



Résidence
Le Monarque

Welcome Guide

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Word from the General Management

Hello,

It is with great respect that we welcome you today to the Résidence Le Monarque.

Choosing to come to Résidence Le Monarque is an important decision both for the person who comes to reside there and for their loved ones. The mission of Résidence le Monarque is to reproduce the warm and comforting atmosphere of a family home, and to offer quality palliative care and services free of charge. Our greatest desire is to bring comfort, well-being and dignity to residents and their loved ones.

To this end, the Residence was designed primarily to meet the needs of residents, but also of the families and loved ones around them. This is reflected in the layout of the premises, as well as in the choice of furnishings and equipment made available to them. In addition to a care team and volunteers, present at all times, warm and attentive.

The policies of Résidence Le Monarque have therefore been developed to meet the needs of those we welcome. In this spirit, we offer residents and loved ones the necessary professional, psychological and spiritual support throughout the process of illness and bereavement.

This guide presents information on the various services offered and on the operating rules of the Residence. If you have any questions, we are always available to answer them. In addition, by appointment, we will be happy to show you around.

On behalf of the members of the board of directors, the medical and care team, the volunteers, I reiterate our commitment to support you and your loved ones in this stage of your life.



Manon Cardinal
Executive Director

Philosophy

Our philosophy espouses that of palliative care, which recognizes the right to dignity, truth and respect for everyone in their uniqueness and individuality. Supporting all aspects of people going through this important stage of life is at the heart of our daily concerns.

The person at the end of life receives comprehensive care, centered on their physical, spiritual and social well-being. Our care is aimed at the best possible quality of life, both for the resident and for their loved ones. Everyone will receive the support they need to live this important step peacefully.

Care is aimed at relieving pain and suffering, and providing the greatest possible comfort for the person. No treatment is given to prolong or shorten life. The Residence does not offer medical assistance in dying, but will direct anyone who requests it to the necessary resources. Palliative care is a human way of supporting life, based on the values of compassion, tenderness, respect, self-sacrifice and love.

In order to support and respect people's privacy, Résidence Le Monarque offers a peaceful environment. Each of the room is spacious and equipped with a private bathroom and a sofa bed allowing loved ones to be present at all times, day and night. The Residence also offers common areas, such as a living room and a dinette.

Interdisciplinary team

A team made up of management, the medical and care team, volunteers does everything possible to meet the different needs of residents and their loved ones.

Nursing staff and care workers

The nursing staff and attendants are present at all times, 24 hours a day, 7 days a week. All provide care and comfort to residents and loved ones. Nurses provide management and control of signs and symptoms. He supervises the activities of care volunteers. He ensures continuity of care with the medical team.

The medical team

The medical team is made up of a group of physicians experienced in palliative care. A doctor is available at all times.

Volunteers

Care volunteers assist the nursing staff in day-to-day activities with the person at the end of life, such as hygiene, feeding, etc.

These volunteers are carefully selected and receive training enabling them to offer accompaniment and emotional support to residents and their loved ones. The day-to-day running of the Residence would not be possible without the significant contribution of this dedicated and caring group of people.

Psychospiritual speaker

A psychospiritual speaker is present three days of a week. It offers psychological and spiritual accompaniment and support to residents and loved ones. A follow-up to bereaved people is offered free of charge according to the request of the people.

Beliefs and customs

The beliefs and customs of residents and their relatives are respected. Depending on needs, requests and availability, specific support can be organized at the Residence.

Policies

Below is a description of Residence Le Monarque policies. These policies must be respected at all times by staff, volunteers and anyone visiting the Residence. We ask you to read it and thank you for your cooperation.

Living expenses

Residents are housed, fed and cared for free. However, they must assume the cost of their medications and personal items that they must obtain and bring with them when they are admitted. A list of suggested personal effects is appended to this guide.

In addition, residents who receive care requiring the use of specific equipment must bring it. For example, dressings, ostomy material, etc.

Medications

The Residence uses community pharmacy services for all admitted residents. The doctor at the Residence writes prescriptions for the resident which are sent to the community pharmacy of their choice, which delivers the medication to the Residence. Medication is administered by on-site nursing staff. Residents or their loved ones must assume the costs associated with their medications. These are reimbursed to them, in whole or in part, by the Québec health insurance plan or by their private insurance plan, if applicable.

The pharmacy requests the credit card information and mailing address of the person paying the fees for billing purposes. If a credit card is not available, arrangements can be made directly with the pharmacy.

For his admission, the resident brings his medication that he already has in his possession. It is not necessary to refill medication prescriptions for admission. Following admission, the physician reviews, adjusts and issues new prescriptions.

Gifts

Under the Residence's code of ethics, employees and volunteers may not accept in their own name any present or money in the form of a gift for the services or care provided. However, the present can be given, in the form of a gift or donation, to the Residence.

Personal effects

The Residence Le Monarque becomes the resident's home. It is allowed to bring some personal effects, such as photos, laptop, blankets, devotional objects, books, etc. Please check with the staff beforehand to ensure that the items you wish to bring are permitted. Please do not hang objects on the walls. When the resident leaves, we ask that all personal effects be removed.

