



CHSLD juif de Montréal

Jewish Eldercare Centre

# **INFORMATION MANUAL FOR RESIDENTS AND FAMILIES**

Revised on January 24<sup>th</sup>, 2008

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## **MESSAGE FROM THE DIRECTORS**

Welcome to the Jewish Eldercare Centre.

We know that the transition required for living in a long-term care centre can be very difficult, both for you and your family. In order to help you adjust to these new and unfamiliar surroundings, all of our staff is committed to making you comfortable, plan a therapeutic program that is personalized to your needs and ensure that your rights are respected. We have also prepared this booklet of information, which we hope will answer most of your questions.

Our objective is to provide the highest possible quality of care and quality of life in a homelike environment and according to Jewish tradition and values. Accordingly, we have set high standards for all of our services. We also abide by the strictest rules of Kashruth and offer synagogue services, chaplaincy services, Oneg Shabbats and Jewish holiday celebrations.

For nearly 100 years, the Centre and its founding organizations have been caring for the chronically ill and elderly of the Jewish community. We will do our utmost to fulfill your needs.

Once again, welcome. Beruchim Haba'im.

# HISTORY

In the early decades of the 1900s, the *Jewish Consumptive Aid Association*, which had done so much to help victims of Tuberculosis, decided to change its mission and began to focus on helping the chronically ill and disabled. In 1942, they opened the 50-bed *Jewish Incurable Hospital* in east end Montreal. Soon after, it changed its name to *Jewish Hospital of Hope*.

Twenty-five years later, it became apparent that there was a shortage of nursing homes for Montreal's Jewish elderly. In 1970, the 44-bed *Jewish Nursing Home* opened its doors in the former nurses' residence of the Jewish Hospital of Hope.

With the need for further expansion, and to be closer to the community, both institutions relocated to new state-of-the-art buildings in the Cote-des-Neiges area in 1993, with a total increased capacity of 320 beds. The new buildings provided an enormous improvement in the quality of long-term care available to the community.

Provincial government legislation that was introduced in 1992 had the aim of consolidating long term care institutions that were located in the same area. In December 2000, an integration process was completed and the two institutions became one: the ***Jewish Eldercare Centre***.

Today, the Jewish Eldercare Centre is the second largest Jewish long-term care centre in the Province of Quebec. The Centre provides therapeutic care based on an interdisciplinary approach, with teams of health care professionals developing and reviewing treatment plans in consultation with the residents and their families.

We also operate a Geriatric Day Centre, providing a range of programs and services for the frail elderly who are still able to live within the community.

The Centre is comprised of two buildings: the Jewish Hospital of Hope Pavilion, with main entrance located at 5725 Victoria Ave.; and the David and Sylvia Kastner Nursing Home Pavilion, located at 5750 Lavoie St.

Our two pavilions are connected by an aboveground, fully enclosed link that can be accessed from the second floor of the Hope Pavilion, or from the main floor of the Kastner Pavilion.



**Jewish Hospital of Hope Pavilion**



**David & Sylvia Kastner Nursing Home**

# MISSION STATEMENT

The Jewish Eldercare Centre is a long-term care facility that provides comprehensive and compassionate care to those elderly of the community affected by chronic medical condition or by the loss of physical or cognitive autonomy.

Our mission is to provide the highest possible quality of care and quality of life in a homelike environment and according to Jewish tradition and values.

In order to achieve our mission, we are guided by the following values:

- ▶ To treat everyone with respect, dignity and in a confidential manner;
- ▶ To promote a personalized interdisciplinary approach addressing the physical, psychological, social and spiritual needs of our residents;
- ▶ To foster a partnership with and among our residents, families, volunteers, staff and management;
- ▶ To involve the residents and their families in all aspects of their care and required services;
- ▶ To ensure a safe and secure living and working environment;
- ▶ To provide a working environment that encourages continuous learning, research, innovation, personal development and recognition.

## PRIVACY AND CONFIDENTIALITY

Resident confidentiality is important to us, and we will take all measures necessary to respect your privacy. At the same time, we ask all of our residents, families and visitors to respect the privacy of other residents at the Centre.

## ZERO TOLERANCE ON ABUSE

Abuse is a violation of the rights, dignity or worth of a person. It is any act or behaviour by a person that results in harm or neglect of another. This includes, but is not limited to, the following:

### **Physical Abuse**

Intentional direct infliction of physical pain or injury;

This includes the non-accidental use of physical force that results in bodily injury, pain or impairment.

