognize the facility's strengths, and support continuous improvement.



During their visit, the assessors will observe daily life in our facilities, interact with staff, and speak with residents and family members who wish to share their experiences. These interactions are conducted in a respectful and caring manner. Several practices will be examined, including fall prevention, resident identification, consent to care, hand hygiene, and more.

The preparatory activities you may notice over the coming months serve an essential purpose :

To provide residents with an environment that is increasingly safe, humane, and of high quality.

Interdisciplinary meetings : A time to exchange

As a family member or loved one, you know the resident well. Your observations, questions, and concerns are invaluable in helping us better understand their needs and preferences.

Interdisciplinary meetings bring together the resident, their loved ones, and the relevant care providers to discuss on the best course of action.

You can request a meeting whenever a change occurs, a situation concerns you, or certain care interventions need to be reviewed. You don't have to wait for the annual meeting. Speak with the point person, the nurse in charge, or the assistant to the immediate supervisor.

The team will then determine which staff members to include based on the topics to be discussed.

By participating in these discussions, you help ensure that decisions respect your loved one's choices and are tailored to their needs. Together, we can make a difference in their daily life.



Did you know that...

Oral care in long-term care



Oral health is important for comfort, nutrition, and overall health. When a person loses ther independence, it can become more difficult to brush their teeth or clean their dentures.
Without assistance, oral health can deteriorate rapidly.

A program dedicated to oral health

Your love one benefits from the Quebec Oral Health and Daily Oral Hygiene Program (PQSBHB).

Upon arrival : a personalized assessment

Upon admission, your loved one receives an oral health assessment conducted by a nurse. This assessment allows the team to quickly identify their needs and implement appropriate care from the very first days. The nurse, patient care assistants, and the physician work as a team and then provide daily follow-up care.

Tailored care and products

If necessary, the nurse may request the services of a dental hygienist to provide preventive care for your loved one. This care may include cavity prevention, scaling, and dental X-rays. Thanks to portable equipment, these services are provided directly at the residential care facility, which generally eliminates the need for travel.

***The products needed for daily oral care are provided free of charge. These are high-quality products specifically selected based on each resident's needs.**

Did you know that....

Dental prosthetics

We recommend that you label your dentures before admission to the residential care facility. If this has not been done, the staff can assist you in labeling them to reduce the risk of loss or mix-ups.

On-site dental services

When necessary, a request can be submitted to the program's dental hygienist.
Preventive services can then be provided directly at the residential care facility, including:

- Dental caries prevention;
- scaling;
- Dental X-rays using portable equipment.

A specialized team at your side

Your family member can count on a specialized team that visits the residential care facility directly:

- A dental hygienist;
- A dentist;
- A denturist.

Dental hygienists work alongside the care team regularly to provide personalized oral health care.

Cost associated for the care

Depending on your family member's situation, certain oral health services may be covered in part or in full.
For information on applicable fees or available assistance programs, please feel free to contact the administrative personnel at your facility. .

Good to know

The application to the **Canadian Dental Care Plan (CDCP)** is free and can help cover certain dental expenses. If you haven't already done so, we encourage you to check your loved one's eligibility.

Visit :
https://www.canada.ca/en/services/benefits/dental/dental-care-plan/apply.html

If you are unable to apply online, contact Service Canada to apply by phone at:
1-833-537-4342

Other tools are so available on the Santé Estrie website
https://www.santeestrie.qc.ca/accueil



The Granby caregiver support center

For over 33 years, the Granby Caregiver Support Center has stood by family caregivers, supporting them with respect, a listening ear, and compassion as they navigate the challenges of their role—especially when a loved one is in a care facility.

We know that this transition can raise questions, concerns, and sometimes a sense of uncertainty. Residential care does not end the caregiver's role; rather, it changes the way that role is carried out. To support you through this transition, we offer psychosocial support—either individually or in groups—tailored to your needs.

Our approach takes into account all aspects of your situation and aims to preserve your independence, well-being, and balance, regardless of the illness or diagnosis of the person you are caring for.

La Maison soutien aux aidants
197 rue Paré, Granby
450-375-9115 / info@servicesauxaidants.ca / www.servicesauxaidants.ca

Survey : to better understand your needs and provide you with better support

Does your loved one live in a residential care facility, and are you supporting them as a caregiver ? We'd like to learn about your needs.

