



INFORMATION MANUAL FOR RESIDENTS AND FAMILIES

*Integrated Health
and Social Services
University Network
for West-Central Montreal*

Québec 

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WELCOME MESSAGE

Welcome to Donald Berman Maimonides Geriatric Centre.

In order to help you adjust to your new 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.

Within the next few weeks, you will be assessed by our interdisciplinary team in order to determine how to best meet your care needs. Upon completion of these clinical evaluations, you will be advised if an internal transfer is required. An internal transfer involves moving to another unit, floor or pavilion and will take place as soon as accommodation is available on the designated unit.

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.



Barbra Gold
Director of the Support Program for the Autonomy of Seniors (SAPA)
Integrated Health and Social Services University Network for West-Central Montreal

HISTORY

Maimonides can trace its history back as far as 1910 when it was founded by the Jewish community of Montreal under the name "Montreal Hebrew Sheltering Home" or more commonly referred to as the Moshav Zkainim. At this time, it housed only six residents in a home on Evans Street.

In 1928, as a result of ever-expanding needs to serve Montreal's Jewish elderly, land was purchased on Esplanade Avenue where a new four-storey structure was built to accommodate 76 residents. The new institution was known as the Montreal Hebrew Old People's and Sheltering Home under the Federation of Jewish Philanthropies.

In response to the continuing needs of the community, the capacity was increased to 145 beds. Until this time, it was the policy of the founding homes to admit only the aged who were autonomous and required minimal nursing supervision. However, as the physical condition of the residents deteriorated, medical and nursing staff were provided and the criteria for admission was altered accordingly. To reflect this change, the institution was renamed "Maimonides Hospital and Home for the Aged" in honour of Rabbi Moshe Bar Maimon also known as Maimonides. He was one of the greatest Rabbis in Jewish history as well as a noted philosopher and doctor serving as physician to Saladin, Sultan of Egypt.

Recognizing the increasing needs in the community for a first rate, long-term hospital to care for the elderly who were chronically ill, a new facility was built on our present site in 1964 containing five floors and accommodating 247 beds. In 1983, two more floors were added to increase the bed capacity to 387 where it now stands.

In 1993, management of the Accredited Foster Home program, now renamed Accredited Homes for Seniors, was transferred from Jewish Family Services to Maimonides. Approximately 100 residents in 12 to 15 residential homes in the community came under the supervision of Maimonides Geriatric Centre.

In 2002, Maimonides was designated by the Montreal Regional Board of Health and Social Services to supervise all intermediate resources for the anglophone and Jewish communities in Montreal.

In 2011, thanks to a transformative gift from the Donald Berman Foundation, the Centre became known as Donald Berman Maimonides Geriatric Centre.

In April 2015, the Quebec health care system was restructured under Bill 10. Donald Berman Maimonides became part of the health network known as the CIUSSS (Centre Intégré Universitaire de Santé et Services Sociaux) Centre-Ouest de l'Île, which includes the following: Jewish Eldercare Centre, Jewish General Hospital, MAB-Mackay, Miriam Home and Services, Mount Sinai, CSSS Cavendish, CSSS de la Montagne and Constance-Lethbridge.

WHO WE ARE TODAY

The core mission of Donald Berman Maimonides Geriatric Centre, a McGill University affiliated long-term care facility, is to provide service to aging members of the community who are no longer able to function independently. They are entrusted to our care by their families, with whom we are allied in values and purpose. Our mandate is founded on a strong heritage of Jewish values and community support. We provide a continuum of high-quality care through our integrated network, which includes short-term respite care, community-based homes and a variety of long-term care accommodations. In line with our mission, the Centre serves as a training ground for professionals and conducts research into issues related to geriatric medicine and care of the elderly.

ADMISSIONS

In accordance with regulations, all requests for placement in Donald Berman Maimonides Geriatric Centre are processed by the health and social services body for the geographic area (CIUSSS) composed of healthcare professionals. Requests are reviewed by healthcare professionals and the decisions are made according to the person's needs. Wherever possible, efforts are made to provide services in order to maintain a person in their own home. A social worker from the community – either at a CLSC or an acute care hospital – must make the official request to the Integrated Health and Social Services Centre (CIUSSS) who then prioritizes those on the waiting list according to the urgency of each case.

