

Let's work together to keep improving our living environments

In recent years, the Housing Action Plan has led to the implementation of several important initiatives aimed at improving the daily lives of residents and their loved ones.

In practical terms:

- More personalized support and assistance for the **2,300 residents and their families** : development of a new «life story» form, an improved version of the welcome guide and the interdisciplinary meeting, implementation of monthly well-being activities, etc.
- More accessible information for families : **3,860 page views** on the new website by **1,740 visitors**, and **7 issues** of the newsletter Mon milieu de vie express reaching more than **2,300 people** with each issue
- More equipped teams : Over **500 employees** have been trained in the relationship-based approach to care, and over **200 nurses** have been trained in behavioral and psychological symptoms of dementia (BPSD)
- More than **100 projects** carried out with the community, representing over **250 activities** in living environments
- The first edition of the Salon de l'hébergement bringing together **more than 600 participants**

And now, let's keep going!

For 2026–2027, we are continuing our efforts to go even further...

The projects listed below are just a few examples of what's to come—many other initiatives will also enhance our living environments.

Among these projects:

A working group to enhance the meal experience
 Coffee meetings on palliative care
 Developing a code of conduct to foster a respectful environment
 Continuing and expanding activities in partnership with the community
 Hosting a second Salon de l'hébergement

We have achieved a number of things, but the most important part is yet to come: continuing, together, to make our living environments places where it is good to live, grow, and work.

Rosane Rivard

Directrice de l'hébergement en soins de longue durée

News from your living environment

World Esder Abuse Awareness Day

On June 15, we mark World Elder Abuse Awareness Day. This is an important occasion to highlight the importance of raising awareness, but our commitment goes far beyond a single day.

In each of our living environments every resident is a unique individual with their own story, habits, preferences, and rights. The trust you place in us—just like the trust placed in us by families who entrust us with their loved ones—is at the heart of our mission.

Combating abuse means ensuring that everyone in our care feels safe, respected, and heard.

To family caregivers : you are our most valuable allies. If something is on your mind—an attitude, a change, or a detail that concerns you—please speak up. There are no wrong questions, only people who care, and it is our duty to answer them.

To our teams, let us remember that compassionate care is a true culture. It is reflected in the tone we use when entering a room, in the time we take to explain things, in the way we look at a person even before we touch them, and in the attention we give to someone who can no longer express everything with words.

Well-treatment is a shared responsibility among staff, family members, and residents themselves. During the week of June 15, activities will be held at each of our facilities to mark this day. Together, let's continue to build environments where aging is equal to dignity.

I am proud to be part of a management team that places this culture at the heart of its priorities. Being responsible for this initiative is a commitment that is deeply important to me.

Joany Lussier, Responsible Manager for «Promoting a Culture of Care and Combating Abuse» at the DHSLD



To learn more about your loved one's living environment and the services offered

Scan the QR code or [click here](#)



News from your living environment

Because your questions matters to us

When it comes to residential care—where you have to adjust to a new living environment for yourself or a loved one who is being cared for—it's perfectly normal for questions or concerns to arise. That is why we encourage you to speak up as soon as the need arises.

The right person to contact

A question about your care or health condition

The head nurse's assistant (HNA) can answer your question

A medical issue or specific health concern

You can speak with your ASI (Head nurse's assistant) to request a meeting with the doctor

A concern related to the organization of the living environment or services

The unit head or responsible manager is available to discuss this with you

A question about your loved one's daily life (clothing, personal belongings, lifestyle habits)

The personal care worker dedicated can very often serve as the primary point of contact

If you have a specific question for a member of the rehabilitation or psychosocial team

(occupational therapist, rehabilitation technician, social worker, etc.)

The head nurse's assistant (ASI) remains your point of contact and will direct you to the appropriate professional

At any time, you can contact the activities coordinator, even on weekends. They will be happy to assist you. The most important thing is to speak with a staff member : we'll then make sure to direct you to the right person, if necessary.

An essential dialogue !

Expressing yourself is a legitimate right that is respected and encouraged. Rest assured that no form of retaliation will be tolerated.

A member of your facility's residents committee can also accompany and assist you, upon request, in any action you take, including if you wish to file a complaint.

Need further assistance ?

You can contact the Office of the Complaints Commissioner at any time.

Expressing dissatisfaction or filing a complaint is a legitimate process that we treat with the utmost care.

Expressing dissatisfaction or filing a complaint

@ : plaintes.ciussse-chus@ssss.gouv.qc.ca

On line : <https://portail.santeestrie.qc.ca/index.php?id=55>

News from your living environment

Residents and caregivers committee

A caring and supportive ally

A family caregiver reported an incident involving a resident's personal care : her mother's missing dentures were found under the bed covers. This is surprising and disappointing because staff had been repeatedly reminded of the need to remove her dentures at bedtime and put them back in when she woke up.

Realizing that her repeated requests had not yielded the desired results, the caregiver decided to write to the residents' and caregivers' committee...