### **Neglect**

Lack of material resources;

Lack of attention;

Abandonment or undue confinement;

Intentional, or unintentional, failure to fulfill his/her obligation;

Denial of physical and health-related necessities of life.

### **Emotional/Psychological Abuse**

Removal of decision-making power when the person is able to participate in making decisions;

Withholding of attention;

Intentional social isolation;

Intentional infliction of mental or emotional anguish by name-calling, threat, humiliation, intimidation, harassment and verbal or non-verbal abusive conduct.

**Financial or Material Exploitation**

Exploitation of a person's funds, property or resources without considering this person's best interest.

**Sexual Abuse**

Sexual assault;

Molestation;

Sexual harassment or attempts at the foregoing.

Our Code of Ethics specifies that everyone linked to the Jewish Eldercare Centre, including you and your family members, has the responsibility to respect our Code of Ethics. Also, everyone is expected to report any form of violence, abuse, aggression or harassment which he or she is subject to, or which he or she witnesses.

We know that the vast majority of our employees, physicians and volunteers, as well as families, friends and visitors, show genuine care and concern for our residents. However, we all must remain vigilant with regards to any signs of possible abuse, originating from any source.

Furthermore, the Jewish Eldercare Centre enforces a ZERO TOLERANCE POLICY towards any form of abuse against residents and clients.

Please help us prevent and expose abuse.

# ADMISSION INFORMATION

## Admission criteria

All requests for admission to the Jewish Eldercare Centre are processed by a local centralized admissions committee at the *Agence des services de santé et de services sociaux de Montréal*. The committee is composed of healthcare professionals who assess each request based on the needs of the resident and the facilities available.

## Items you should bring upon admission

When first arriving at your new home, please bring the following items with you:

- Daytime clothing and pyjamas or nightgowns. An 8-day supply of clothing is the minimum recommended. Clothing that is machine washable and easy to care for is strongly suggested. Dresses with zippers are preferred since they are easier to put on as buttons frequently fall off during laundering.

If you are confined to a wheelchair, you will need clothing that is looser fitting than you would normally wear. This allows for comfort and ease of dressing. The Occupational Therapist will be able to provide more information about adapted clothing, which is available from certain suppliers.

Avoid clothing that requires dry cleaning, since this service is not available on the premises. However, outside cleaning service is available at regular dry cleaning prices.

All clothing must be labelled with your name by the laundry services department, within the first five days of arriving at the Centre – whether or not you plan to use the laundry service. The labelling helps identify any misplaced clothing items, and is performed at a nominal additional cost.

- Non-slip footwear and slippers.
- Personal care items: toothbrush, toothpaste, floss, hairbrush, comb, soap, shampoos and conditioners, deodorant, body lotions, electric shaver (for safety reasons, manual razor are forbidden), denture containers and cleaning tablets or solutions, denture adhesives, make-up, paper tissues, etc.
- For visits to our gardens or for summer outings: sunscreen, sunhat, sunglasses and insect repellent.
- Telephone (Touch Phone/ hearing or visual impaired adapted equipment)
- Your Medicare card and Social Insurance Number.
- A copy of your Mandate, Power of Attorney or Living Will, if available.
- A wheelchair, walker or cane, if you presently own any of these items in good condition.

- Photos and mementos, which will bring back special memories as you adjust to your new surroundings. Please do not bring valuable jewellery, artwork and other items, as we cannot guarantee their security.
- DO NOT bring any medications with you when you arrive at the Centre. All medications will be provided by our pharmacy.

## **Furniture and room decor**

To create a more familiar, home-like atmosphere in your room, we encourage you to bring a favourite piece of furniture such as a small night table, lamp, and armchair– items that have special meaning and provide pleasure to have in your room.

A favourite bedspread or pillow, paintings or similar personal items are also recommended, to help minimize the trauma of relocation.

Any additional personal furniture or room décor must conform to our space limitations and safety regulations. Since space is very limited, you can ask the social worker advice on the subject and remember that the Head Nurse must evaluate the situation and authorize the furniture before you bring it in.

On discharge, the family member must remove the furniture and all personal items from the room within 24 hours; if there is any delay, they will be stored away. The objectives are to offer rapidly services for residents on our waiting list and to respond to the Minister expectations regarding bed utilization.