COST

There is a room charge in long-term care public establishments. The charge is determined by the provincial government based on the type of accommodation and the income and/or assets of the resident and spouse, if any.

As of January 1st, 2018, room rates are as follows:

private \$ 1867.50 per month
semi-private \$ 1560.00 per month

These rates are revised by the government on a regular basis.

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 10th, 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 centre will reimburse the money. Any questions regarding rates should be directed to the social worker on the unit or the admissions officer.

OTHER SERVICES

There are other costs for services not covered by health insurance for which the resident is responsible. These services may include:

- **Dental laboratory work, eyeglasses, hearing aids, prosthetics, etc.** However in certain cases, the Ministry of Health and Social Services may cover a portion of these costs.
- **Cable TV service** in the resident's room which is billed to the resident's account each month. Cost \$35.00.
- **Telephone** in the resident's room is billed to the resident's account each month. Cost is \$25.00. Long-distance is available by calling card.
- **Laundry service** is offered free of charge.
- **Massage**
- **Air conditioner** installation and operation cost: \$150/year (with resident supplied air conditioner)
- **Footcare** cost: \$45 per treatment

BEAUTY SALON/BARBER SHOP

Hairdressing and esthetician services are available by appointment at our Beauty Salon/Barber Shop located on the main floor, south side. There is a charge for this service which is billed directly by the hairdresser.

MAIL

Personal mail is distributed directly to the residents. Your friends and relatives may contact you by addressing mail to:

(Your complete name and room number)
c/o Donald Berman Maimonides Geriatric Centre
5795 Caldwell Avenue
Cote St. Luc, QC H4W 1W3

In the event that the resident counts on a third party to handle their legal or financial matters, we urge you to make arrangements to reroute this type of correspondence directly to the person who is handling their legal affairs.

PETS

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

INFORMATION REGARDING ELECTRICAL APPLIANCES

Electrical Appliance for Private Resident Rooms

Residents and/or families wishing to purchase electrical appliances for their private rooms may do so if all the following conditions are met:

- 1) Approval must be given by Technical Services
- 2) The appliance should be a low power unit whether it be for heating or cooling purposes. A microwave should be of maximum 800 watts.
- 3) The appliance must carry CSA approval and be in excellent operating condition.
- 4) Any electrical modification costs necessitated by the installation of the appliance will be at the resident's expense.
- 5) The centre reserves the right of refusal or removal for clinical reasons.
- 6) The centre reserves the right to deny the use of the unit if it is in poor operating condition or is used improperly.
- 7) Kettles, coffee machines, hot plates, toasters, oven toasters, flat irons, curling irons, hairdryers and heating pads are not permitted due to the potential fire hazard.
- 8) For air conditioners – see below

- 9) Televisions should be no more than 32 inches.

PROCEDURE

Requests for permission to install an electrical appliance should be made through the head nurse. The request will be communicated to the Technical Services department, which will ensure that all conditions as described are met.

The head of Technical Services will advise Accounting if any costs will be incurred, so that the appropriate charges may be billed.

Air Conditioner for Private Resident Rooms

Residents and/or families wishing to purchase air conditioners for their private rooms may do so if all the following conditions are met:

- 1) Approval must be given by Technical Services.
- 2) The air conditioning unit must meet necessary specifications.
- 3) Installation and removal must be done by Donald Berman Maimonides maintenance staff. A \$150 charge will be applied annually to cover all expenses. This will be done through Accounting.
- 4) If residents wish to have the air conditioner removed at the end of the summer, the Maintenance department will remove it. However, storage becomes the responsibility of the family/resident. Air conditioners cannot be stored in the building.

PROCEDURE

Requests for permission to purchase air conditioners should be made through the head nurse. The request will be communicated to Technical Services who will ensure that all conditions are met.

Technical Services will inquire with Accounting to ensure that resident account is in good standing. Only residents who have their account in good standing will be eligible to have an air conditioner installed in their room. Once approved, appropriate charges will be billed to the resident's account.

VALUABLES

Families and residents are discouraged from having large amounts of **cash, valuable jewelry, artwork** and/or **expensive clothing**. **Donald Berman Maimonides** cannot be held responsible for the loss and/or misplacement of items belonging to the resident.

