



WELCOME TO SAINT BRIGID'S HOME

RESIDENTIAL AND LONG TERM CARE CENTER

Welcome Guide for Residents and
Their Loved Ones



Jeffery Hale
Saint Brigid's

2017-02-24



WELCOME TO SAINT BRIGID'S HOME

Welcome Guide for Residents and their Loved Ones

Saint Brigid's Home has a long tradition of quality of care and quality of life. For over 150 years, mutual aid and compassion are the driving forces of our staff members.

Dear Residents,

Dear Family Members, Dear Friends, Dear Caregivers¹,

It is with great pleasure that we extend to you our most cordial welcome to Saint Brigid's Home, a long-term care residence within Quebec's health network. In the hopes of providing you with a pleasant living environment, our professional staff and volunteers will do their utmost to create an atmosphere and surroundings that are warm and welcoming.

Our fervent desire is to ensure both your comfort and your security. We therefore take pride in offering you this booklet which presents information of a general nature and describes a host of services adapted to your needs. For more detailed information, our various health care providers will be most pleased to answer any queries you may have.

Happy reading and welcome to your new home!

¹ The term caregiver denotes any significant individual for the resident, be it a family member or someone close.



TABLE OF CONTENTS

Welcome Guide for Residents and their Loved Ones

THE ORGANIZATION

1. Our History	9
2. Our Mission	10
3. Our Code of Ethics	10
4. Our Approach	11
5. Saint Brigid's Home as Part of a Larger Institution	12
6. Accommodation	12
7. Administrative Services and the Management of Your Affairs	16
7.1 Our Office Hours	16
7.2 Cost of Residence	16
7.3 Accounts in Trust	17
7.4 Designating an Attorney and an Executor	17
7.5 The Mandate of Incapacity and Its Homologation	17
7.6 Saint Brigid's Home Foundation	18
8. Your Safety and Security	18
8.1 Security Measures	19
8.2 Infection Prevention	19
8.3 Risk Management	20
8.4 In the Case of an Accident or Medical Emergency	20

THE PERSONNEL OVERSEEING YOUR CARE

9. The Staff at Your Service	23
9.1 The Service Quality and Complaints Commissioner	23



	9.2	Language Spoken	24
10. Professional Services			24
	10.1	The Multidisciplinary Team	24
	10.2	Nursing Care	25
	10.3	Health Care and Personal Care	25
	10.4	Medical Services	25
	10.5	Pharmaceutical Services	26
	10.6	Clinical Nutrition Services	26
	10.7	Physical Rehabilitation and Occupational Therapy Services	26
	10.8	Activities	27
	10.9	Foot Care	27
	10.10	Hair Salon	28
11. Pastoral Services			28
12. Private Companion Services			28
13. Volunteers			29
14. The Representatives of the Residents			30
	14.1	The Residents' Committee	30
	14.2	The Users' Committee	31

ARRIVAL AT SAINT BRIGID'S HOME

15. The First Day			35
16. What to Bring			35
	16.1	Your Clothing	35
	16.2	Your Personal Effects	36



17. Furnishing Your Room	37
--------------------------	----

THE STAY AT SAINT BRIGID'S HOME

18. The Rights and Responsibilities of the Residents	41
19. Visits	42
19.1 Reserving a Room for Special Events	42
19.2 Animals	42
20. Expectations Regarding Family Members and Close Relations	42
21. Meals	43
22. Social Activities	44
23. The Conveniences	45
23.1 The Saint Brigid's Guild Shop	45
23.2 Mail	45
23.3 Newspapers	46
23.4 The Telephone	46
23.5 Television and Cable	47
23.6 Storage of Personal Effects	47
23.7 Dry Cleaning	47
23.8 Laundry	47
23.9 Taxis	48
24. Instructions and Notifications	48
24.1 Temporary Absences	48
24.2 Tobacco Use	49
24.3 Tipping	49
24.4 Keeping Your Room in Order	49

END OF LIFE AT SAINT BRIGID'S HOME

25. Levels of Intervention	53
26. End-of-Life Wishes	54
27. Organ Donation	54
28. Funeral Preparations	55





THE ORGANIZATION

THE ORGANIZATION

THE ORGANIZATION

1. Our History	9
2. Our Mission	10
3. Our Code of Ethics	10
4. Our Approach	11
5. Saint Brigid's Home as Part of a Larger Institution	12
6. Accommodation	12
7. Administrative Services and the Management of Your Affairs	16
7.1 Our Office Hours	16
7.2 Cost of Residence	16
7.3 Accounts in Trust	17
7.4 Designating an Attorney and an Executor	17
7.5 The Mandate of Incapacity and Its Homologation	17
7.6 Saint Brigid's Home Foundation	18
8. Your Safety and Security	18
8.1 Security Measures	19
8.2 Infection Prevention	19
8.3 Risk Management	20
8.4 In the Case of an Accident or Medical Emergency	20



Our centre is named after the patron saint of Ireland, Saint Brigid, who lived during the fifth century. Saint Brigid founded a large number of convents, the first and most important being that of Kildare in Ireland. Her life gave birth to many legends, but Saint Brigid is best known for her hospitality and for her work as a missionary. Her feast day is celebrated on February 1st.



1. Our History

Saint Brigid's Home was founded in 1856 by the Reverend Bernard McGaugan, who was pastor of Saint Patrick's Parish, and the Irish Catholics of Quebec City. At its inception, the home was situated on McMahan Street in a rented building. In 1858, Saint Patrick's Parish purchased a building located at the corner of Grande Allée and De Salaberry avenues, to which the Home was immediately relocated. In 1860, a new building was erected on the property and additional structures were added over the years. The Sœurs de la Charité de Québec, commonly known as the Grey Nuns, administered the Home from 1877 to 1944. The Sisters of Charity of Halifax then took over its management until 1972. At that time, given the age and condition of the buildings which no longer met government standards, Saint Patrick's Parish offered a section of land on Saint-Louis Road in Sillery. On June 6, 1973, 118 residents moved into a newly-constructed building on the property. In 1989-1990, the 20 residents of the Ladies Protestant Home, which was closing its doors, joined them.

In 2002, Saint Brigid's Home and the Jeffery Hale Hospital combined forces in order to better coordinate the services offered to the Anglophone community of the Quebec City region. They remained two distinct establishments, overseen by a single board of directors.

On April 1, 2007 a new, integrated institution was created. Its official name is *Hôpital Jeffery Hale – Saint Brigid's* and in its English version, *Saint Brigid's – Jeffery Hale Hospital*.