## **RESIDENT SAFETY**

Resident safety is a high priority at the Jewish Eldercare Centre. We are constantly reviewing and updating our safety and emergency procedures, and training our staff in their use.

### **Elevator and stairwell access**

Many of our residents suffer from severe forms of cognitive impairment, and some of these residents may wish to wander through the buildings without informing the staff of their whereabouts. For the residents' safety, elevators at the Hope Pavilion have special dual-button operation, which prevents those with cognitive difficulties from wandering outside of their units. At the Kastner Pavilion, a sliding panel prevents easy one-step access to the elevator buttons.

Doors to stairwells are similarly controlled with release buttons or numerical keypads, which require a code in order to unlock the door.

**For their safety, we ask you to not help any resident into stairwells or onto the passenger elevators if they are unaccompanied by staff. If a resident asks for assistance to leave his or her floor, please advise a member of the nursing staff. This applies to all residents.**

## **Wandering alarms**

The main entrances of the Kastner Pavilion and the Hope Pavilion are equipped with a wandering detection system. Residents who have a tendency to wander, as a result of their cognitive impairment, are provided with a sensitized bracelet or anklet, which activates an alarm if they attempt to leave the building.

## **Fire Drills**

Fire prevention and emergency training is mandatory for all staff. Fire drills are held on a regular basis, and may occur at any time of the day, evening or night.

## **Surveillance Cameras**

Both pavilions and all exterior grounds are under closed-circuit camera surveillance. If you notice any suspicious activity or witness an incident, which may compromise security at the Jewish Eldercare Centre, please report it to the security guard in the main lobby of either pavilion or to any manager.

# FINANCIAL ASPECTS

## Rooms and Room Charges

There is a monthly room charge in all public long-term care centres, which is established by the Ministère de la Santé et des Services Sociaux, based on different criteria.

Charges vary depending on the type of room. Three types of rooms are available at the Hope Pavilion, from the most to the least expensive: private, semi-private (2 residents to a room) and public (4 residents to a room). At the Kastner Pavilion, only private rooms are available.

Resident or the respondent will receive, from the RAMQ, a notice of decision of the exact cost.

Certain services are not included in the room charges:

- Dental work (other than basic examination), eyeglasses, foot care, hearing aids, prosthetics, etc. (However, in some cases, a portion may be covered by Medicare);
- Optional telephone and internet services (see page 17);
- Optional laundry services (see page 16);
- Companion for medical appointments.

Upon admission, a pro-rated cheque is required for the total room charges and additional charges (example: optional telephone services) for the first month or partial month. You will then be asked to sign a payment authorization for monthly debits to your bank account, and to provide a blank cheque (marked "void") from that account. All charges are based on a calendar month. For example, if a new resident is admitted on May 10<sup>th</sup>, a cheque for the balance of May, or 21 days, will be remitted upon arrival at the Centre. Direct bank withdrawals will then begin as of the first day of each following month.

When the person is discharged from the Centre, the RAMQ determines the pro-rata rate for that month and if applicable, the Center will reimburse the money.

## Financial Assistance

Should you require financial assistance for your room charges and other optional services, you may request an application form from the Admissions Office (exoneration application). Reduced room charges are determined by RAMQ (Régie de l'assurance maladie), based on a sliding scale according to the assets of the individual resident. Until a decision is rendered, you are asked to remit the maximum rate allocated for the room. In the event that you qualify for a reduced fee, a credit for any overpayments will be applied to future charges.

## Room Transfers

When you first arrive at the Centre, it may not be possible to provide the category of room you have requested. However, if the type of room desired becomes available, a transfer may be arranged at a later date.

A change in your medical condition may necessitate a room transfer, in which case you and your family will be provided with advance notice if possible. We understand that transfers may be upsetting to you and your family, and we will take all measures possible to make a smooth and sensitive transition to your new room.

# **THERAPEUTIC CARE**

## **Interdisciplinary approach**

The Jewish Eldercare Centre uses an interdisciplinary, client-centered approach to therapeutic care and a wide range of services. An entire team of healthcare professionals, in consultation with you and your family, will develop an individualized care plan that best meets your needs and enhances your quality of life. This plan is reviewed annually or sooner if there is a change in your health status, and adjusted as required.

The interdisciplinary team is comprised of staff from various departments, including medical services, nursing, rehabilitation services (occupational therapy, physiotherapy and therapeutic recreation), social services, pastoral services, food and nutritional care.

