



The Residents' VOICE

Edition 2019
Volume 1

Building a living environment that keeps us protected, one action at a time.



As an introduction to the 12th edition of Rights Week, Vigi Santé and its Residents' Committees and various partners have chosen to highlight the theme "Building a living environment that keeps us protected, one action at a time." This theme is of course a reference to the right conferred by the Charter of Rights and Freedom whereby "Every aged person and every handicapped person has a right to protection against any form of exploitation." (section 48)

More recently in Quebec, Bill 115 (the Act to combat maltreatment of seniors and other persons of full age in vulnerable situations) includes the obligation to report any act of mistreatment. It recognizes the responsibility of health and social services providers to report, prevent and combat any mistreatment of people in vulnerable situations. In brief, it requires organizations and their staff to act as true defenders of these people. Well-treatment is of course the opposite of mistreatment and includes any act or attention that

makes a person feel respected, considered and appreciated.

We're launching Rights Week on this note of promoting well-treatment and recognizing our responsibility to provide residents with protection and security. This week is about highlighting the residents' basic right to enjoy a living environment that protects them.



« **Well-treatment is about fostering the well-being and showing consideration for the dignity, self-fulfillment, self-esteem, inclusion and safety of a senior. 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.** »

Governmental Action plan to Counter Mistreatment of Older Adults 2017-2022, MSSS.



All citizens, no matter their age, health status or living environment, have the right to enjoy the rights and freedoms guaranteed to them under the Quebec Charter of Human Rights and Freedoms. Among the rights specific to those living in residences or vulnerable situations is the right to protection: protection when residents can no longer speak for themselves, protection against discrimination, protection against accidents, protection against all forms of exploitation, protection against mistreatment, etc.

The objective of the 2019 edition of Rights Week is to foster reflection and spread awareness and education about the right to protection in order to prevent harmful situations and exploitation, and to promote client well-being at all times.

Interpersonal relationships play a key role when it comes to the right to protection. Communication is a crucial part of creating a culture of trust between residents and caretakers, which helps protect residents. Communication is also the most important tool—one accessible to everyone—for promoting the human aspect that factors into protecting residents.

As you are surely aware, the process of investigating complaints is one way to ensure client safety and security. It's an integral part of our efforts to continuously improve the

quality of care and services offered to residents.

Let's all make sure to play our part in protecting the residents. By carrying out ***“one action at a time,”*** we can create a living environment centered on well-being.

In the hope that you can all spend some time reflecting on this subject, I wish you a great Rights Week 2019!



Bonnie Helwer
Service Quality
and Complaints Commissioner

MAIL FROM THE READERS



"I feel good here at Vigi Marie-Claret, as the staff is courteous, understanding and dedicated to the residents. Everyone here feels protected. I've never seen any mistreatment.

That said, if such a situation were to arise, I wouldn't be afraid to speak up as it's my right to say something, to complain. There are resource people who are here to listen, like the head of unit, the residents' counsellor and the Residents' Committee whose job is to represent us."

Willy Torchon

*Resident, Vice-President
of the Residents' Committee*



"It's important that our personal values align with those of the organization where we work. *'The human being at the heart of our actions'* is a phrase that we apply broadly and embody in what we do. It encompasses the human values we stand for, including respect, dignity, acceptance, consideration, hospitality, openness, mutual aid, solidarity, listening, good will, empathy, affection and love towards other human beings. Working with clients at a residential centre is a major source of inspiration and opportunities to learn. During this Rights Week and throughout the year, we are committed to promoting

the rights of residents through our role at this amazing living environment!"

*Christine Henri / Alexandra Germain
Residents' Counsellors Vigi Brossard,
Vigi Montérégie, Vigi Deux-Montagnes /
Vigi Pierrefonds, Vigi Dollard-des-Ormeaux*



"Arriving at a CHSLD is often something of a forced landing for the residents we're welcoming as well as those close to them. For this reason, we work to build a relationship of trust, making sure to work together with them as a team from the moment the resident is admitted. Through the services we offer, we try to mitigate the impression residents might have that they are losing control of their lives. My role as a chief of unit is to bring out the trajectory residents would have wanted had they not been experiencing a loss of autonomy and try to help them continue to follow it as faithfully possible. This can be difficult for a resident's loved ones, as not everyone sees things the same way or is as comfortable facing the inevitable. Again, my role is to highlight how WE can work TOGETHER to do what is best for the well-being of residents in our care."