In April 2015, our institution was grouped with the *Centre intégré universitaire en santé et services sociaux de la Capitale-Nationale (CIUSSS)*, making it a new chapter in our 150-year history.

2. Our Mission

Founded by the Irish community of Quebec City, Saint Brigid's Home welcomes adults with loss of autonomy, with a particular mandate to welcome those who are English-speaking. The environment that we offer enables these individuals to live safely in family-like surroundings. Our mission is as follows:

- To consider each individual as a whole, complete person with needs that are biological, physiological, social, cultural, linguistic and spiritual.
- To provide quality health care in an enriching environment, thus creating a quality of life that allows our residents to evolve to the best of their abilities – physically, emotionally and spiritually.
- Recognizing that the quality of the care received is directly dependent upon the individuals providing the care, to ensure that every member of our staff approaches each and every resident with compassion, understanding and professionalism.
- Aware of our position of leadership within the English community and the population at large, and of the responsibility this entails, to strive for excellence in all our endeavours, and in particular those involving innovative ways to improve the quality of life of those receiving our services.

3. Our Code of Ethics

Our institution's Code of Ethics can be found in the appendix to this document. Saint Brigid's Home has a long tradition of quality of care and quality of life.



4. Our Approach

Mutual aid and compassion are the driving forces of our staff members. In 1996, we reflected on our practices with regards to our residents. Our goal: that Saint Brigid's be among the best, nothing less! In 1999, our reflections led to the launch of our Quality of Life Project, a project whose objective remains to improve the quality of life of our residents, their loved ones, those who work within the Home and our volunteers.

The foundation of our approach is to consider Saint Brigid's Home, first and foremost, as a **living environment**.

For us, Saint Brigid's Home **is** the home of the individual residing there. Accordingly, it is our desire that it be as home-like as possible, given that it is, firstly, the place in which the resident now lives, and secondly the place in which he receives care.

In keeping with our approach, work is organized around the needs and daily routine of each person living within, and seeks to ensure that the individual remains **healthy** and **independent** for as long as possible.

Quality and Innovation Awards

In 2002, Saint Brigid's Home was the recipient of two awards, for quality and for innovation, presented by the Association des CLSC et des CHSLD du Québec: the *prix Qualité* and the *prix Fonds d'innovation*.

Honors from Accreditation Canada

In 2013, the Jeffery Hale - Saint Brigid's received the visit from Accreditation Canada for an assessment of its services. We are proud to be accredited with exemplary standing for the quality of our practices. This award is presented to organizations that exceed the requirements of Accreditation Canada and who demonstrate excellence in quality improvement. This is the highest level of awards granted by Accreditation Canada.

5. Saint Brigid's Home as Part of a Larger Institution

On April 1, 2007, Saint Brigid's Home, the Jeffery Hale Hospital and Jeffery Hale Community Services in English (previously the Holland Centre) were regrouped under the legal name of *Saint Brigid's – Jeffery Hale Hospital*. They now form one institution governed by a single board of directors. Health and social services continue to be provided at each site, in keeping with the specific mission(s) of each.

In April 2015, our institution began a new chapter in its 150-year history by being grouped with the *Centre intégré universitaire de santé et de services sociaux de la Capitale-Nationale*, dissolving our board of directors in favor of only one board for the whole CIUSSS.

The Jeffery Hale's mission is threefold: that of a hospital centre (HC) offering among others, emergency services, ambulatory services and acute care geriatric services; that of a long-term care residence (CHSLD); and, through Jeffery Hale Community Services in English, that of a CLSC offering English-language primary health care services, such as home care and support, and a day centre.

As for Saint Brigid's Home, it continues its mission as a leading bilingual long-term care residence (CHSLD) in the region. The managers' desire is to preserve the culture and the tradition of excellence of the centre, which continues to be designated as *Saint Brigid's Home* and to maintain its own public image and culture.

6. Accommodation

Saint Brigid's Home offers 142 public beds (with services offered in both English





and French), as well as four welcoming beds for the evaluation of our new residents needs.

Our approach favours a concerted effort between the residents, their families and those providing care in regards to the decision-making processes. Everyone works so as to respect the individuality of each resident. Community living in a long-term care centre requires that each individual assumes his rights and responsibilities in his interactions with others. In this context, the stability of our work teams contributes to the creating and maintaining of ties among staff, residents and their next of kin.

6.1 Philosophy of Care and Quality of Life

At Jeffery Hale - Saint Brigid's our mission is to ensure the best quality of care in a safe and above all, compassionate environment. With this in mind, we have developed a philosophy of care based on human values. It aims to personalize the care and improve the autonomy and self-determination of our residents. In short, to establish an outstanding living environment.

Because of the different capacity level of our clients, our philosophy has led us to regroup our residents according to their needs and abilities. That's why we have integrated the concept of "pods" on each floor. The pods and closed units therefore enable our residents to benefit from the most suitable environment for their situation and to adjust our care teams based on their needs.

The advantages and benefits of clientele grouping are recognized in our midst. To maintain this approach, we require from the families adherence to our philosophy of care. Families are involved in the process and their understanding of our criteria make it easier to maintain the conditions of the regrouping.

Indeed, to achieve the grouping of our residents and be able to understand their needs, it is important for us to make an evaluation which aims to facilitate the transition in our environment and allow the person to be directed towards the pod that best meets their needs and abilities.

The welcoming rooms are individual and are located in places that allow a proper assessment of needs. Our residents are admitted in welcoming rooms for a transitional period.

We always aim to do this assessment and the subsequent transition respectfully. Our teams work hard to customize the care and the residents grouping approach is the foundation that allows us to do so. The welcoming beds are a great help to get there.

First Floor

Closed Special Care Pod 11 Residents

We welcome here residents who are mobile, who present orientation and adaptation challenges due to Alzheimer's disease or to other forms of dementia. Communications, activities and the physical environment are adapted. In this home-like unit we strive to have residents maximize their potential. This unit is transitional and adapted to a specific stage of the illness. A specifically-trained team is responsible not only for the care provided but also for the activities offered.

Second Floor

Three Comfort Care Pods 13, 14 and 15 Residents

We welcome here residents whose state of health makes them more vulnerable, who may or may not be mobile in their surroundings and we offer facilities adapted to their needs. The care teams have been trained in the Gineste-Marescotti approach, which focuses on the humanization of care.

Second Floor

A Closed Versatile Care Pod 3 Residents

This versatile care pod has been designed to accommodate the changing needs of our customers over time. Criteria for admission to this unit are associated with





the vocation of the unit at the time the assessment is made. This unit is therefore a transitional unit to better supervise the difficulties experienced by residents in connection with the environment, dementia and other degenerative disorders. The appointed healthcare team is designated according to the needs of the moment.