How can the Residents and Caregivers Committee help ?

The committee could inform the caregiver about their rights regarding the provision of health care, personal care, and services for residents.

The committee could advise the caregiver on the best ways to achieve the desired outcomes or changes by effectively communicating with the «right» resources depending on the situation : attendants, nurses, the head of the care and services unit, and the responsible manager.

The committee could support the caregiver in asserting her rights and assist her in all her dealings with the management of the CHSLD, the Maison des aînés et alternatives, or the Complaints Commissioner.

All in all, the Residents and Caregivers Committee is a dedicated group of individuals who look for the well-being of residents and work to improve their quality of life while fostering a caring and supportive living environment.

Please feel free to contact your residents' committee !

News from your living environment

A summer full of life, fun, and shared moments in Estrie.

With the warmer weather upon us, the living spaces in the long-term care facilities and senior housing facilities across the Estrie region are coming alive with a wide range of activities designed specifically to promote the well-being and enjoyment of the residents.

Among the must-see attractions, a visit to Chalet J.A Bombardier offers a unique experience in the great outdoors.

Other activities round out the summer program :

- * Outdoor picnics
- * Festive barbecues
- * Outdoor concerts and musical performances
- * Gardening and nature-based activities

And there's more !

Each activity stimulates residents' abilities, fosters social interaction, and promotes their well-being.

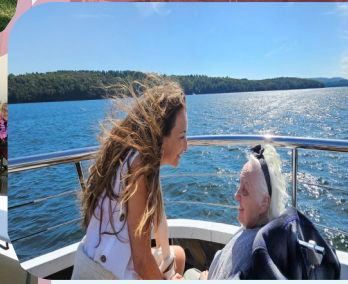
Families are welcome : their presence makes these moments even more special.

Thank you to the recreation team as well as the staff and volunteers, whose dedication makes these activities possible and meaningful.

To make sure you don't miss a thing, we encourage you to keep a close eye on the activity calendars for your living environment :

<https://www.santeestrie.qc.ca/soins-services/specialises/hebergement-etresidence/activites-et-loisi...>

Let's make this summer a season filled with smiles, new discoveries, and precious moments !



News from your living environment



Preparing for summer : think comfort safety and well-being!

With the arrival of warmer weather, it's the perfect time to invite your loved one to enjoy the sunshine and fresh air! A little trip outside, a walk in the yard, or a moment in the shade under a tree can make all the difference to their day.

Here are a few simple tips to make these moments even more enjoyable and safe :

Choose appropriate clothing : : light, loose-fitting and comfortable. Don't forget a hat or cap for outdoor outings.

Provide sun protection : we recommend that you leave a tube labeled with your loved one's name on site, if you want it to be used during outdoor activities.

Encourage hydration : During your visits, you can bring a refreshing drink, first validating with the care team the appropriate consistency for your loved one (some residents need thickened liquids). Also make sure their water bottle is easily accessible.

Think safety : closed, stable, well-fitting shoes help prevent falls.

Little extra : If you'd like to accompany your loved one outside during your visit don't hesitate to talk to the team on site. We're always happy to support you in making these moments even more enjoyable!

Thank you for contributing, through your presence, to the well-being of your loved one, while helping them make the most of the nice weather!

Have a good summer everyone

DID YOU KNOW...

Société Alzheimer

Alzheimer's Associations in the Estrie Region : There for Caregivers, Too

For over 40 years, Société Alzheimer de l'Estrie have been supporting family caregivers who are caring for a loved one living with a neurocognitive disorder.

Even when the loved one is in a care facility, the challenges and emotions remain. This transition often raises many questions.

Alzheimer's societies provide ongoing support, including support groups, informational sessions, workshops, and personalized psychosocial support, from the transition to residential care through to the post-caregiving period.

Because every step counts, they are there to support you every step of the way.

Société Alzheimer de l'Estrie :

819-821-5127 / <https://alzheimer.ca/estrie/>

Offre de service bilingue (soutien individuel/familial)

Société Alzheimer Brome-Missisquoi et Haute-Yamaska :

450 777-3363 / info@alzheimergranby.ca / www.alzheimergranby.ca

Caring for a loved one may also raise legal questions for you.

Have you heard of Educaloi?

Éducaloi is a organization that explains the law in simple terms to help the people of Quebec.

Whether you need help with a will, a lease, or a power of attorney, you'll find clear information to guide you. Éducaloi also offers content specifically designed for caregivers.

We invite you to explore their resources.

<https://educaloi.qc.ca/dossier/proches-aidants/>



We also invite you to read the article «Caring for your Loved One : Steps to take at your own pace».

[Prendre soin de votre proche : des repères pour avancer à votre rythme | Éducaloi](#)

DID YOU KNOW...

Report of the Director of Public Health

Growing old in good health !

The report *Growing Old in Good Health in the Estrie Region*

Addresses 19 key themes that should be promoted to maintain or improve the quality of life for older adults. Presented in the form of a recipe book, it offers clear, accessible, and practical action steps so that citizens can take another step toward improving their health-nutrition, social engagement, and brain health are just a few examples of the topics covered. We invite you to explore it one page at a time !