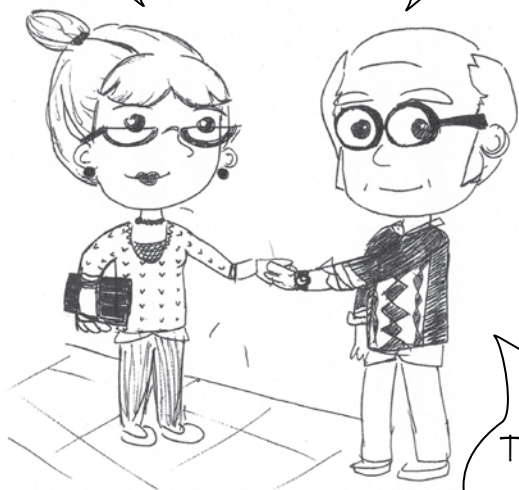
*Natalie Noël
Chief of Unit, Vigi Les Chutes*

Cartoon A chat at a Vigi near you...

Mr. Sunny, the husband of a new resident, runs into Ms. Goode, family member and member of the residents' committee, a few days after the welcome activity.

Hello! How's everything going for your wife?

Ah, quite well. She's slowly getting adjusted. I actually had some questions about the medical appointments. And I had an idea for the terrace.



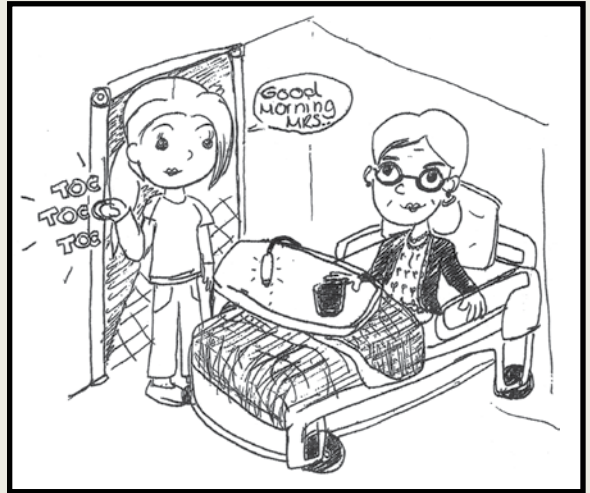
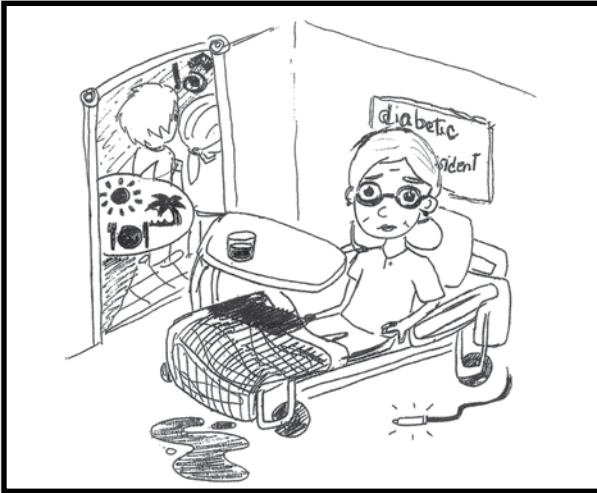
That's great to hear! Thanks for the information!

You know you can consult the nurse about your wife at any time. The residents' committee has a voicemail and feel free to share your ideas with us! We're here to represent the interests and rights of the residents.



THE GAME OF THE 8 DIFFERENCES

If you look at both images, can you identify on the right one, the signs of well-treatment and protection offered to the resident compared to the left image?



Illustrations : Félix Turpin

THE RECIPE FOR WELL-TREATMENT



Here are some of the ingredients to have on hand:

- > Tremendous openness to others
- > Great respect for human dignity
- > An abundance of consideration
- > A vast ability to listen
- > Endless flexibility
- > Large doses of human warmth
- > Your best smile

Don't worry, there's no way to overdo it with these ingredients—you can even add more as required. Consume daily without moderation.