Third Floor

Three Open Adapted Pods

13, 14 and 15 Residents

We welcome here individuals whose growing needs relative to autonomy are addressed through an appropriate level of assistance and supervision. The stimulation offered is gentle and understated, so as to maintain an atmosphere of calm. The physical layout of the area contributes to the warmth and peacefulness of the environment.

Fourth Floor

Three Open Adapted Pods

13, 14 and 15 Residents

We welcome here the most independent residents of the institution, those who benefit from a stimulating environment. The care and services provided focus on maintaining this autonomy. A smaller team works here as the needs for physical assistance are fewer.

6.2 The Welcoming Rooms

It is important to know that the vocation of welcoming rooms is different than regular rooms. They are a measure taken to facilitate the admission and eventual transition of our residents to a most suitable room. Welcoming rooms and long-term care rooms are almost exactly the same in layout and dimensions.

The duration

Length of stay in the welcoming room is not determined. It depends on the assessment and the availability of rooms in the targeted pod.

The establishment has an obligation to ensure that all rooms are occupied and that our occupancy rate meets the ministry's standards. Many factors are taken into account before proceeding with a transfer. Therefore, the duration can vary, depending on the condition of the person and that of the other residents.

The exceptions

Because of the nature of our services and the high variability in the health condition of our residents, it is possible that they be admitted directly in a long-term room. If there is no doubt about the matching needs of a person and a free room in the appropriate unit, the person might be admitted directly into this room. However, admissions through welcoming rooms are treated in priority.

7. Administrative Services and the Management of Your Affairs

It is our desire that you remain responsible for the management of your personal finances for as long as possible. Our Administrative Services staff are pleased to help ease your task.

7.1 Our Office Hours

Our Administrative Services offices are open from **8 a.m. to 4 p.m., Monday to Friday**. You may, at any time, leave an envelope addressed to our attention at the reception.

7.2 Cost of Residence

A monthly financial contribution is determined by the Régie de l'assurance maladie du Québec (RAMQ) following the financial analysis of your file. The





contribution takes into account your financial situation (and that of your spouse, if applicable). We would be pleased to explain the calculations used; you may also wish to consult the website of the RAMQ² for additional information.

The financial contribution is required on the first day of residence and thereafter is payable to the institution at the beginning of each month. We offer you a preauthorized payments option to facilitate the process.

7.3 Accounts in Trust

If desired, you may open an account in trust at Saint Brigid's Home, an account which resembles a bank account. To facilitate transactions, we recommend you sign up for pre-authorized payments. This account is used to settle your expenses and you can also withdraw money as needed. Hairdressing services, podiatry, dentistry, cable distribution can be paid from this account in trust and will be charged at the end of the month (a \$100 deposit is required to open the account).

7.4 Designating an Attorney and an Executor

It is important to designate individuals to act on your behalf as **attorney** and as **executor**. Consider also identifying alternates who can act as substitutes for these individuals if needed.

As soon as possible, provide their names to the nurse responsible for your floor and to a representative from Administrative Services. And don't forget to advise us of any changes of address or phone number for these individuals. The information will be kept in your file.

7.5 The Mandate of Incapacity and Its Homologation

We encourage you to draw up a mandate of incapacity, which offers you protection and greatly eases the burden for those closest to you should you become unable to manage your affairs.

² <http://www.ramq.gouv.qc.ca> Select "Accommodated Adults" or "Calculation Tool" on the English home page.





The **mandate in case of incapacity** is an official document through which you, as an adult in possession of all of your faculties, designate one or more individuals to take care of you or of your affairs should you become incapable of doing so yourself, whether temporarily or permanently. In this document you specify, or mandate, the extent of the powers and obligations of the individual, known as a **mandatary**. Should you become incapacitated, the individual will be there to protect you, represent you and carry out your wishes as you have described them in your mandate.³

Homologation is the judicial process which certifies your incapacity and makes your mandate executory. This procedure (which takes time) is generally undertaken by a lawyer or notary, at the request of your mandatary, when your faculties become diminished.⁴

For additional information, you may address your questions to the administrative agent. You can also consult the website of the Curateur public.⁵

7.6 Saint Brigid's Home Foundation

The Saint Brigid's Home Foundation contributes to the quality of life of our residents, in particular by financing the purchase of equipment and services not foreseen in our operating budgets (for example, various facilities improvement, equipment and zootherapy). The Foundation donates more than \$100,000 to the Home each year.

Interested in supporting the Foundation? Donation envelopes are available at the reception desk. For information on the different ways to contribute to the Foundation, please contact our Administrative Services staff.

8. Your Safety and Security

The safety and security of our residents are of utmost importance to us. We

³ <http://www.curateur.gouv.qc.ca/cura/fr/inaptitude/demarches/mandat.html>

⁴ idem

⁵ <http://www.curateur.gouv.qc.ca>



ensure nursing coverage 24 hours a day. A constant presence is also maintained at the entrance to the building.

8.1 Security Measures

A security system links the building to a remote monitoring firm. This ensures a direct and rapid link to ambulance services, the police and fire department. We are also equipped with a sophisticated fire alarm system and all employees have received training on our emergency evacuation plan.

The Chief of Technical Services is responsible for the overall security of the building. He and his team are responsible for the application of appropriate measures in situations where your safety might be threatened. Technical Services staff consult regularly with the nurses and, once a year, employees on each shift meet to review emergency and evacuation measures.

8.2 Infection Prevention

The Infection Prevention Committee brings together professionals from across the organization. Its mission is the prevention, monitoring and control of infections, as well as the improvement of the measures in place to prevent infection.

To limit the risk of transmission of infection, we are required to implement preventive measures that apply to staff and residents as well as to visitors. For this reason we recommend that any individual with a contagious disease (for example, influenza or a cold) refrains from visiting a resident. If the visit is unavoidable, we ask that the visitor meets with the nurse responsible for the floor to discuss the precautions that should be taken.

In the case where a resident has an infectious disease, a notice to this effect is posted on the door to the resident's room. We ask that in such situations, the visitor checks with the nurse responsible for the floor regarding precautions to take before entering the room.

Always with prevention as our goal, our vaccination program provides for

the administering of the **influenza vaccine** as well as the ***Pneumovax vaccine*** which helps protect against pneumococcal infection. Once a year in the autumn, the program provides for the verification of the resident's vaccination file and the renewal of the resident's consent regarding vaccination. In cases where the resident is not capable of responding, consent is requested from their representative.