N.B.: Avoid bringing valuables. The Residence is not responsible for damage, loss or theft of personal effects.

Relatives

Relatives can be present at all times. For this purpose, a double sofa bed is available in each of the bedrooms. We ask that you bring your bedding. In addition, two rooms are available for families. Please refer to the general management for information and reservation if necessary.

When the resident is admitted, the nursing staff will make sure to identify a relative who will be the resource person. This designated person is responsible for answering the care team's questions and gathering information on the resident's condition. She makes sure to share the information with the resident's entourage.

The care team will discuss with the resident and/or his resource person to find out the wishes and decisions made with regard to funeral arrangements. Upon death, the resource person is notified by the care team, which is also responsible for contacting the funeral home. When the funeral home has collected the body of the deceased, the resource person is responsible for coordinating the collection of the deceased's personal effects.

At all times, we ask that you report your presence to the care team upon your arrival at the Residence, as well as your departure. In addition, relatives can participate in the care. The care team will guide you.

Visitors

The Residence welcomes visitors 24 hours a day, according to the wishes of the resident and his relatives. There are no restrictions on the length of visits. Sometimes, however, the resident gets tired or wants more privacy. After verification, the staff of the Residence then ensures that the wishes of the resident and his relatives are respected. For these reasons, we ask visitors to report to the care team as soon as they arrive before going to the resident's room. The number of people present in the room could thus be limited in order to ensure the well-being of the resident.

Children of all ages are welcome at all times at the Residence. However, young children must remain under the supervision of an adult at all times and in all places. A games room is at their disposal.

We ask visitors to show respect and discretion towards the customers of the Residence. Among other things, by whispering in the corridors.

Smokers/vapors

As in all public buildings, it is forbidden to smoke and vape inside the Residence. The resident, his relatives and visitors can smoke outside, either on the terrace of their respective room or more than 9 meters from the Residence.

Alcoholic beverages

Consumption of alcoholic beverages is permitted. However, the resident who wishes to consume it must notify the care team to ensure follow-up with regard to his condition and his medication. In addition, the Residence does not accept or tolerate any form of abuse or inappropriate behavior.

Pets

Relatives have the possibility of bringing a pet which must remain in the resident's room. They are responsible for monitoring it at all times and the animal must move around comfortably or in its transport cage. The behavior of the animal must not disturb the well-being and tranquility of the people of the Residence.

Cleanliness

In the winter season, we ask that you leave your boots at the entrance to the Residence. Slippers are provided.

Your collaboration is essential in order to preserve the safety and cleanliness of common areas and rooms.

Offered services

All rooms are identical and private. They are equipped with furniture for storing clothes and accessories, a small refrigerator, a table, chairs, an armchair, a sofa bed, a bedside table, an electric bed, a telephone, a TV with cable, internet access, air conditioning, a toilet, sink and adapted shower in addition to air conditioning. In addition, a private outdoor terrace is attached to each room. **We ask not to move the furniture or take it out onto the balcony.**

Depending on the needs, adapted equipment is available, such as a wheelchair, walker.

The Residence is equipped with a therapeutic room, i.e. accessibility with the care team to a large shower and a therapeutic bath, in addition to a hairdressing room.

Lounges are available for meditation or discussion.

The Residence also has a dining room and a playroom for children.

Bedding

Bedding is provided for the resident's bed as well as its maintenance by the Residence. However, you must bring your bedding for the double sofa bed and take care of its maintenance.

Meal

All meals, beverages and snacks are provided free of charge to residents who can eat and drink at the desired times. Relatives and visitors can purchase meals at low cost.

You are allowed to bring food from outside, such as homemade dishes, groceries or restaurants. In addition, a microwave oven is at your disposal in the dining room of the Residence.

Non-profit organization

Residence Le Monarque is a non-profit organization.

It receives part of its funding from the government, the Ministry of Health and Social Services. The substantial contribution is collected from the generosity and contribution of the community and various companies.

Therefore, at any time, the Residence welcomes your donations. A tax receipt is sent for any donation over \$20.

GIVE GENEROUSLY

In person or online at: www.residencelemonarque.com

By mail at: 41, chemin des Presqu'îles, Plaisance, Québec J0V 1S0

Thank you!

On behalf of Résidence Le Monarque,

Manon Cardinal,
Executive Director

Annex 1: List of personal effects

The resident must bring:

- His health insurance card (to ensure his identification)
 - His medications
 - Recommended personal effects:
 - . Wet whipes
 - . Handkerchiefs
 - . Soap/shampoo and conditioner
 - . Toothbrush/toothpaste/alcohol-free mouthwash – denture box/denture pastilles
 - . Razor/shaving cream
 - . Moisturizer/lip balm. Deodorant
 - . Hair brush
 - . Incontinence panties
 - . Comfortable clothes (day/night)
 - . Non-slip shoes and slippers
 - Optional personal effects:
 - . Personal blankets/pillows
 - . Make-up/manicure products
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- **Avoid bringing valuables**

N.B. : Relatives who use the sofa bed (double) to sleep there must bring the required bedding.