## **Medical Services**

Jewish Eldercare Centre physicians are experienced family practitioners who are deeply committed to geriatric care. To allow for continuity of medical care for the residents, each physician is assigned to specific floors, visiting the same group of residents on a predetermined schedule. This allows each doctor to develop supportive relationships with the residents and their families, enhancing the doctor's understanding of the resident's medical condition and needs.

Our medical teams provide coverage 24 hours per day, 7 day a week, under the supervision of the Director of Professional Services.

Medical services at the Jewish Eldercare Centre are further enhanced by the on-site availability of consulting specialists in dermatology, gynecology, urology, oto-rhino-laryngology, orthopedics, general surgery, plastic surgery, neurology, geriatric psychiatry and optometry. Appointments with these specialists are obtained through referrals provided by the treating physician who is part of your interdisciplinary team.

We also operate an on-site radiology department and an on-site dental clinic. An optician is also available for on-site visits.

The Centre's pharmacy dispenses medications prescribed by our doctors and our consulting specialists.

## **Nursing**

The Centre provides 24 hour per day, 7 day a week geriatric nursing care for our residents, through a professional and dedicated team of registered nurses (RN), registered nursing assistants (RNA) and beneficiary attendants (nursing aides and orderlies).

You will be assessed upon admission, in order to determine your physical, cognitive and psychosocial needs. A nursing care plan will then be formulated, ensuring that you feel as comfortable as possible and maintain your maximum independence and functioning within your abilities. You will be cared for with dignity and within an environment of respect and compassion.

It is the professional responsibility of the nursing staff to problem-solve creatively, both in moments of crisis as well as when faced with long-term concerns of the resident and family.

There is a head nurse assigned to each of the following groups of units:

- 3<sup>rd</sup> floor – Hope Pavilion
- 4<sup>th</sup> floor – Hope Pavilion
- 2<sup>nd</sup> and 3<sup>rd</sup> floors – Kastner Pavilion
- 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> floors – Kastner Pavilion.

## **Physiotherapy**

Our rehabilitation therapists aim to promote health, safety, mobility and minimize functional losses through exercises and therapeutic techniques. Additionally, as needed, we provide technical aids, adapted equipment and training to residents, families and staff.

Residents will be seen at admission to look at safety issues. A specific assessment can be done upon medical request. Following our appraisal, we may make recommendations or create a treatment plan that will be followed for a specific period of time, according to the resident's needs. This plan is an extension of the interdisciplinary team which promotes the resident's autonomy and well being.

## **Occupational Therapy**

At the Jewish Eldercare Centre, the occupational therapists assess the resident's level of function for life habits, in order to restore them and maintain others through the use of assistive technology, compensatory measures, or environmental adaptation in order to promote a comfortable lifestyle.

Depending on the needs, the occupational therapists will make specific assessments: positioning, mobility, feeding, skin integrity, restraint alternatives, cognitive abilities, adaptation process, etc. Interventions are done upon request of the unit's professionals, in collaboration with the resident and family, always aiming toward a homelike environment approach.

## **Social Services**

The Social Services department is involved in various aspects of your care. Starting at pre-admission, supportive counselling is provided to you and your family, to help you adjust to life in a long-term care environment. After helping ease the transition, Social Services remains available to deal with a wide range of emotional and social problems. Support groups are also offered to our residents and their families.

Tours are provided to future residents who are on the waiting list, along with their families, to familiarize them with the Centre.

## **Food and Nutritional Care**

Since your overall well-being and quality of life depends highly on good nutrition, a complete nutritional assessment will be conducted shortly after your admission and when needed clinically.

Meals are prepared and delivered according to the strict rules of Kashruth, under the supervision of the Vaad Ha'ir. The menu cycle includes a wide variety of familiar Jewish foods with special attention paid to cultural traditions.

Menu selection is an important part of the interdisciplinary approach at the Jewish Eldercare Centre. Our clinical dietician and dietary technicians will work closely with you, your family and the healthcare team, to ensure optimal nutritional care. You may ask the Head Nurse for the name of the dietary technician assigned your floor.

A dysphagia team will evaluate any swallowing or chewing difficulties you may encounter, and the textures of the foods will be changed (minced, pureed or liquefied) in order to meet your needs. When medically indicated, special diets will be prescribed.

## **« MILIEU DE VIE »**

### **Recreation services**

The philosophy of the Services de milieu de vie / Recreation department includes the belief that each resident should be recognized as an individual with a unique life experience in order to provide the highest possible quality of life.