In addition to being administered to all consenting residents, the vaccines are offered free of charge to family members and employees, as well as to frequent visitors.

8.3 Risk Management

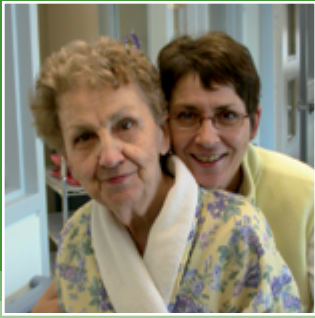
The Risk Management Committee has the mandate to examine and address all incidents and accidents that occur within the organization. Consequently, all unfortunate events are analyzed and corrective measures to prevent the reoccurrence of the event must be implemented.

At Saint Brigid's Home, the Unit Chief is responsible for the application of this mandate which includes the documentation of each event and the steps taken to address the event. The nurse responsible for your floor is required to inform the Unit Chief of every incident or accident that occurs. If the accident or incident affects (or may affect) your quality of life, the nurse is also required to inform you or your family's representative without delay.

8.4 In the Case of an Accident or Medical Emergency

Whether it be an accident or a medical emergency, we will quickly take whatever action is necessary to see to your well-being. We will also contact the person you have designated be informed in such situations, as quickly as possible.





THE PERSONNEL OVERSEEING YOUR CARE

THE PERSONNEL

9. The Staff at Your Service	23
9.1 The Commissioner for Quality	23
9.2 Language Spoken	24
10. Professional Services	24
10.1 The Multidisciplinary Team	24
10.2 Nursing Care	25
10.3 Health Care and Personal Care	25
10.4 Medical Services	25
10.5 Pharmaceutical Services	26
10.6 Clinical Nutrition Services	26
10.7 Physical Rehabilitation and Occupational Therapy Services	26
10.8 Activities	27
10.9 Foot Care	27
10.10 Hair Salon	28
11. Pastoral Services	28
12. Private Companion Services	28
13. Volunteers	29
14. The Representatives of the Residents	30
14.1 The Residents' Committee	30
14.2 The Users' Committee	31



Rest assured that while you are with us, an entire team will ensure that you receive the care and services that your health and well-being require.



9. The Staff at Your Service

An organizational chart, included as an appendix to this document, lists those responsible for the various services at Saint Brigid's along with their contact information.

9.1 The Service Quality and Complaints Commissioner

The service quality and complaints commissioner is the person responsible for ensuring, for the organization as a whole, the rights of users and the diligent handling of their complaints. The user (or their representative, if need be) can address their concerns to this individual without fear of reprisal.

The commissioner reports directly to the board. As the commissioner is not linked in any way to any of the departments of the institution, he or she has complete independence in receiving a complaint, examining the related facts, analyzing the situation and formulating recommendations where appropriate.

The duty of the commissioner is to assist the user (or the user's representative). The commissioner's role is to listen, advise, aid in the formulation of a complaint if such is the desire of the user, assist the user in finding a solution to the problem, provide support, refer the user to an internal or external authority if appropriate, and so on.

The commissioner also meets with the work teams to inform them of the rights of the users and the code of ethics of the organization.

Notwithstanding that the commissioner can receive and address all types of complaints or dissatisfaction that the user or user's representative may have, we encourage you to first address your concerns to the nurse responsible for



your floor. In most instances, this individual can rectify the situation. (See the appendix for the nurse's contact information.)

A complaint⁶ is dissatisfaction, expressed verbally or in writing by the user or the user's representative, regarding the services the user received, ought to have received, is receiving or requires from an institution or an external resource to which the institution has recourse.

9.2 Language Spoken

Each member of our staff providing services directly to residents is able to speak French and English. In addition, posted notices and written communications are produced in both languages.

We encourage you to request that you be addressed in the language of your choice.

10. Professional Services

10.1 The Interdisciplinary Team

The interdisciplinary team is comprised of your physician, the nurse responsible for your floor, the registered nursing assistant, personal care attendants, the pharmacist and, depending upon your needs, the nutritionist, the occupational therapist, the physical rehabilitation professional and special educators.

Approximately six weeks after your arrival, you will be invited, along with members of your family or close relatives, to meet with the interdisciplinary team. Together you will discuss an individualized care plan (PII) intended to help us focus **our** actions on **your** needs.

If it has not already been done, you will establish, with your physician, the **level**

⁶ As defined in the Act Respecting Health and Social Services, R.S.Q., chapter S-4.2





of care you desire should you become seriously ill. (The three levels of care intervention are described in section 25.)

The meeting provides an opportunity to get to know those caring for you, to ask questions and to discuss issues of concern to you. It is intended to create a climate of confidence and partnership among you, your family members and the professional staff. Following this get-together, additional meetings will be held annually or as needed.

10.2 Nursing Care

Nurses have the overall responsibility for the care and services provided on your floor, 24 hours a day. They should, therefore, be the first to whom you address any requests or comments related to care and services.

10.3 Health Care and Personal Care

The health and personal care team is also present 24 hours a day. The team is composed of registered nursing assistants and personal care attendants, acting under the supervision of the nurse responsible for the floor.

This essential team offers overall nursing care and assistance (hygiene, assistance with meals, walking, stimulation, etc.) adapted to your needs. Each member of the team has the same objective: to foster your autonomy, your comfort and your well-being.

10.4 Medical Services

A team of physicians is on duty 24 hours a day. Upon your arrival at Saint Brigid's Home, a physician is designated to your care. The physician will visit you and will ensure that you receive the care needed. If necessary, he or she will consider a consultation with a specialist.

Should your health deteriorate, it is possible that you be transferred to a hospital for needed medical treatment. In such a case, we would advise the person you



have designated be contacted, as soon as possible. If a transfer by ambulance is required you would be accompanied by a volunteer or a member of our staff.

10.5 Pharmaceutical Services

Our pharmacist has the responsibility of providing an efficient distribution of medication, of evaluating problems related to our residents' pharmacotherapy and for providing expertise to the health professionals. The pharmacist prepares all medications prescribed by your physician, which are then distributed by our nursing personnel.

In order to avoid undesirable effects or harmful interactions with medications, you should not keep any medication or natural health product in your room without the authorization of your physician.

Medications on the List of Medications of the Régie de l'assurance maladie du Québec are free of charge. However, medications which are not prescribed or which respond to specific preferences (e.g., *Centrum* vitamins, cherry-flavoured *Maalox*) are at the cost of the resident.

10.6 Clinical Nutrition Services

Our professional nutritionist sees to it that you are served healthy, balanced meals. The nutritionist evaluates your needs, develops a plan adapted to your health and ensures follow-up so that you maintain a good nutritional state.