TIPPING

Centre policy states that **tipping** or **gifts** to individual staff members is not permitted. Should a resident or family wish to express their appreciation, a donation may be made to the Centre Foundation in the name of the specific staff member or nursing unit you wish to honour.

REQUEST FOR REDUCTION OF RESIDENCY CHARGE (EXONERATION)

Donald Berman Maimonides has a residency charge, determined by the government and based upon the type of accommodation. These rates are revised yearly. Partial or full rate reduction from the maximum fees is available under certain circumstances, and is dependant upon the income and/or assets of the resident and their spouse. For example, a rate reduction may be obtained for a single individual who has less than \$2500 in assets and who is receiving Old Age Security supplements. In the case of a couple, a rate reduction may be available following an evaluation by the government. When the government is making the assessment of the balance in your bank account, they will accept a withdrawal of funds that have been used for a pre-payment of a funeral arrangement.

All requests for a rate reduction must include full financial information and other documentation. This documentation is then sent to Quebec Health Insurance (the RAMQ) for evaluation and decision. When assessing the charges, the government ensures the resident a monthly personal allowance. In the case of a couple where one person lives at Donald Berman Maimonides, it might be recommended that the resident request an involuntary separation because the couple is living separately. This is not a legal separation, but rather an arrangement that could affect the decision on the room rate and/or lead to an increase in the amount received from Old Age Security pensions of the individuals.

Donald Berman Maimonides staff will help the new resident and/or family complete the necessary information for a rate reduction request. Donald

Berman Maimonides has both private and semi-private accommodations. The resident moves into the first available accommodation. Payment is based upon the type of room occupied. The resident or family's preference of accommodation will be considered once the resident is at Donald Berman Maimonides.

WHAT TO BRING ON ADMISSION DAY

When you come to Donald Berman Maimonides, you will need to bring these documents with you to complete the admission paperwork:

- Health Insurance card and Social Insurance Number
- Hospital cards for acute care facilities
- Documents concerning: Notarized Power of Attorney, Mandate, Financial Power of Attorney and Living Will (if applicable)
- Emergency information, including names and telephone numbers
- A void cheque

The following information is required by the interdisciplinary team:

- List of vaccinations received
- All medication containers
- Medications for 48 hours
- List of current drugs and allergies

When packing, you should consider bringing 7 to 10 outfits including the following: shirts/blouses, pants, dresses/skirts, undergarments, socks/hose, comfortable shoes, nightclothes, robe, slippers, comb/brush and toiletries (such as toothbrush, toothpaste, deodorant, special soaps or shampoos).

The laundry department will label all your clothes when you bring them. If you are using the laundry service, make sure that the fabrics of the clothing you will be using for every day wear are machine washable and dryable. For use on special occasions, arrangements can be made to dry clean articles.

When you are packing your clothing, please make sure you pack a separate bag with 3-4 days of clothing change. This ensures that when your clothing is sent to the laundry for labeling, you will be left with enough to wear should there be any delay in returning your items.

We supply the following furniture: bed, nightstand, chair and chest of drawers. We also provide linens including towels, sheets and bedspreads.

LAUNDRY SERVICES

You should have sufficient clothing for at least eight days. 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. Please note the laundry does not get sorted prior to being washed.

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 make the relocation a more pleasant experience.

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. If you are unable to decorate your room yourself, we will be happy to assist you. Our Art Therapist will be visiting to offer you pictures from the art cart.

FOOD AND NUTRITION

Good nutrition plays an important role in the overall well-being and care of every resident at Donald Berman Maimonides. Nutritional care is based on the principles of sound nourishment in keeping with the rules of kashruth. The Nutritional Services Department recognizes not only the specific physiological needs of our geriatric population, but also their psychosocial needs. The menu cycle includes a broad variety of familiar Jewish foods with special attention paid to holiday meals. When medically indicated, special diets can be prescribed. Regular meals can be presented in different textures (minced and pureed) and liquids may be thickened in order to accommodate those with any chewing or swallowing difficulties.

The Clinical Dietician and Clinical Nutrition Food Supervisors work closely with the healthcare team, residents and their families to ensure optimal nutritional care.

A complete nutritional assessment is conducted during the initial weeks of admission and on a regular basis thereafter.

