



I am unique.

The care I need is personalized,
safe, courteous and gentle.

The right to appropriate care

Now in its 16th year, Rights Week is an opportunity to promote residents' rights, quality of life and well-being. Year after year, Vigi Santé and its partners are proud to host this event, which enables us to reflect together on residents' rights and how to ensure they are respected within our facilities. Vigi Santé and the residents' committees at each centre have joined forces to promote the RIGHT TO APPROPRIATE CARE.

In law, this refers to the right to receive care in an emergency and to be informed about treatment options and the risks involved. In the context of long-term care, this implies much more. It involves offering services adapted to the resident's needs and wishes. It also means that services will adapt continuously throughout the stay and change in line with the resident's condition, while respecting their wishes and abilities.

*"The shoemaker knows how to make shoes.
Only the person who wears them knows how they fit."*

Adaptation of John Dewey



ABOUT THE RIGHT TO APPROPRIATE CARE

The right to receive appropriate care is recognized in the *Act respecting health services and social services*.

- Section 3.3 of the Act stipulates that residents must be treated with courtesy, fairness and understanding, while respecting their dignity, autonomy, needs and safety.
- Section 5 reaffirms that every person is entitled to receive, with continuity and in a personalized and safe manner, health services and social services which are scientifically, humanly and socially appropriate.
- Section 7 states that every person whose life or bodily integrity is endangered is entitled to receive the care required by their condition. Every institution shall, where requested, ensure that such care is provided.
- Section 101 of the same Act stipulates that the institution must assess the needs of people requiring services, and to provide or refer them to an institution able to do so, while ensuring continuity and complementarity of services.

WELL-TREATMENT AT THE HEART OF APPROPRIATE CARE

Well-treatment is about fostering the well-being and showing consideration for the dignity, self-fulfillment, self-esteem, inclusion and safety of a vulnerable adult. It is expressed through attentiveness, attitudes, actions and practices that are respectful of the values, cultures, beliefs, life journeys, uniqueness and rights and freedoms of that individual. (*Recognize and Act Together – Governmental Action Plan to Counter Mistreatment of Older Adults 2022–2027*).

At Vigi Santé, the aim of our well-treatment policy is to promote a living environment free from all forms of mistreatment and to ensure that the services we provide are fair, respectful and imbued with human warmth, while respecting residents' rights and freedoms. This policy is based on the *Act to combat maltreatment of seniors and other persons of full age in vulnerable situations* (L-6.3). As stipulated in section 21 of this Act, "any health services and social service provider or any professional within the meaning of the Professional Code who, in the exercise of his or her functions or the practice of his or her profession, has reasonable grounds to believe that a person is a victim of maltreatment must report the case without delay." Reports are made to the local service quality and complaints commissioner in your area. Your centre's residents' counsellor or residents' committee can support you in this process.

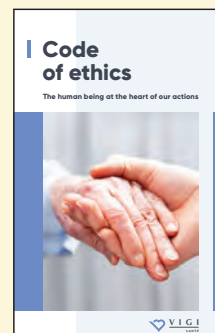
For more information on our DG-065 well-treatment policy, visit www.vigisante.com (go to Parutions [publications] → Milieu de vie [living environment] → Bientraitance [well-treatment]).



AT VIGI SANTÉ

Providing services adapted to residents' needs is a collective commitment by the various players in the living environment. This is reflected at various levels in the day-to-day life of a resident at the centre. At Vigi Santé, this commitment is at the heart of everything we do, throughout the resident's stay.

The code of ethics is given to residents or their representatives upon admission and to new employees upon hiring. The guidelines presented in this resource will influence the resident's experience in the living environment, as well as their relationships with all those involved throughout their stay. The centre's commitments attest to the priority given to the resident's needs and expectations.



*“We are attentive and sensitive
to what residents feel and express to us,
and we provide the necessary assistance.”*

Vigi Santé code of ethics

Upon admission, we ask residents or their representatives to complete **“My Life Story.”** This document will help us welcome and support the resident by allowing us to understand who they are, what matters to them and to know the most significant moments in their lives. This information enables us to establish positive, meaningful communication between all stakeholders and the resident. It enables us to apply an adapted, flexible and personalized approach to the care and services offered to the resident, and to preserve their identity. In short, we'll be able to make the resident feel good by having pleasant, entertaining and meaningful conversations.

During the resident's stay, **the interdisciplinary intervention plan**, which is reviewed every three months, is another opportunity to check that the services provided are appropriate and meet the resident's needs. Objectives are then developed with the agreement and input of the resident or their representative to personalize care and services for the resident's well-being.

At admission, during the stay and at the end of services, the resident or representative is asked to participate in **the satisfaction assessment**. This tool is an opportunity to review the services received and to communicate your appreciation or needs for adjustment, as the case may be.

HOW CAN I EXERCISE THIS RIGHT?