Upon your arrival, the nutritionist becomes familiar with your needs and eating habits. Working with the dietary technician, the nutritionist draws up your dietary profile, based on your tastes, preferences and particularities (for example, allergies, diabetes, requirement for supplements or modified textures).

10.7 Physical Rehabilitation and Occupational Therapy Services

Two specialists are at your service to help you maintain your autonomy: our





physical rehabilitation therapist and our occupational therapist.

The activities they recommend for you are aimed at maintaining your functional autonomy, improving it if possible and maximizing both your comfort and your safety. They can adapt your physical environment and help you to select and adjust equipment which will ease your movements. They can also propose therapeutic means to enable you to bring certain chronic pain under control.

We recommend that you consult these specialists before buying equipment such as walkers, canes, wheelchairs or recliners.

More specifically, our physical rehabilitation therapist can develop a personalized exercise program based on an evaluation of your situation, and help you to put it into effect.

10.8 Activities

Our special educator and our community animator are there to entertain your day. Their approach is personalized; they strive to offer a stimulating living environment through meaningful activities tailored to your needs, your tastes and your well-being. They accompany you while encouraging your autonomy. The activities take place individually, in small groups or a larger group.

In addition, therapeutic activities are offered both on the floors and in our common areas. Many residents feel that our activities have facilitated the integration into their new living environment. We strongly encourage you to participate.

10.9 Foot Care

Two foot care specialists regularly visit Saint Brigid's Home. You need only contact the nurse responsible for your floor to set up an appointment. The service is at your expense.



10.10 Hair Salon

Our hairdressers are waiting for you in our hair salon on the ground floor, in a sunny setting. It is also possible for them to visit you on your floor to better accommodate you. The schedule is posted on the door of the salon. This service is at your own expense.

11. Pastoral Services

Our spiritual team, made up of volunteers, can offer you support in various ways. Whether you wish to share your thoughts, have help to attend a religious service, or meet with a priest or minister, we can be there to assist you. We can also suggest meaningful readings and accompany you at the end of your life. To speak with a member of our spiritual team, contact the nurse responsible for your floor or the reception.

A Catholic priest and Protestant ministers are associated with the spiritual team of Saint Brigid's Home. If you are of another religious denomination, let us know and we will find a resource person for you.

A detailed schedule of all the pastoral activities is posted on the bulletin boards each month. The celebrations are held in the chapel or in the Kildare Lounge. The chapel is located on the ground floor, adjacent to the Kildare Lounge. You will find the schedule and the locations of celebrations in the appendix to this document.

For those who are unable to attend mass, volunteers distribute communion following the celebration.

12. Private Companion Services

You can make a request at the reception or with a nurse on the floor for private





companion services. We have a list of self-employed workers that offer these services to our residents. Since they are not employees of Saint Brigid's Home, we can not vouch for the quality of their services, but we know that many of our residents greatly appreciate their services on a daily basis.

The companion services can take various forms from playing cards, reading, having tea, going outside for a walk in the garden, running errands, or going to an appointment.

The private companion services are at the expense of residents, who must make arrangements directly with the worker. It is important to coordinate the arrangements with the health care team and the administration team to ensure harmony between the service and the institution.

13. **Volunteers**

Volunteers bring an invaluable contribution to the quality of life of our residents. They are the cornerstone of our community life. Volunteers assist the residents on many occasions: during activities at Saint Brigid's Home, outings, and so on. They support our residents in their daily lives and their dedication is exemplary.

As a resident, you can contribute to the volunteer activities of Saint Brigid's Home, activities such as the distribution of mail, the preparation of the chapel for religious celebrations, the work in the library and helping in the cafeteria during meal times.

If you are a member of a resident's family, a close friend of the resident or simply someone who wishes to contribute to life at Saint Brigid's Home, you are most welcome as a volunteer.

You can volunteer according to your availability, abilities, and interests. You can be part of the Saint Brigid's Guild, or volunteer without joining the



association. For more details, contact the Living Environment counselor or the president of the Saint Brigid's Guild (inquire at the reception desk).

The Saint Brigid's Guild

The Saint Brigid's Guild is an association of volunteers that has been in existence since 1968. Its mission is to improve the well-being of the residents of Saint Brigid's Home.

Thanks to its fundraising, the purchase of certain furniture and equipment for the residents, which would otherwise not have been possible, has been realized.

The Guild organizes outings during the summer and social activities each month (for example, bingo, and birthdays of the month). Its principal revenues are raised through its boutique (on the first floor of the building) and its clothing sales, particularly those it organizes in the spring and fall.

The association is made up of about 70 volunteer members. They generally meet on the last Monday of each month to plan the activities and needs for the upcoming month.

14. *The* Representatives of the Residents

14.1 The Residents' Committee

All residents are automatically members of the Residents' Committee, known at Saint Brigid's as the Kildare Club. Its role is to **watch over the quality of life of all of the residents of Saint Brigid's Home**. More specifically, its mandate is to:

- inform the residents of their rights and responsibilities;
- help to promote and improve the residents' quality of life;
- evaluate the level of satisfaction pertaining to the services offered;





- defend the rights and interests, collective and individual, of the residents before the administration and any other competent authority.

The Residents' Committee organizes information activities and social activities for residents and their family members. These are generally held once a month in the *Kildare Lounge* on the main level.

14.2 The Users' Committee

A Users' Committee is in place for the institution (*Jeffery Hale – Saint Brigid's Hospital*). Its functions, outlined by the Act Respecting Health and Social Services, are comprised of:

- informing users of their rights and obligations;
- promoting the betterment of users' quality of life and assessing their satisfaction in connection with services received from the institution;
- defending the rights and interests, both individual and collective, of users;
- accompanying and assisting users in any steps they take, including occasions when they wish to file a complaint;
- ensuring the proper operation of each of the resident committees and seeing to it that they have the necessary resources to carry out those operations.

The Users' Committee is made up of at least five members elected by the institution's users and a representative chosen by and among members of each resident committee established at each location which offers services to users residing there.

Any person who receives or has received health and social services through *Jeffery Hale – Saint Brigid's Hospital*, or his or her representative, may take part in the Users' Committee.







ARRIVAL AT SAINT BRIGID'S HOME

ARRIVAL AT SAINT BRIGID'S HOME

15. The First Day	35
16. What to Bring	35
16.1 Your Clothing	35
16.2 Your Personal Effects	36
17. Furnishing Your Room	37



We hope that your room will become your new 'home', warm and welcoming.