KASHRUTH POLICY

Jewish dietary laws are strictly observed under the supervision of the Vaad Ha'ir. As a result, bringing food or beverages into the nursing pavilions, dining-rooms, cafeteria and coffee shop is forbidden.

FAMILY

ROLE OF THE FAMILY

It is important to emphasize that the role of the family does not diminish once the resident is admitted to Donald Berman Maimonides. Family communication through visits, outings, letters phone calls and *Skype* are encouraged to maintain the well-being of the resident.

Donald Berman Maimonides urges family and friends to take an active part in the functions of the Centre and the lives of its residents. There is no better medicine than that provided by family and friends when visiting their loved ones.

FAMILY SUPPORT GROUPS

Donald Berman Maimonides is sensitive to the needs of family members. Social Services organizes as needed, support groups to help relatives deal with specific issues relating to the long term care of their loved one. For information about other groups, contact the social worker on your relative's unit.

COMPANIONS

Donald Berman Maimonides provides each resident with the necessary care which he/she requires. However, should a resident or family member wish to engage a private companion to provide additional social stimulation, they are free to do so. All companions must be registered through Social Services. When a resident is seeking a companion for limited periods of time, the social worker may be able to assist by providing a name from our bank of registered companions, thereby helping to find an appropriate match between resident and companion.

Whereas the resident and/or family is the sole employer and responsible for payment to the private companion, Social Services is mandated to ensure that the companion is registered and respects the policies and care standards as determined by the Centre. A comprehensive "Companions Guide" which

outlines in detail the qualifications and duties of companions, is available through Social Services.

OMBUDSMAN/COMMISSAIRE AUX PLAINTES

The Ombudsman receives and attempts to resolve complaints and concerns that have not been satisfactorily resolved by the head nurse and/or other department heads. Serving as a liaison between residents/family members and all departments of the centre, the Ombudsman acts to identify and solve any problems which affect the residents' quality of life and to ensure that he or she receives the best possible care in a humane, dignified and respectful manner. In keeping with Quebec law, the Ombudsman has been appointed by the Board of Directors as the Senior Complaints Officer.

ADDRESSING YOUR CONCERNS

Code of Ethics

Our code of ethics is included with this guide. It outlines the values and principles that guide our behaviour and attitudes toward our clientele. It is based on respect and benevolence toward each individual, as our objective is to ensure the well-being of all members of our community. This code of ethics completes and reinforces the rights and obligations established in the law.

The complete code of ethics of CIUSSS West-Central Montreal is available online as well as a hard copy in the library located on the second floor. A clinical ethicist is available to answer any questions about the code of ethics. Residents and families can also consult the clinical ethicist regarding situations involving difficult decisions. Contact your head nurse or other staff member to be put in touch with the ethicist.

Communications Procedures

If you have any questions or concerns regarding the care and services that you are receiving at Donald Berman Maimonides, please contact the following personnel:

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 Ombudsman on the services he/she received, ought to have received, is receiving, or requires from Donald Berman Maimonides.

You will be receiving a copy of the Complaints Procedures upon admission to the centre. Additional copies are available from the Ombudsman or your head nurse. A copy of the complaints form is included in this package and is also available on our website (www.donaldbermanmaimonides.net)

USERS' COMMITTEE

The Users' Committee is a council of individuals composed of residents elected by the resident population and of family members. Its mandate is to provide ways for residents to communicate their concerns to the administration. Empowered by Quebec's Health and Social Services Act, and in collaboration with the administration of the centre, the Users' Committee deals with defending the common rights of residents, helping to improve their living conditions, assessing their degree of satisfaction and assisting them in any action undertaken, including the filing of a complaint. Residents who would like to suggest changes or have any ideas about how the quality of life at Donald Berman Maimonides could be improved, may contact the Users' Committee with their suggestions at 514-483-2121 ext. 2379

Please be advised that in order for you to receive a welcoming visit from a representative of the Users committee, we will provide them with your first name, date of admission and room number.

THERAPEUTIC APPROACH

Donald Berman Maimonides believes in the interdisciplinary approach to resident care and in the firm principle of resident-centered treatment. Upon admission, an individualized plan of care is devised for each resident that best meets his or her needs. This plan which is developed in partnership with the resident and the family is readjusted periodically throughout the stay at Donald Berman Maimonides.