Residents' leisure interests are evaluated by our Recreologists in the weeks following admission, as well as later on at regular intervals. Individual, large- and small-group activities are planned according to the goals and needs of each resident in the following categories: Physical, Entertainment, Social, Intellectual, Spiritual, and Creative Expression. The aim of these activities is to maintain and improve the residents' autonomy, mobility, self-esteem and confidence.

We also create programs that encourage the residents to maintain contact with the community. In conjunction with various schools and community organizations, groups of all ages come to the Jewish Eldercare Centre for visits and group activities.

The Centre also organizes several large-scale activities, such as: outings, barbecues, suppers, theme activities and concerts. Seasonal and holiday-themed recreational activities are also planned to coincide with Jewish Holiday celebrations.

### **Religious and pastoral services**

Jewish Eldercare Centre recognizes the importance of religious faith among the elderly and makes every effort to provide an atmosphere of traditional Jewish observance.

Two part-time Rabbis/Chaplains provide all pastoral visits and counselling.

Sabbath services are held Friday evening and Saturday morning in the Kastner Pavilion Synagogue and Saturday afternoon in the Hope Pavilion Synagogue. An Oneg Shabbat Program takes place regularly on Friday afternoons at both pavilions.

Jewish Eldercare Centre celebrates all major Jewish holidays and provides specific holiday services to accommodate both the Ashkenazi and Sephardic residents.

In addition, Jewish traditions, customs and practices are reflected in many activities for residents.

Non Jewish resident may benefit from chaplaincy services. The rabbi will organize chaplain visits according to religious needs.

## **Volunteers**

Volunteers are an important resource at Jewish Eldercare Centre and are involved in many areas within both the HOPE and KASTNER Pavilions where they play a vital role in creating a home-like environment. They bring the outside world into the residents' life to let them know that they are not forgotten. They cater to the residents' social and emotional needs by providing them with more individualized attention. Volunteers also remind residents about activities and provide assistance by accompanying them to the activity room and encouraging participation. By supplementing and assisting the staff, volunteers allow for an increase in the quantity and quality of programs available to the residents as well as an increase in the number of residents who attend each program.

The Department of Volunteer Services acts as a liaison among residents, staff, volunteers and the community. By keeping abreast of the needs and concerns of the residents and their families, it can then assign volunteers to respond to those needs.

Contact is maintained with schools, synagogues, community groups, volunteer bureaus and service groups to recruit volunteers and to keep the public informed about Jewish Eldercare Centre.

Volunteers are involved in some of the following areas: Coffee Shop, Gift Shop, Friendly Visiting, Pet Visiting, Day Centre, Milieu de Vie/Recreation services, Administration, Synagogue, Physiotherapy and Occupational Therapy.

If you, or anyone that you know, would like to join the volunteer team, please contact the Department of Volunteer Services.

## **Family visits**

The role of the family is essential for the adaptation to life at the Jewish Eldercare Centre. Visits serve many purposes, both for you and your family or friends.

Visiting is all about being together with people you care about, sharing present events and reliving past memories. Visits can also offer an opportunity for you and your family member to grow closer together.

Visits are important in order to:

- Give the resident something to look forward to;
- Stimulate physical and mental abilities;

- Maintain the resident's sense of dignity and self worth;
- Promote feelings of achievement;
- Provide company, friendship, support and help.

If you keep these goals in mind, you may find that your visits become more meaningful.

Deciding when to visit helps make the visit more worthwhile for you and your loved one. Try visiting at a time of day when the resident is most alert and less tired. Avoid scheduled appointment times with physicians or other specialists, which may prevent you from being together during most of your visit.

We recognize the personal difficulties encountered by family members when faced with the major change of seeing their loved ones enter a long-term care institution. In order to provide emotional and moral support to relatives of our residents, we offer Family Support Groups. Please contact the Social Services department for further information.

Family members may feel obliged to perform or assist in certain tasks for the resident. In order to ensure the resident's safety and well being, only our nursing staff must handle some specific tasks. These include: feeding a resident who suffers from eating or swallowing difficulties; moving a resident in or out of bed, or to or from a wheelchair; providing exercise activities to a resident who requires mobility support; bathing a resident, etc. To avoid any injury, never attempt these tasks before speaking with your head nurse.