15. The First Day

In order to ensure that the care team can greet you on your first day and under the best conditions possible, we decide with you, in advance, the hour of your arrival at Saint Brigid's Home. We will therefore be present at the reception area of the building when you arrive.

We encourage a member of your family or someone close to you to accompany you on this special day. We offer them, moreover, a meal ticket for this occasion.

You will have an opportunity to meet the nurse responsible for your floor, who will take charge of your medications and your medical cards. Other members of the staff will also be present to greet you. You will visit your unit and receive a brief overview of the services offered.

You (or the person accompanying you) will need to visit our Administrative Services office to provide information and to receive certain documents. Details that you will be asked to provide include those relating to your income and assets, which are needed to complete the forms required by the government and to determine your monthly contribution. Certain residents prefer not to provide this information; if such is the case, the government will require that the maximum rate be charged.

16. What to Bring

16.1 Your Clothing

Bring your personal clothing with you. We ask that you identify your clothing as well as all of your washable articles. Name tags are available at the Administrative Services offices at a cost of \$15.00 for 100 tags. We also offer a service to affix



the nametags (at your expense, at a cost of \$0.50 per item).

Given that the closet in the room is not very large, we suggest that you keep only clothing appropriate to the current season in it. You also have storage space available in the basement (see section 23.6).

A few times a year, suppliers of regular clothing and of adapted clothing pay us a visit. Perhaps adapted clothing could make you more comfortable and make dressing easier. The nurse responsible for your floor can provide you with additional details on the subject.

16.2 Your Personal Effects

Medications

As a general rule, medications are provided to you free of charge. However, to ensure the continuity of your pharmacologic coverage, you should bring a sufficient quantity of medication for your first 24 hours at Saint Brigid's.

Toiletries

The following personal hygiene products are provided free to all residents: soap, facial tissues, deodorant, shampoo, toothpaste and moisturizing lotion. Although the choice of brand is determined by the establishment, you are welcome to purchase your preferred brand of personal hygiene products at your own expense.

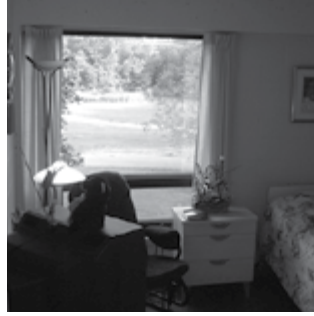
Bedding and Towels

Bedding and towels are supplied by the Home.

Your Valuables

We recommend that you not keep large amounts of money in your room; use rather the trust account (see section 7.3). Avoid also keeping jewelry and precious objects with you; entrust them rather to your family.





17. *F*urnishing Your Room

All of our residents enjoy a private room. Certain rooms have a shared bathroom for two residents.

Your room was allocated to you based on your clinical and health needs as well as on availability. During your stay at Saint Brigid's Home and depending upon the state of your health, it is possible that you will be moved to a new room on another care floor. We would do so in the interest of enhancing your clinical care.

Furnishings

Ideally before your arrival, your room will be decorated by you or by a member of your family. To have your room reflect your tastes and preferences, and feel like it truly is yours, furnish it with a few pictures and decorative items that are of significance to you.

We will provide you with an adjustable electric bed and, **to the extent that space permits**, you are free to complete your room with your own furnishings: a dresser or a desk and chair, a night table, an armchair, a lamp and a television (maximum 24 inches).

Be advised, however, that the limits imposed by the size of the room must be respected and that the possibilities for furnishing can vary from one floor to another. For your security, we are obliged to limit the number and size of the pieces and objects in the room. This can vary according to your state of health and is periodically reevaluated. It is therefore possible that we ask you to remove certain furnishings depending upon the evolution of your needs.

Curtains and Bedspreads

To add your personal touch to your room, we encourage you to bring with you a bedspread and curtains of your choosing. Make sure, however, that they are fireproof. For more details, contact the nurse responsible for your floor.



Electrical Appliances

You are welcome to bring a radio, a television (maximum 24 inches), a reading lamp and a fan.

All lamps (for safety reasons, avoid halogen lamps) and electrical appliances will be submitted to an inspection by our maintenance staff before being placed in your room.

Note that any fees for the installation or removal of this equipment are at your expense, just as it is up to you to ensure their maintenance, cleaning and good order.

The common areas of the building are air-conditioned, notably the dining room of each floor, but the rooms are not. Our electrical system was not designed to allow for an air conditioner in each room. Nevertheless, should exceptional circumstances such as a medical requirement call for it, we could consider the request. To place such a request, contact the Unit Chief.

Prohibited Articles

For reasons of safety, kettles, toasters, small ovens, microwave ovens and coffee makers are not permitted in the rooms. All of these appliances are, however, available in the kitchenette of each floor. Note that irons are also prohibited.

For all particular requests relating to your room furnishings, or to alert us to something that has broken, contact the nurse responsible for your floor.





THE STAY AT SAINT BRIGID'S HOME

18. The Rights and Responsibilities of the Residents	41
19. Visits	42
19.1 Reserving a Room for Special Events	42
19.2 Animals	42
20. Expectations Regarding Family Members and Close Relations	42
21. Meals	43
22. Social Activities	44
23. The Conveniences	45
23.1 The Saint Brigid's Guild Shop	45
23.2 Mail	45
23.3 Newspapers	46
23.4 The Telephone	46
23.5 Television and Cable	47
23.6 Storage of Personal Effects	47
23.7 Dry Cleaning	47
23.8 Laundry	47
23.9 Taxis	48
24. Instructions and Notifications	48
24.1 Temporary Absences	48
24.2 Tobacco Use	49
24.3 Tipping	49
24.4 Keeping Your Room in Order	49

THE STAY AT SAINT BRIGID'S HOME



If you are a family member of the resident or a close relative it is our hope that you can become involved in the life of Saint Brigid's Home.



18. *The* Rights and Responsibilities of the Residents

The following text is drawn from the Charter of Rights, Freedoms and Responsibilities of the Residents of Saint Brigid's Home, adopted March 28, 1994.

The Rights of the Resident

- The resident⁷ has the right to information and to freedom of expression
- The resident has the right to privacy and confidentiality
- The resident has the right to respect and dignity
- The resident has the right to be responsible and to participate

The Responsibilities of the Resident

- Act with respect
- Be involved, to the best of one's ability, in one's care and treatment
- Respect the rights of others and the rules of courtesy and civility
- Use the Residents' Committee to make known one's wishes and choices

Our organization's Code of Ethics (included in the appendix) also makes mention of these rights and responsibilities.