TRANSFERS

In order to provide optimum care and sensitize staff to the specific needs of a particular group of residents, individuals are located on nursing units with others having similar physical, psychological or emotional conditions.

When new residents are admitted, it is sometimes impossible to locate them on a unit best suited to their clinical needs. When the appropriate accommodation becomes available, a resident will be moved to another unit, or another room. This process is called a transfer.

A change in a resident's medical condition may necessitate a room transfer, in which case the resident and their family will be provided with advance notice if possible. We will take all measures possible to make for a smooth transition. The resident will be responsible for any additional costs the new room entails (e.g. moving from a semi-private to a private room).

DISCHARGE

In order to ensure that our resources are available to meet the needs of the community, we are mandated by the government to welcome new residents within 24 hours of a discharge or death. We realize that packing up belongings can be both difficult and stressful. If the family of the discharged resident cannot come within the same day to empty the room, our staff will respectfully pack up the belongings and securely store them for a maximum of 10 days. Should the belongings not be picked up within this time frame, they will be discarded.

HEALTHCARE TEAM

Following the admission of a resident to Maimonides, he/she is assessed by staff from various services who collaborate as members of the healthcare team. Team members represent services such as medicine, pharmacy, nursing, social service, physiotherapy services, occupational therapy, art therapy, therapeutic recreation, speech therapy, and nutrition and food services, who then establish a care plan tailored to the individual needs of a resident. Regular family conferences are held to facilitate the exchange of information and to encourage feedback from the resident and/or family.

MEDICINE

In order to provide a continuity of medical care to residents, physicians are assigned to a particular nursing pavilion where a professional and trusting relationship is forged between the resident, the family and the physician. As a vital member of the healthcare team, physicians are generally family

practitioners who specialize in geriatrics. Most hold McGill teaching appointments and are involved in various research projects. Physicians provide coverage 24 hours a day, 7 days a week, while consulting specialists are available on site as required.

PHARMACY

Donald Berman Maimonides has its own pharmacy within the centre. Working in conjunction with the physicians, nurses and other members of the healthcare team, the pharmacist ensures that the resident receives optimal drug therapy. In addition, he/she also monitors the effectiveness, interactions and possible allergies to medications and makes recommendations to the resident, the family, the physician and nursing staff.

NURSING

The Department of Nursing and Clinical Services is committed to providing excellent geriatric nursing care. The nursing staff is made up of nurses, nursing assistants, nursing aides and PAB's (orderlies), which are on duty 24 hours a day. The focus of their practice is the well-being and quality of life of the residents, in a warm and safe environment. The nursing team, together with the resident and family, assesses and designs the care plan. The nursing team is accountable to provide, coordinate and evaluate the nursing care. Their dedication contributes to maintaining the residents' dignity and meaning in life. An important nursing objective is to continually upgrade the professional approach to care by means of ongoing staff development, educational and nursing research.

SOCIAL SERVICE

Placement in a long-term care establishment can sometimes be a stressful experience for the newly admitted resident and the family. Adapting to this major life change requires a period of adjustment which varies with each individual. One of the principal functions of Social Service is to ease the transition into Donald Berman Maimonides for the resident and family and to support them in their integration and adaptation. Social Services is available to provide support, education, and to help solve problems which pertain to the care experience. In addition to counseling and other social services, a variety of support groups for residents and families may be offered.

REHABILITATION

ART THERAPY

Art Therapy is a clinical intervention that uses art materials and techniques to address residents' emotional, physical, cognitive, social and spiritual needs, wants and abilities. Art materials and interventions are adapted to provide maximum opportunities for success. Goals include developing residents' self-esteem, dignity, agency, fine motor skills through the use of nonverbal forms of communication. Group therapy reduces isolation and builds upon meaningful social interaction. Progress or deterioration in creative expression provides clues to assessing residents' current status as well as the progression of certain diseases.

OCCUPATIONAL THERAPY

Occupational Therapy is the use of purposeful activity to develop skills, restore function, maintain ability and prevent dysfunction. Through a holistic approach, the Occupational Therapist evaluates the resident's physical, mental, psychological and spiritual needs in order to develop treatment plans that meet their individual requirements. Interventions are then planned to meet the Occupational Therapy objectives and enhance quality of life. The Occupational Therapist works as an integral part of the interdisciplinary team to promote quality of life including comfort, safety and independence and resident choices.

