

Mon milieu de vie EXPRESS

Dear residents, families, caregivers, and staff members,

As the year draws to a close, it's a good time to take a look back at the work we've accomplished over the past few months, and to share with you the projects planned for 2025. In this third edition of the *Mon milieu de vie Express* newsletter, you'll find various achievements that happened in the last few months and current ongoing topics, all with the shared goal of improving the well-being of residents and their loved ones. Community activities, awareness days focused on long-term care vision, and efforts to make information clearer and more accessible are just a few examples of the projects we have undertaken and wish to continue. Additionally, this year, we opened three new *Maisons des aînés et alternatives* (in Magog, Coaticook, and Granby) and finalized the one in Sherbrooke.

To welcome the new year and align with the transition to Santé Québec, we will work to improve access to care and services, involve family members to a greater extent, and maintain or create partnerships with community

In this festive season, I would like to express my gratitude to you, dear residents, who are our very reason for being. Thank you all for your support and dedication to our community.

The holiday season is a time to come together and cherish these precious moments. This time of year reminds us of the importance of community and the bonds that unite us.

In this spirit, I wish you a holiday season filled with laughter, joy, and happy memories.

Rosane Rivard

Directrice de l'hébergement en
soins de longue durée



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Reminders as the Holiday Season is getting closer

Precious Moments to Share

Would you like to gather as a family and enjoy these festive moments with your loved ones? We remind you that it is possible to book a room for family gatherings. Please contact the administrative agent at your centre to make a reservation.

For Thoughtful Visits

In December, the cold weather and holiday gatherings make it even easier for viruses to spread. This is why it is important to remember some essential measures to protect the health and well-being of residents in long time care centres.

Hand sanitizing alone can help prevent the spread of infections. Repeating this simple act regularly, especially before and after each visit, is highly encouraged. Hand sanitizing stations are available at various locations within the units.

Symptoms such as fever, cough, sore throat, body aches, headaches, loss of taste or smell, nausea, vomiting, and diarrhea may sometimes indicate a more serious illness or virus.

Are you experiencing any of these symptoms? It might be better to stay home and postpone your visit.

Wearing a mask is another protective measure we suggest and offer to visitors. Together, we aim to create a caring and safe environment for residents, visitors, and staff members.



Towards Greener Living Environments

Did you know? A second environmental internship is taking place this year at CHSLD St-Vincent.

The first internship, held last fall, aimed to identify the best opportunities for environmental improvements in CHSLDs and *Maisons des aînés et alternatives* in Estrie.

One key finding? The potential to reduce single-use plastics on medication carts.

Since last September, Maggie Cassin, a master's student in environmental studies at the University of Sherbrooke, has been working alongside the management team and staff at CHSLD St-Vincent on a project to reduce these plastics. Cost savings and waste reduction are also being measured with the goal of expanding this initiative to all long-term care centres in Estrie!



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The Philippe Voyer Platform at Your Fingertips

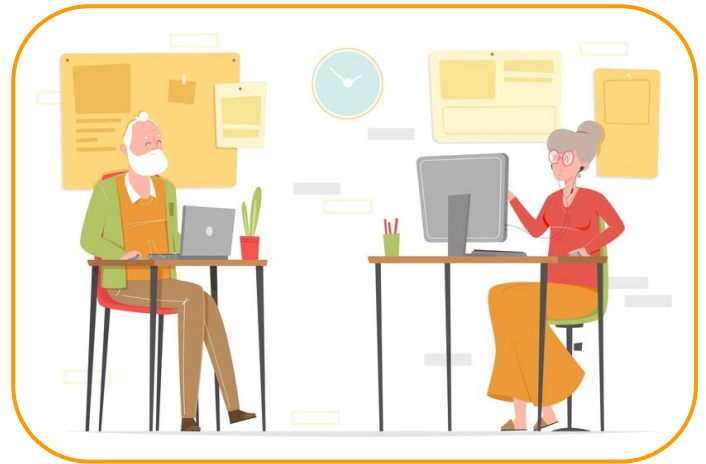
Are you supporting a person with cognitive impairments who is losing autonomy?

Discover a virtual space designed just for you!

Conferences, training sessions, informational videos, and various tools are available to assist you.

Topics Covered:

- Major neurocognitive disorders
- Effective approaches to use
- How to communicate effectively
- Personalizing the room
- Activity ideas for your visit
- Tools to help you: memory aids, guides, etc.
- Newsletter



Accessing the Platform in Three Easy Steps:

1. Visit <https://www.philippevoyeur.org>
2. Click “Espace pour les proches”
3. Enter the access code: **entraide**

2024 User Experience Survey

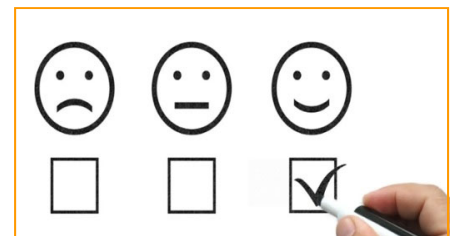
In May and June of last year, all residents and their representatives received the annual user experience survey, aimed at gathering feedback on living environments to support continuous improvement.

This year, 745 people (residents and caregivers) completed the survey, representing a 14% increase compared to the previous year.

The results for CHSLDs and Maison des aînées et alternatives were presented to residents' committees throughout the fall, up until the end of November. Improvement actions were identified and will be monitored over the coming months.

Each year, the survey is developed and revised in collaboration with members of residents' committees.

Thank you to everyone who participated in such great numbers to help us improve alongside you.