If you are planning to take a resident out for any extended period of time, please inform the unit nursing staff well in advance (the day before is recommended) so that all necessary supplies, such as medications, be pre-prepared for your use.

## Visiting hours

You may visit at any time but for security reasons, we ask you to comply with the following rules:

- After 21h00, you must enter the Centre by the Victoria Street entrance and sign the registration book at the security desk;
  - Once on the unit, you must inform the nursing staff of your presence;
  - During the night hours, be careful not to disturb other residents' sleep;
- The privacy of other residents must be respected at all time;
- Inside semi-private or 4 bedded-rooms, a maximum of 2 visitors are permitted at any one time. When the number of visitors exceeds 2, you may use the living room area or the private family rooms. Just ask at the nursing station for the access and help if you need;
- When you take the resident out of the nursing unit, for a tour in the building or in the gardens, please inform the nursing staff.

## Companions

Some residents or their families choose to have a companion attend to some of their social needs for a specific number of hours per day or week.

The Jewish Eldercare Centre has issued a Policy on Companions, a copy of which may be obtained from the Admissions Office or from your Head Nurse. The policy specifies that companions must not perform certain specific responsibilities for your care. For your safety and well being, only our nursing staff must handle these specific tasks, and it is important that any companion you hire be made aware of our policies and follows them without exception.

Companions must wear their Identity Card at all times during working hours. The use of cellular phone is discouraged while working with the resident.

Please note that Jewish Eldercare Centre does not take responsibility for injuries caused to companions or injuries caused to residents by companions while performing their duties at the Centre, on the grounds or on outings.

## **OTHER SERVICES**

### **Air conditioners and appliances**

The Hope Pavilion is air conditioned, with individual thermostats in each room, and additional air conditioning units are not necessary.

Personal air conditioners are permitted at the Kastner Pavilion, and compact refrigerators may be used in both pavilions, if these appliances meet the installation and safety standards of the Centre. Only our maintenance staff can install the air conditioners to ensure that safety standards are met. The installation cost is \$50.00 each year. Please contact the Head Nurse for more information.

For reasons of fire prevention and safety, the following personal items are not permitted in the residents' rooms: kettles, toasters, hotplates, toaster ovens or other cooking devices, large refrigerators and other kitchen appliances, extension cords or multiple-prong electrical outlet adaptors.

### **Laundry services**

You should have sufficient clothing for at least eight days. Washing machines (with soap) and dryers are available for your use on the third and fourth floors of the Hope Pavilion, and on the basement level of the Kastner Pavilion.

A free laundry service is also offered at the Centre. Please advise the admissions officer when arriving at the Centre, or your head nurse at any other time. Your clothing will be picked up once a week, laundered, and returned to you within 2 days.

### **Television**

Personal television sets are permitted, but should not exceed 20 inches in private and semi-private rooms, and 17 inches in four bedded rooms. The Jewish Eldercare Centre does not provide any rental services for television.

Classic Cable service is available by calling Videotron at 514-281-1711, and providing your room number and billing address information. All of the wiring is already available in each room, and you will be invoiced directly by Videotron. Contact them for any service problems you may encounter.

## Telephone and Internet access

Your personal extension number or Internet access is available for a standard fee, which will be added to your monthly statement. Please notify the admissions officer when arriving at the Centre, or your head nurse at any other time.

## Mail

Personal mail is distributed to the residents on the same day it is received. Your friends and relatives may contact you by addressing mail to:

(Your complete name and room number)  
c/o Jewish Eldercare Centre  
5725 Victoria Ave.  
Montreal, QC H3W 3H6

## Beauty Salon / Barbershop

Hairdressing and barber service is offered in the Centre by the **Unités Mobiles de Coiffures Inc.** The hair salons are open in both pavilions on Tuesdays and Wednesdays, from 8 AM to 5 PM. The payment must be made directly to the hairdressers.

To make an appointment, please call 514-738-4500 and make arrangements directly with the Salon. **Hope Pavilion:** ext. 2331, **Kastner Pavilion:** ext. 8917. You may leave a message if the Salon is closed.

## Coffee Shops and Gift Shops

There is a coffee shop in each pavilion (1<sup>st</sup> floor at the Kastner Pavilion and 2<sup>nd</sup> floor at the Hope Pavilion). The gift shop is located in the main lobby at the Kastner Pavilion. Coffee shops and gift shop hours are posted at each location.