The regional family caregiver coordinator is currently conducting a survey to better understand the realities faced by family caregivers and to improve the support available to them.
This survey is open to all family caregivers in the Estrie region, regardless of their age, living situation, or the circumstances of the person they are caring for.

The survey is voluntary, confidential, and available in French an English.

Do you know other family caregivers ? Please feel free to share this information with them. Your participation will help us better tailor services and resources to the needs of family caregivers in our region.

Visit here for the survey :

« Les personnes proches aidantes, elles ont plus besoin de soutien qu'on



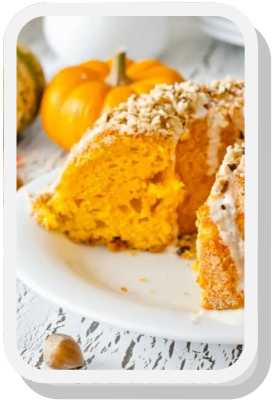
Semaine nationale des personnes proches aidantes
1er au 7 novembre 2026

Did you know that...

What's new in our food services

The rollout of the new menu in our residential care facilities is now complete, following its implementation at the Lambton CHSLD on September 28.

This milestone marks the culmination of a major project made possible by the collaboration and commitment of many teams. Even today, we continue to receive numerous positive comments regarding the quality of the new menu and the work done by the teams.



An evolving offer :

Since the end of the summer menu, the feedback we've received has been very positive. The teams are continuing their work to enhance the food offer and provide varied meals that contribute to the residents' enjoyment and well-being

For Halloween, a delicious pumpkin pie will be served to add a festive and indulgent touch to the day.

A great step forward for meal distribution !

June 16 marked a significant milestone at the Sources Multiservice Health and Social Services Center: the arrival of new meal distribution carts equipped with integrated technology.

With this implementation, meals that were previously served in bulk are now distributed on meal trays. This change allows for continued menu customization while ensuring food safety for residents.

And this is just the beginning !

Work is already underway to improve meal distribution at the facilities in Youville, Saint-Joseph, Saint-Vincent, and Argyll. The project aims, in particular, to standardize mealtimes and ensure better temperature control for food, thereby improving the quality of services provided.

Further information, including the rollout schedule, will follow to support the teams through this transition.

It is thanks to the commitment of our teams and the cooperation of our resident and their loved ones that our services are evolving for the benefit of everyone..

Community invitation : the 4th edition!

Since its launch in June 2023, this call to the community has led to the completion of more than 100 projects in various residential and long-term care settings. These collaborations help enrich living environments and foster meaningful connections.

Do you know anyone or any organizations that might be interested ? **Feel free to share this initiative with your netword !**

For more information visit the website :

http://santeestrie.qc.ca/implication-communautaire-chsld



Did you know that...

Easily identify the team caring for your loved one.



In our residential care facilities, every action counts toward creating an atmosphere of trust and closeness. Visibly wearing a name badge is a simple yet important way to facilitate communication between residents, their loved ones, and staff members.

By making it possible to quickly identify each person's role through a color-coded system, the badge helps families and residents know who to turn to base on their needs. It thus fosters simpler, more reassuring, and more personalized interactions.

Because clearly identifying oneself also means getting to know one another better, each badge helps make our living environment more welcoming, more humane, and easier for everyone to understand.

2026 user experience survey : your voice makes a difference!



We would like to give thanks the **945 residents and loved ones** who participated in the **2026 User Experience Survey**. This represents an augmentation of nearly 200 participants! This strong participation gives us an even better picture of the experiences of people living in our long-term care settings.

The results show that residents and their loved ones particularly appreciate the staff's respect and kindness, the respect for privacy, the cleanliness of the environment, and the activities offered. These findings reflect the daily commitment of our teams in providing a welcoming, high-quality living environment.

The survey also highlights opportunities for improvement, particularly regarding communication with care teams, access to a physician, the dining experience, and certain aspects of oral hygiene care.

These results will help guide our actions over the coming years. Thank you for contributing to the continuous improvement of our living environments through your participation

Did you know that....

A fun outing



What a wonderful day! The Recreation Department organized a very special activity: a “Walk and Ride” outing to the local ice cream shop.

For the occasion, **firefighters from the City of Bedford** came to meet us right at the residential care facility. They accompanied the residents the entire way so they could enjoy a delicious frozen treat.