⁷ or the resident's legal representative, if applicable



19. Visits

Saint Brigid's Home is now your home. As such, you are free to have your family and friends visit you, at any time, according to what suits you best.

19.1 Reserving a Room for Special Events

We have put a number of rooms at your disposal which can be used for various events, such as wedding anniversaries or family celebrations. Reservations can be made by contacting our reception staff. We count upon your cooperation to leave the room in the condition in which you found it.

19.2 Animals

We strongly encourage you to maintain ties of affection with the pet you may have had before coming into your new residence. To help make this possible, we allow pets accompanied by a friend or family member to visit, on condition that they are well-behaved and kept under control. In addition, certain days are reserved for zootherapy, therefore, during these days, please do not receive any visit from your animals.

You are also welcome to participate in the zootherapy sessions that are held on each floor regularly. Inquire with our activity services for the zootherapy schedule.

20. Expectations Regarding Family Members and Close Relations

If you are a family member of the resident or a close relative it is our hope that you can become involved in the life of Saint Brigid's Home.

Your help can be invaluable to us. With your involvement, particularly at the time of admission and during the transition period, we can work as a team





to make your loved one's adjustment to Saint Brigid's Home as easy and pleasant as possible. The better we know your relative and their needs, the better we will be able to personalize their services. The document entitled *The Tree of Life*, which was given to your relative for completion during the preadmission visit or upon admission, would also be most helpful to us.

You are always welcome to come and dine with your relative. You may obtain a meal coupon during the evening at the reception for a modest price, or pay cash at the Cafeteria.

On the occasions when your relative has a medical appointment outside Saint Brigid's Home, we strongly encourage you to accompany them. Although volunteers do sometimes accompany residents, your loved one will feel that much more confident if accompanied by a close relative.

21. Meals

For most people, nourishment - sitting down to a meal - is an important facet of life. We associate it with happy memories, with socialization and with sharing. Given our philosophy of creating home-like surroundings, it is essential that we offer you a place where meals continue to be viewed as life-enhancing times.

You have a choice of four possible locations for meals: the cafeteria, the dining room on your floor, the atrium on your floor and your room. If you wish, you may select your menu choices each day. Following your admission, we will determine together what suits you best for meals.

To know the schedule of meals at the cafeteria and on your floor, consult the appendix to this document.

At the Cafeteria

If you are autonomous, we encourage you to have breakfast, dinner and supper in the cafeteria.



You may:

- serve yourself in the service line;
- allow us to prepare a tray for you which will be assembled according to your tastes and menu selection. The tray will be brought to your table.

To take advantage of the tray service, you will need to advise the nutritionist who knows your preferences and is aware of your dietary restrictions.

In the Dining Room and in the Atrium on Your Floor

If you have difficulty getting to the cafeteria or should you require assistance to eat, it is possible to take your meal in the dining room or in the atrium located on your floor.

In the Room

Should your state of health require it, a tray will be delivered to your room. And although we encourage residents to eat in the common areas when they are capable of doing so, you are free to have your meal in your room should you wish. A tray identified with your name will be brought to you.

The Kitchenette

Kitchenettes are found on each floor and can serve for the preparation of breakfast or a snack at any time. A microwave oven, a toaster, a kettle and a refrigerator are at your disposal. The refrigerator is stocked with milk, yogurt, fruit, juice, cookies, bread and an assortment of toppings for toast.

22. Social Activities

The activities calendar for each month is available at the bistro and is posted on the bulletin board close to the cafeteria on the first day of the





month. Certain activities are held regularly, and others occasionally. To surprise you, we also organize activities on the spur of the moment!

You will find a general idea of activities held during the course of a month in the appendix to this document.

A variety of religious organizations, school groups, clubs, individuals and community groups, in addition to our Saint Brigid's Guild, entertain us with concerts and cultural activities all through the year.

Outings

Outings away from Saint Brigid's, such as the autumn leaves bus tour, the fishing outing and shopping are organized from time to time. The dates are announced a few weeks in advance on the notice board by the cafeteria. Should you wish to take part in these outings, leave your name at the reception or notify the nurse responsible for your floor.

23. *The* Conveniences

23.1 The Saint Brigid's Guild Shop

The volunteers of Saint Brigid's Guild operate a boutique on the main level where you can purchase toothpaste, shampoo, candy and chocolate bars, gift cards, and other items. The hours are posted on the shop door. All profits are used to improve the quality of life of the residents.

23.2 Mail

Your address for receiving mail is as follows:

YOUR NAME

Saint Brigid's Home

1645, chemin Saint-Louis, apt. _____

Québec (Québec) G1S 4M3



Mail addressed to you may be:

- delivered to your room by resident volunteers who make the rounds each evening;
- held at the reception and given to you when you (or the person designated by you) come by to pick it up.

In the case where your mail is to be given to a person other than the resident, it is important to advise Administrative Services so that the necessary arrangements can be made.

For outgoing mail, *Canada Post* has placed a mailbox close to the main entrance. Stamps are available at the Guild boutique.

23.3 Newspapers

To subscribe to any of the daily newspapers, contact the reception.

23.4 The Telephone

You may have a private telephone line installed in your room. Contact *Bell Canada*⁸ directly to let them know your room number and the hoped-for installation date. The installation costs and monthly fees are at your expense. The bills are sent directly to you and you are responsible to remit payment. If you change rooms because of a decision by the institution, we will assume the costs charged by *Bell* to transfer the service. If the decision is yours, you will be responsible for the costs.

Bell Canada offers a variety of telephone models to assist people with visual, auditory or speech challenges. Contact a *Bell* representative for more details.

⁸ at 418 310-2355





23.5 Television and Cable

There is a community television in the lounge situated close to the nursing station on each floor and also in the Kildare Lounge on the main level.

If you have your own television, our maintenance service can connect it to the *Videotron* cable television service which includes 18 basic channels. The service charge associated with cable services is an additional 20\$ a month.⁹ There are publicly available channels offered free of charge if the cable service mentioned previously does not interest you.

You must see to all repairs to your television. Report any cable television problems to the reception.

We recommend that individuals who are hard of hearing use headphones with their televisions so as not to inconvenience their neighbours.

23.6 Storage of Personal Effects

A storage area is provided for you in the basement. There is sufficient room for a trunk, two suitcases or boxes, and a garment bag. The area is accessible every day from Monday to Friday between 7 a.m. and 3 p.m. and, upon request, at any other time.

23.7 Dry Cleaning

Articles you would like to have dry cleaned may be left at the reception, and a dry cleaning representative will come by to pick them up. You are responsible for the cost of the service.