## Cafeteria

The cafeteria on the second floor of the Hope Pavilion is open to residents and visitors during lunch and supper offering a choice of reasonably priced hot and cold meals, beverages and snacks. In the evening, you may enjoy your meal or snack with your relative in the large open area adjacent to the garden right beside the cafeteria in Hope Pavilion.

# MISCELLANEOUS POLICIES

## No smoking policy

In accordance with government regulations, smoking is not permitted inside the Jewish Eldercare Centre.

## Pets

Permanent personal pets are not permitted in your room or elsewhere on the premises. Visiting privileges for some categories of pets are permitted. Note that you will be responsible for any damages or injuries resulting from the authorized pet's visits, and for cleaning up after the pet.

## Gifts and tipping

Tipping or providing gifts to staff, physicians or volunteers is not permitted. If you wish to show your appreciation, a donation may be made to the Jewish Eldercare Foundation in the name of the specific person or department, and a tribute card will be sent to those being honoured through your generosity.

## Valuables

For our residents' safety, there are no locks on the resident rooms at the Centre. For this reason, we ask you to refrain from bringing large amounts of cash or valuable items to the Centre, such as jewellery, cameras, artwork or any other expensive or highly sentimental item. **The Jewish Eldercare Centre is not responsible for the loss of items belonging to residents or visitors.**

## Solicitation within the Centre

No person, organization or company may publicize or offer for sale any products or services, or solicit donations, on the premises of the Jewish Eldercare Centre, except with the express authorization of the Centre's management.

# **ADDRESSING YOUR CONCERNS**

## **Code of Ethics**

Upon admission, you will receive a copy of the Centre's Code of Ethics, which provides guidelines for the conduct of everyone linked to the Jewish Eldercare Centre: employees, physicians, contractors, volunteers, students, managers, board members, residents and their families.

Please review the Code of Ethics, in order to familiarize yourself with your rights and responsibilities as a resident or family member, as well as the responsibilities of our staff.

## **Communications Procedures**

If you have any questions or concerns regarding the care and services that you are receiving at the Jewish Eldercare Centre, please contact the following personnel, in chronological order:

1. Your nurse.
2. The head nurse on your floor during weekdays or the Nursing Coordinator during evenings, nights and weekends.
3. The Ombudsman

## **User Complaint Procedures**

A user may formulate a written or verbal complaint to the Local Service Quality Commissioner of the Centre (Ombudsman), on the services he received, ought to have received, is receiving, or requires from the Jewish Eldercare Centre.

You will be receiving a copy of the Complaints Procedures upon admission to the Centre. Additional copies are available from the Local Service Quality Commissioner or your Head Nurse.

## **Users Committee**

As per law changes coming into effect in 2006, we have a Users Committee, which represents the common interests of our residents and clients, and is usually comprised of residents and/or family members who are related to our residents.

The role of the Users Committee is: to provide information to the residents and their families about their rights and obligations; to promote improvements in the quality of life of the residents; to evaluate the level of satisfaction of the residents; to defend the collective rights of the residents; to accompany the residents and assist them in every way possible, including assistance for the filing of a complaint.

Two members of the Committee sit as voting members on the Centre's Board of Directors.

For further information, please contact the Users Committee at: 514-738-4500 ext. 2329.

## **JEWISH HOSPITAL OF HOPE ELDERCARE FOUNDATION**

The mission of the Jewish Hospital of Hope Eldercare Foundation is to raise funds to maintain and enhance the standards of care and quality of life of our residents. In light of healthcare limited resources, the support of the community is needed to ensure that the 320 residents of the Jewish Eldercare Centre continue to live in an environment of comfort and dignity, while receiving the best possible care according to their individual needs.

The Foundation's efforts concentrate on an ever-changing list of essential needs which is submitted by the Centre, including new equipment and programs, new living areas, furnishings and renovations that create a more home-like environment. We count on the support of the community to help us fulfill these needs. You can reach the Foundation office at 738-4500 extension 2125.

## **JEWISH ELDERCARE CENTRE AUXILIARY**

The Jewish Eldercare Centre Auxiliary raises funds to improve the quality of life of our residents.

In addition to providing much-needed equipment for the Centre, Auxiliary donors help us sponsor highly beneficial therapeutic programs for our residents.

To help the Auxiliary, as a donor or as a volunteer, please call 738-4500 extension 8108, or drop by the Auxiliary office on the main floor of the Kastner Pavilion.