PHYSIOTHERAPY SERVICES

The aim of Physiotherapy Services is to promote physical health, minimize functional losses and maintain the highest level possible of physical capability and comfort. This is accomplished through the use of therapeutic exercises and techniques, aids and adaptations, as well as through the education of staff, families and residents. Following an evaluation, goals are formulated and implemented in conjunction with other members of the healthcare team in order to promote optimal functioning and well-being. When indicated, various treatment activities are provided in order to best meet the resident's functional objectives/needs.

SPEECH-LANGUAGE THERAPY

Speech Language Pathology (SLP) is the assessment, the analysis, the intervention and the prevention of disorders related to the voice, fluency (stuttering), speech, language, and swallowing function. SLP is also involved with the deaf and hard of hearing persons in close collaboration with the audiologist. The Speech Language Pathologist provides Augmentative and Alternative Communication tools to individuals with severe communication disorders who lost their capacity to communicate.

THERAPEUTIC RECREATION

The philosophy of Therapeutic Recreation is based on the premise that leisure is an inherent aspect of the human experience and has a vital impact on one's quality of life. Each resident's leisure interests are assessed upon admission and on an ongoing basis. Individual or group activities are then selected to address specific goals and objectives that meet the emotional, cognitive, social, physical and spiritual needs of the resident. As part of the therapeutic recreation program and in order to maintain contact with the community at large, outside groups of all ages frequently come to the Centre to entertain and visit residents.

In addition to the smaller therapeutic groups on the floors, Therapeutic Recreation provides an extensive number of centre-wide events such as outings, barbecues, coffee house, happy hour, theme days, musical events and guest speakers. Other events relating to Jewish holiday celebrations are regularly included in the recreation schedule.

CLINICAL ETHICS COMMITTEE

Ethical issues arise with more and more frequency as people reach old age, lose their autonomy and are forced to rely on family members and healthcare professionals to make informed choices on their behalf.

A Clinical Ethics Committee is designated to deal with conflicts or differences of opinion that may arise between caregivers and/or resident's decision makers. In the case of residents at Donald Berman Maimonides, the most characteristic ethical issues might deal with end-of-life decisions – how and when to intervene – what treatment to opt for. With some families, dying with dignity becomes the overriding concern. With others, heroic interventions are demanded. This is an

example of some of the ethical issues that may be charged with emotion and subjectivity. The best interests of the resident are always primary.

The Clinical Ethics Committee is a consultative or facilitative group. They help to identify issues, explore possible solutions and arrive at a decision that is satisfactory for all.

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.

AN ENVIRONMENT FREE OF MISTREATMENT

Mistreatment can be overt – as in pinching, pulling hair or shaking. It can be psychological – as in name-calling, humiliation or simple neglect. It can be material – as in theft of money or possessions. It can be sexual – as in inappropriate touching or molestation. All of this falls under the label of mistreatment.

In January 2000, Donald Berman Maimonides took up the challenge to achieve zero tolerance of mistreatment and currently conducts regular workshops on the subject for families, staff and the administration in order to increase awareness of this sensitive issue. A detailed brochure and a policy are available upon request. Should you witness a situation that you feel may be considered as mistreatment, please inform the head nurse of the unit.

VISITING HOURS

Visiting hours are from 8:00 am – 10:00 pm. On an exceptional basis, families may visit during the night with the approval of the head nurse. Please note that all public areas are closed at night and visiting is restricted to the resident's room.

- 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 two (2)-bedded rooms, a maximum of two (2) visitors are permitted at any one time. When the number of visitors exceeds two (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.

NO SMOKING POLICY

Donald Berman Maimonides is a non-smoking institution. Under no circumstances is smoking permitted in residents' rooms, bathrooms, lounges or activity rooms. This policy applies to all residents' visitors, companions and staff. By exception and because this is their home, **residents only**, under the supervision of the security guard, are permitted to smoke in an enclosed ventilated area located off the main lobby. Under new law, there are specifically designated smoking areas outside the Caldwell entrance. Everyone visiting the centre must observe these regulations. Please note the policies governing tobacco use apply to e-cigarettes as well.