23.8 Laundry

We encourage you to do your own laundry, with the aid of a family member or friend. If this is not possible, we will see to it, on the condition that the articles

⁹ This amount may be adjusted in the future.



are clearly identified and machine washable. The washers and dryers located on each floor are available for your use at any time.

23.9 Taxis

The receptionist can call a taxi for you or for your guest. You are required to pay (in cash) for the taxi unless Care Services has authorized the transport for a medical appointment, whereupon the receptionist will provide you with prepaid taxi coupons.

Certain specially-equipped taxis can accommodate wheelchairs. Please reserve them in advance.

24. Instructions and Notifications

24.1 Temporary Absences

If you are planning to be absent from the building, it is important that you notify the nurse in charge of your floor.

When possible, inform the nurse the evening prior to your departure if it is to be an absence of only a few hours, and provide a few days notice if the absence is for longer than 24 hours. This will allow time for the preparation of your medication. Depending upon your needs, the nurse will provide you with the following upon your departure:

- your health insurance card and your other medical cards;
- your required medication;
- the instructions for your medication;
- instructions relating to your diet.





You must also notify reception of your departure and return times, and leave a phone number where we can reach you in case of emergency.

You are permitted to be away for up to 51 days a year, but no absence can be for longer than 15 consecutive days. If you are absent due to a hospitalization in another institution, your room is held for you. Whatever the reason for your absence, you remain responsible for the costs associated with your room.

24.2 Tobacco Use

Saint Brigid's Home is subject to the Tobacco Act and has therefore a legal as well as a moral responsibility to provide a healthy environment for its residents. Residents who smoke can only do so in the area designated in our policy. For the safety of all, individuals who are not capable of taking the necessary precautions will have their right to smoke restricted.

24.3 Tipping

Employees of Saint Brigid's Home are not allowed to accept tips or significant gifts. This policy, of which employees are well aware, is intended to ensure that all residents have fair and equal access to services.

24.4 Keeping Your Room in Order

We encourage our residents to keep their rooms clean and tidy (e.g. make the bed and dust), to the extent that their abilities allow. This, in turn, contributes to maintaining one's autonomy.

Maintenance personnel will see to the washing of the floors, dusting and the regular cleaning of the bathroom.







END OF LIFE AT SAINT BRIGID'S HOME

25. Levels of Intervention	53
26. End-of-Life Wishes	54
27. Organ Donation	54
28. Funeral Preparations	55

When the moment does arrive, not only will it be easier for your loved ones, your preparations will ensure that all takes place as you would have wished.



Difficult as it may be to contemplate this stage, we encourage you to undertake, as soon as possible, certain steps to prepare your end of life.

25. Levels of Intervention

You will be asked to select the level of intervention that you desire from your physician and from the care team. This decision is an important one and is entirely yours to make.

Discuss the issue with your physician in all confidence and feel comfortable asking any questions you may have. Your physician will sign the form attesting to your decision and will implement, at the appropriate time, the actions necessary to respect that decision.

The chart below describes briefly the three levels of intervention. Your physician will provide you with more detail. In the first weeks following your admission to Saint Brigid's Home, you will need to decide the level of intervention you desire. However, be assured that you may change your choice at any time. Do not hesitate to discuss the issue with your physician.

Levels of Care Intervention	
Level 1	<ul style="list-style-type: none"> • Maintenance of any altered function, by all means possible • Resuscitation desired
Level 2	<ul style="list-style-type: none"> • Correction of any deterioration that may be reversible, by any reasonable means • Resuscitation may or may not be desired
Level 3	<ul style="list-style-type: none"> • Comfort measures only: care undertaken with the primary goal of keeping a person comfortable (rather than prolonging life) • Do not resuscitate



26. End-of-Life Wishes

You have most probably already specified some of your end-of-life choices in your mandate of incapacity (see section 7.5). Be sure to inform your family and friends of any of the other wishes you may have, such as for spiritual accompaniment or the last sacraments. You should also let your health care team know of these wishes. Doing so is the best way to ensure that you will have the best accompaniment possible at that time.

If you are a close relative who would like to accompany your loved one at the time of his or her end of life, we can provide you with a document on this topic. Please don't hesitate to request it. Be assured that we will do everything in our power to see to it that this accompaniment takes place in an environment that is comfortable and respectful.

27. Organ Donation

Take the time now to reflect on organ and tissue donation. Discuss the possibility with members of your family and let them know what you decide. In so doing, they will be able to express your wishes at the moment of your death. You will also help them avoid any discomfort they may feel if they are not aware of your wishes on the matter. You can indicate your choice in your mandate in case of incapacity (see section 7.5).

If you do decide to donate, you can indicate this by signing the consent sticker provided with your health insurance card and sticking it in the specified area on the back of the card. You can also have your decision recorded in the *Registre des consentements au don d'organes et de tissus de la Chambre des notaires du Québec*. Through this confidential registry, authorized personnel can verify, at the appropriate time, whether a person has agreed to donate organs and tissues.

A Few Details on Organ and Tissue Donations

The following information is taken from the French section of the website of the





ministère de la Santé et des Services sociaux¹⁰. For further information, please consult their website.

Once the patient is officially pronounced dead and the family has authorized the donation of the organs and tissues, the individual is maintained on a respirator while the medical team attempts to find, in the shortest time possible, compatible recipients. One single donor has the potential to save or improve the lives of a number of people. The retrieval of organs and tissues takes place in an operating room. The procedure is carried out with the same respect and the same dignity as in any other surgical operation. The donor's body is then given to the funeral authority.

There is no age limit for the donation of one's organs and tissues. Any individual, no matter what the age, is considered a potential donor. It is, rather, the quality of the person's organs and tissues that determines suitability. In Québec, the oldest organ donor to date was 88 years old, and in Canada, the oldest tissue donor was 102 years old.

28. Funeral Preparations

In the first weeks following your admission, we ask you to let us know which funeral establishment you have selected. As soon as you have made your choice, inform the nurse responsible for your floor so that she can note the information in your file. With this information we will be able to intervene suitably when the moment arrives.

In order to contribute to the smooth functioning of the health network, particularly to relieve the crowding in hospitals, our institution is required to assign the room to another person **within 48 hours** of a death. At that time, we therefore respectfully seek the cooperation of your next of kin in removing personal items and furniture as quickly as possible.

¹⁰<http://www.msss.gouv.qc.ca>

In the search section of the site (French pages), enter "don d'organes".





1645, chemin Saint-Louis
Québec (Québec)
G1S 4M3
Téléphone : (418) 681-4687
Télécopieur : (418) 527-6862



Jeffery Hale
Saint Brigid's