Warning: Well-treatment has positive side effects on your health and the health of those around you.



Chef's note

If you see anything that conflicts with someone's well-treatment, please report it to a staff member you trust at the residence.

"The future depends on what you do today." Gandhi

CLASSIFIEDS

SELF-DETERMINATION

The concept of recognizing residents' ability to make their own decisions as to what is best for them. And it's more than that! This principle inherently reflects the value of respecting others. Don't miss this chance to always make yourself heard.

CODE OF ETHICS

All rules guiding our actions that relate to the residents. It contains many concrete examples and lists the rights and responsibilities of residents and their friends and family. A must-have reference document for your home!



ZERO TOLERANCE TOWARDS ALL FORMS OF MISTREATMENT

The principle highlighted this week, fundamental to our code of ethics. Protects residents and their loved ones during the residents' stay and ensures the well-treatment of each resident. This is one guarantee we intend to deliver on.



RESIDENTS' RIGHTS WEEK

Don't miss this annual event! This special week is a joint effort between the establishment, the Residents' Committees and the Service Quality and Complaints Commissioner. This week, recognized throughout Quebec, is one you're sure to enjoy! Stay tuned for your CHSLD's programming.



"BETWEEN YOU & ME" INFORMATIONAL BOOKLET SET

A collection of 32 informative booklets covering different important subjects like personal safety, dysphagia, risk management, health care consent, pain management and more. It's important information for anyone interested in life at a CHSLD. Don't delay; contact your Residents' Committee to receive your own set.



HEALTH • WELL-BEING



TAKING CARE OF YOURSELF TO CARE FOR OTHERS

At Vigi Santé, our interactions with residents and their friends and family reflect the values highlighted in our code of ethics, well-treatment policy and efforts to promote respect at the workplace.

Every day, whether we're residents, doctors, employees, volunteers or visitors, we share an individual and collective responsibility to demonstrate well-treatment of the residents through our actions. To be able to do this, we also need to take care of ourselves.

HOW CAN I BEST TAKE CARE OF MYSELF IF I'M A FRIEND OR FAMILY MEMBER?

- > Organize your visits in a way that lets you strike a balance among your need for rest, your leisure activities and your free time.
- > Make an effort to meet significant people with whom you can talk and share.

- > Maintain open communication with the staff so you can easily share your concerns before they become a source of frustration.
- > Work together with staff to find solutions.

HOW CAN I BEST TAKE CARE OF MYSELF IF I'M A CARETAKER AT THE RESIDENCE?

- > Remind yourself why you're at a residential centre.
- > Take an interest in the residents' life stories. This creates an opportunity for both you and them to enjoy interesting and satisfying conversations.
- > Take advantage of the various training sessions offered by the centre.
- > Share your smile.



MOVIES



PLAYING THIS WEEK: A film starring local actors who share their stories of what respect means to them. Both of these two-minute video capsules will give you food for thought about how you view respect at a CHSLD. Available online only at www.vigisante.com.

Don't miss this showing!



A PREVIOUS BLOCKBUSTER: Rewatch *Le respect et l'exercice des droits en CHSLD*. This 16-minute video features moving scenes that provide insight on the rights of people living in a residential centre. Rewatch this video to experience daily life for the residents. Available online at www.vigisante.com.



A CLASSIC: *Le CHSLD, un milieu de vie à découvrir* is still our biggest box office hit with hundreds of views. This critically acclaimed video has already won numerous awards. Discover some of the more fascinating aspects of life in the heart of a unique environment. Watch this 14-minute video again, available at www.vigisante.com.



WORD SEARCH

AID
COMMITTEE
DEFEND
DIGNITY
DIRECTIONS
EMPLOYEES
FAMILY
FRIENDS
HELP
PROMOTE
READ
RIGHT
SAY
RESIDENT
VIGI

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

ANSWER WORD SEARCH : ACCOMPANIMENT

ANSWERS THE GAME OF THE 8 DIFFERENCES: • Access- sible ring-bell • Adequate height of the table • Personal clothing • Dry floor • Attention towards the resident • Using of the term «Mrs» • Knock at the door before entering