RESIDENT SAFETY

Because we are dealing with a very vulnerable clientele, Donald Berman Maimonides has made resident security an absolute priority. Electro-magnetic door locks with a digital keypad and code are installed on every stairwell door. All building exits are monitored by a closed-circuit surveillance camera. In order to monitor residents who have a tendency to wander, all entrances to the centre – the Caldwell entrance and the Mackle entrance as well as the garden entrance – are equipped with a wandering detection system. As potential wandering residents are outfitted with a sensitized bracelet or anklet, any attempt by them to exit the building triggers an alarm and the doors lock automatically.

FIRE DRILL

Technical Services has made fire prevention and education mandatory for all staff. The entire building is equipped with an automatic sprinkler system and fire drills are held at least twice a month on all shifts when evacuations are carried out. Consistent staff training and orientation reinforce our strong commitment to fire safety.

RELIGIOUS SERVICES/CHAPLAINCY

Donald Berman Maimonides recognizes the importance of religious faith among the elderly and makes every effort to provide an atmosphere of traditional Jewish observance. A part-time Rabbi/Chaplain directs all pastoral counseling. Daily morning and evening prayers, Sabbath services on Friday

evening, Saturday morning and Saturday evening, are held in the beautiful, sunlit synagogue located on the main floor of the building. An Oneg Shabbat takes place regularly on Friday afternoons.

Donald Berman Maimonides celebrates all major Jewish holidays, provides separate worship services for both Ashkenazi and Sephardic residents during the High Holydays, and attempts to recreate the appropriate ambiance relevant to the festival being celebrated. In addition, Jewish traditions, customs and practices are reflected in many activities for residents. In response to the growing number of residents of Sephardic origin, the centre offers the services of a Sephardic Rabbi on a part-time basis.

THE FOUNDATION

The mission of the Donald Berman Maimonides Geriatric Centre Foundation is to provide the financial resources and leadership required to enhance the quality of life of the centre's residents. The Foundation's role is to fundraise, build links with the community, promote the development of the centre's services and facilities, share expertise, support innovative programming and maintain Donald Berman Maimonides' status as a centre which sets new standards in geriatric care.

The Foundation encourages the support of the centre through its annual golf tournament, Battle of the Bands, its governor's campaign, the creation of endowment funds, bequests and legacies. The generous support of the Montreal community helps the Foundation in its efforts to allocate the funding necessary to add quality and dignity to the lives of the residents.

In recent years, the Foundation has financed the \$7.5 million Suite Dreams Capital Renovation campaign, the Centre for Research in Aging, bursaries for staff furthering their education, and the renovation of specialized activity rooms for residents.

COFFEE SHOP

The Coffee Shop is conveniently located off the main lobby. It features sandwiches, salads, soups, desserts and beverages. Many residents and their guests enjoy the relaxed ambiance of the Coffee Shop which provides a welcome alternative to the traditional routine at the centre. The Coffee Shop is open Monday to Thursday from 7 am to 4 pm, Friday from 7 am to 3 pm and Sunday from 9 am to 4 pm.

CAFETERIA

Residents, families and visitors may obtain a variety of hot kosher meals in the cafeteria located on the main floor. Service is available during normal meal hours.

VOLUNTEERS

Hundreds of volunteers give their time annually, and are involved in all areas of the centre where they play a vital role in enhancing the therapeutic milieu. They bring the outside world in to the residents 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.

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 between residents, staff, volunteers and the community. By keeping abreast of the needs and concerns of the residents and their families, staff can then make requests to Volunteer Services to respond to those needs. Contact is maintained with schools, community groups and service groups to recruit volunteers and to keep the public informed about Donald Berman Maimonides.

Some of the areas in which volunteers are involved include: Coffee Shop, Gift Shop, Meals-On-Wheels, visiting, Therapeutic Recreation Services, outings, Synagogue, Physiotherapy, Occupational Therapy, Nursing, Administration as well as many others.

Those interested in joining the volunteer team may contact the Department of Volunteer Services at 514-483-2121 ext. 2213

For the most up-to-date information at Donald Berman Maimonides, kindly consult our website at:

www.donaldbermanmaimonides.net