Dental and oral health...

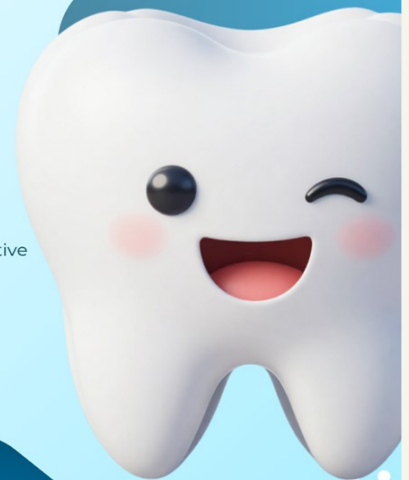
CARE THAT BRINGS A SMILE

A healthy mouth contributes to comfort, the pleasure of eating, and quality of life. That is why oral care is an integral part of the care we provide to our residents.

We have implemented several measures to provide high-quality oral care, including support from dental hygienists, staff training, and the use of appropriate products, all provided free of charge.

Because we know that your loved one's health is important to you, we work as a team with you to provide them with attentive care tailored to their needs.

Stay tuned for upcoming articles on oral health



DID YOU KNOW...

Your're never too old to volunteer !

Jean-Paul Cocolas, who will soon **turn 102**, is still a volunteer at the Cowansville CHSLD. In fact, he was featured in the newspaper *Le guide de Cowansville* two years ago for his 30 years of service.

As passionate as ever, he wholeheartedly contributes to the well-being of the residents.

It just goes to show that our passions are only as old as our hearts !



Le guide de Cowansville journal

Your feedback matters to us !

Have you taken a few minutes to complete the survey on the user experience in our residential facilities?

We have received nearly 400 responses so far !

Your responses help us improve the daily lives of our residents and better meet your needs.

If you haven't done so yet, there's still time to fill it out !

You can fill it out online by [clicking here](#)

Or by scanning the following **QR code** :



You can also complete it on paper, you can print the questionnaire or pick one up at the front desk of your housing center.

Deadline : : July 8, 2026



Thank you for your valuable cooperation !

DID YOU KNOW...

The PSWT Team Leader Learning Community : Valuable resources

A truly enlightening day !

For the past year, the Learning Community (LC) for team leader personal support workers (PSWs) has been bringing together members from various facilities. The aim is to support these leads in developing their skills, encourage the sharing of experiences, and strengthen their ability to effectively support their teams on a daily basis.

On May 6, the Community of Practice for PSW Team Leaders gathered for a day of training and discussion. Participants attended a workshop on major neurocognitive disorders and shared their experiences and best practices. These opportunities for collaboration strengthen their leadership and their ability to support their teams, to the benefit of residents and their loved ones.



Awareness workshops on the relationship-based approach

On June 2 and 3, short workshops on communication and care approaches were **held simultaneously at 27 residential facilities** within the CIUSSS de l'Estrie-CHUS.

These workshops brought together nearly 1,300 employees from various professions for roundtable discussions, fostering concrete exchanges on the impact of words, tone, and pace on the well-being of residents.

Simple actions—taking the time, expressing oneself clearly, respecting the resident's pace—that contribute to more humane care and a well-treatment approach.



CHSLD East Angus



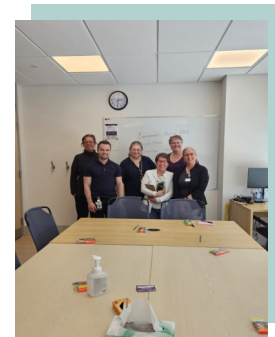
MDAA Magog



CHSLD St Vincent



CHSLD St-Joseph



MDAA Coaticook



CHSLD D'Youville

DID YOU KNOW...

A good move-A promising partnership between the organization Les Passages and the East Angus and Richmond long-term care facilities

The CIUSSS de l'Estrie-CHUS and the organization Les Passages have established a partnership in the long-term care facilities in East Angus and Richmond to promote social participation and community connections. This project has led to concrete and enriching initiatives for residents.

Two videos showcase these initiatives :

CHSLD d'East Angus – Residents help prepare chili with the Haut-Saint-François Community Kitchens, an activity that fosters teamwork and social interaction.

CHSLD de Richmond – An intergenerational event brings together residents, children, and firefighters in a fun and educational setting.

Les Passages will continue at two new facilities : the Coaticook and Val des Sources long-term care facilities

Vidéo East Angus



Vidéo Richmond



Your feedback helps us improve *Mon milieu de vie express* !

If you have any questions, article suggestions, or comments about the newspaper, please email us at :

equipemdv.ciusse-chus@ssss.gouv.qc.ca.

We look forward to hearing from you!



To learn more about your loved one's living environment and the services offered



Scan the QR code or visit : <https://www.santeestrie.qc.ca/hebergement>