Exercising rights in a living environment requires communication and collaboration between the resident or their representative and the facility's staff. If you have any questions, we invite you to ask the nurse and the care team. We also recommend that you provide the staff with all information relevant to your well-being so that they can make adjustments to the care plan or services you receive.

TRUE OR FALSE ?

A Mr. Davidson represents himself and would like to make changes to his care plan, as his needs have changed. Mr. Davidson can't ask for any changes as he is under the care of an attending physician at the CHSLD who makes all decisions regarding his health.

True

False

☐☐

B Ms. Girard is no longer able to verbally communicate her refusal to eat. The team will never confirm her consent.

☐☐

C Ms. Quesnel wants to make a change to her list of food aversions; she must wait until her next interdisciplinary meeting to express her wish.

☐☐

Answers on the back of the pamphlet.



I am unique.

The care I need is personalized,
safe, courteous and gentle.

WORD SEARCH

Find each of the words in the list below in the game grid, and use the remaining letters at the end of the game to find the mystery word.

(Hint: It is necessary for communication)

N			N	A	L	P	A	C	T	E	S	E	Y
O			S	U	O	I	N	O	M	R	A	H	T
I	S			I		E	T	H	I	C	S	G	I
T	A	A	I	T	N	E	D	I	S	E	R		L
A	F	P			E	U	Q	I	N	U			A
R	E	P				Y	T	I	N	G	I	D	U
O		R	T	H	G	I	R	N					Q
B	C	O	M	M	U	N	I	C	A	T	I	O	N
A	H	P	A	R	T	I	C	I	P	A	T	E	
L	T	R	L			S	E	R	V	I	C	E	
L	L	I				A	U	T	O	N	O	M	Y
O	A	A			S	R	E	S	P	E	C	T	N
C	E	T	N	A	M	E	V	A	L	U	E	S	T
E	H	E	N	A	M	U	H			E	F	I	L

Act	Ethics	Personalized	Safe
Appropriate	Harmonious	Plan	Service
Autonomy	Health	Quality	Unique
Care	Humane	Resident	Values
Collaboration	Life	Respect	Vigi
Communication	Name	Right	Well-treatment
Dignity	Participate	Role	

Answer on the back of the pamphlet.



Keep an eye on your facility's programming to find out what activities are offered throughout the week!

The use of the masculine gender in this publication is employed solely to facilitate reading and is used without any discrimination.

Distribution of this publication is made possible thanks to the involvement of the following internal partners:

- Residents' Committee of the CHSLD Vigi Brossard
- Residents' Committee of the CHSLD Vigi Les Chutes
- Residents' Committee of the CHSLD Vigi Deux-Montagnes
- Residents' Committee of the CHSLD Vigi Dollard-des-Ormeaux
- Residents' Committee of the CHSLD Vigi Montérégie
- Residents' Committee of the CHSLD Vigi Mont-Royal
- Residents' Committee of the CHSLD Vigi Notre-Dame de Lourdes
- Residents' Committee of the CHSLD Vigi l'Orchidée blanche
- Residents' Committee of the CHSLD Vigi de l'Outaouais
- Residents' Committee of the CHSLD Vigi Pierrefonds
- Residents' Committee of the CHSLD Vigi Reine-Élisabeth
- Residents' Committee of the CHSLD Vigi Saint-Augustin
- Residents' Committee of the CHSLD Vigi Shermont
- Residents' Committee of the CHSLD Vigi Yves-Blais
- Residents' Committee of the CHSLD Vigi Marie-Claret
- Vigi Santé's Users' Committee
- Your CHSLD's Residents' Counsellor
- Vigi Santé's Vigilance and Quality Committee
- Vigi Santé Quality, Client Experience and Living Environment Management Team
- Vigi Santé general management team



Vigi Santé
197 Thornhill St., Dollard-des-Ormeaux
(Québec) H9B 3H8

INDISPENSABLE PARTNERS AT YOUR SERVICE

In its quest for excellence and to reiterate its prioritization of high-quality care and services provided in a humane, safe and high-quality environment, Vigi Santé relies on numerous partners. With their complementary mandates, the residents' committee, the residents' counsellor and the Service Quality and Complaints Commissioner play important roles at the residence, and each contribute to improving the quality of care and services and advocating for residents' rights.

This complementary structure promotes a solution-seeking approach and, above all, creates space for listening, understanding and support.



WE INVITE YOU TO VISIT OUR WEBSITE:

www.vigisante.com

News, publications and other information are available.

GAME ANSWERS

TRUE OR FALSE

- A FALSE :** We support the resident's decisions and respect his choices.
- B FALSE :** We pay close attention to body language, which can also communicate refusal, for example, when she turns her head or purses her lips.
- C FALSE :** At any time, she can communicate her needs to the care team, who will inform the CHSLD dietitian.

WORD SEARCH

ANSWER: LISTENING

*Une version française de ce feuillet
est disponible sur demande.*