It was a big family celebration! We were a large and wonderful group: **28 residents, 21 family members, about 15 firefighters, and several volunteers**.

We would like to thank Bedford’s firefighter department, our volunteers as well as the families of the resident for their help and the warmth they brought to our resident.



A wonderful visit from a local author !

The recreation team at **CHSLD Argyll** surprised book lovers with a special event. We welcomed **Mr. Beaudry**, a passionate author from the Estrie region.

The discussions were engaging and inspiring. Mr. Beaudry took the time to present his historical novel and patiently explained how a book about history is written.

The residents who attended loved his enthusiasm and attentive listening. This event marks the beginning of what we hope will be a wonderful friendship with authors from our region!
A heartfelt thank you to Mr. Beaudry for sharing his passion with us.

A sweet tradition that brings people together

On July 22, the Maison des aînés et alternative de Granby held the second edition of its annual ice cream food truck event. Residents, loved ones, and staff members enjoyed a wonderful moment together under sunny skies.



Thanks to the generous contribution of a resident’s son, who treated the entire community to ice cream, the event created countless smiles and many precious moments of happiness. It was a beautiful initiative that helps make our living environment a warm, welcoming, and inclusive place.

Thank you to our generous donor for this wonderful act of kindness!

Did you know that…

An inspiring lecture by Yvon Riendeau on life in Long-Term care

As part of an enlightening lecture on community living at the Windsor CHSLD, Yvon Riendeau, a social gerontologist and lecturer at UQAM, came to engage with community stakeholders.

The event brought together about 30 participants, including 12 residents, 6 family members, a dozen volunteers and members of the residents' committee, as well as staff representatives from the DHSLD.



Engaging activities thanks to our partnership

We want to highlight the benefits of our membership in the **Fédération québécoise du loisir en institution (FQLI).** This year, our **$210 membership fee** helped us secure significant funding—nearly **$20,000.**

This money is used for the "**Mémoire active**" program. It goes toward purchasing materials for residents, such as board games, books, and adapted art supplies. These tools help stimulate memory and keep residents active. They also greatly contribute to their daily well-being.

This project is a success thanks to the dedication of our recreation team, who took the time to submit the funding applications. Thanks to them, our living environments remain vibrant and focused on the needs of each individual.

A big thank you to everyone who contributes to the success of this initiative to improve the quality of life for our seniors.

Inter'Action project : A video screening to celebrate the bonds between young people and seniors



Last July, the MDA in Lac Mégantic hosted a screening as part of the Inter'Action Project!

This project brought together young students and seniors from our residence. The students volunteered their time, listened to the residents, and shared their zest for life with them, always respecting everyone's comfort.

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Did you know that…

A community that remembers



On June 17, many residents, caregivers, and staff members gathered in a spirit of reflection and solidarity to pay tribute to the residents who passed away over the past year at the Maison des ainés et alternatives de Magog.

This emotional moment allowed everyone to relive fond memories, recalling the smiles, gestures, and shared moments that continue to live on in our minds and hearts.

In an atmosphere of tenderness and respect, participants took part in a meaningful ritual, a symbol of gratitude and affection for those who left their mark on our community through their presence.

During this heartfelt moment, those present were able to see the faces of the deceased residents once more, remember their time among us, and share in a meaningful ritual accompanied by kind, comforting words and messages of hope offered by the host of this commemorative event, Gregory Gemin, a spiritual care provider.

Together, the "People of the House" emphasized the importance of remembrance, mutual support, and love—which remain alive among us, even in the face of loss.

Daniel Paquin**,** *Président du comité des résidents*

The stories of our residents told through art

For an entire year, artist Geneviève Marois-Lefebvre visited residents at several long-term care facilities in our region. Her goal was to break down isolation and build connections with the community.



Through conversations with the seniors, the artist drew inspiration from their memories and life stories. She then created magnificent sculptures and unique photographs to honor their past.

In June 2026, the works were presented to the residents and their families in our facilities. To thank them for sharing their precious memories, each participant received a personalized postcard.

To conclude this wonderful project, all the creations were exhibited at the Centre d'ARTS de Sutton. A big thank you to the artist and our residents for this beautiful moment of sharing!

👉 **To learn more about your loved one's living environment and services available**
Scan the QR code or visit : **https://www.santeestrie.qc.ca/hebergement**