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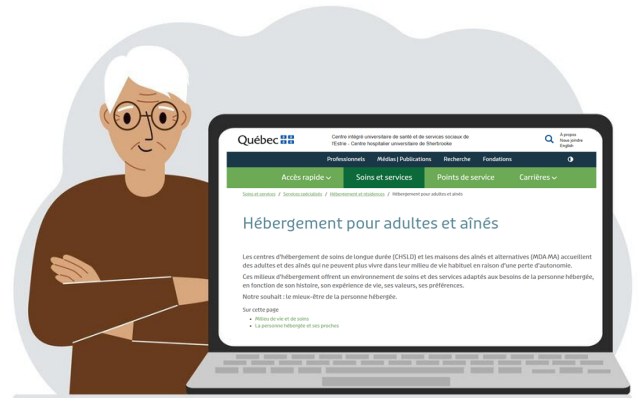
Housing for Adults and Seniors: A new section in our website for you

We have improved our webpage on the Santé Estrie website. It is now more user-friendly and easier to navigate. The information is organized into two main themes:

- The living and care environment
- The resident and their loved ones

Under the first tab, you will find information related to **the living and care environment**, including the contact details of facilities, recreation and leisure activities (volunteering and community involvement), and our commitment to

The other section focuses on information specifically for **residents and their loved ones**. It provides access to various tools, the latest editions of the *Mon milieu de vie Express* newsletter, a comprehensive section on resident well-being and rights, and resources for caregivers.



Pour visiter la page web :

<https://www.santeestrie.qc.ca/soins-services/specialises/hebergement-residence/hebergement-pour-adultes-et-aines>

Video clips: To better understand the new policies

Video clips have been produced by the Ministry of Health and Social Services and are available on the new webpage. These aim to highlight key elements of the housing and long-term care policy for all those involved with residents and their loved ones. The videos cover various topics, such as quality living environments, good care, the importance of maintaining connections with loved ones, and social participation.



To watch them:

- 1- Visit the Santé Estrie webpage: *Housing for Adults and Seniors*, under the section "*The resident and their loved ones*"
- 2- In the "*Tools to help you*" section, click on "*CHSLDs and Senior and Alternative Homes: A Shared Vision*".

<https://www.santeestrie.qc.ca/soins-services/specialises/hebergement-residence/hebergement-pour-adultes-et-aines>

Enjoy!

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For a Healthy Smile: The Quebec Oral Health Care Program

Oral health, which includes the health of the mouth and teeth, is essential to the well-being of our seniors. The Government of Quebec has implemented an innovative oral care program in CHSLDs. This initiative emphasizes collaboration among various healthcare professionals (care attendants, nurses, dental hygienists, dentists, and denturists).

Let's explore the details of this initiative together.

Program Objective: The program aims to ensure the comfort and well-being of residents by providing:

- Good oral hygiene
- Relief from pain or untreated dental diseases
- Reduce the difficulty while eating.

The main oral health issues faced by seniors include partial or total tooth loss, discomfort from dentures, tooth decay, and gum diseases. These problems can lead to pain, infections, difficulty eating, and communication issues.



Services Offered for free

Specifically, the program includes evaluation services and daily oral hygiene care. It also offers treatments to prevent potential dental and oral health problems, as well as curative care and denture maintenance, such as dental exams, root canals, fillings, extractions, and dentures. A subsidy of up to \$1,000 may be available.

This program represents a significant step forward for the health and well-being of our seniors in CHSLDs. By taking care of their oral health, we significantly enhance their overall quality of life.

For more information, don't hesitate to ask your CHSLD care staff.

Visit the website of the ministère for more details.

<https://www.quebec.ca/sante/conseils-et-prevention/sante-buccodentaire/programme-quebecois-de-soins-buccodentaires-et-de-soins-dhygiene-quotidiens-de-la-bouche-en-chsls>



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A Day of Partnership to Think Differently

On October 24th, a day of awareness centered on the Plan d'action en hébergement took place. The goal was to spark discussions on how to do more and approach things differently to better meet the needs of residents, their families, and caregivers.

The event brought together several stakeholders from various facilities across Estrie. This roundtable placed the well-being of residents, their families, loved ones, and connections to their communities at the heart of the discussions.



The day concluded on a high note with a « *happy hour* » focused on health technologies, featuring Philippe Voyer, a renowned expert in elder care, as the guest of honor. His presentation highlighted technological advancements in healthcare and how they can inspire new approaches in care settings. The event provided plenty of food for thought for the approximately 150 participants who were in attendance.

Creative Ideas in Our CHSLDs!

What brought design students to our CHSLDs? Discover an innovative intergenerational project here!

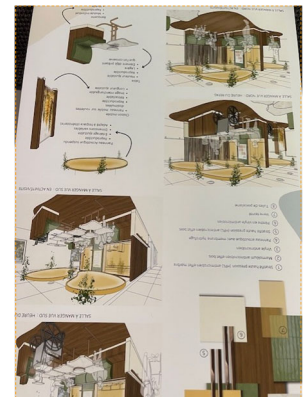
CHSLDs and Senior and Alternative Homes are living environments we aim to make increasingly open to the community. One way to achieve this is by partnering with stakeholders from diverse backgrounds and involving residents in projects related to their living spaces.



Enhancing the 'At Home' Feeling

With this in mind, the Direction de l'hébergement en soins de longue durée (DHSLD) and professors from the Université de Montréal invited undergraduate design students to explore ways to enhance the "at home" feeling in CHSLDs, particularly in shared living spaces.

The students visited three CHSLDs in Haute-Yamaska to familiarize themselves with the environment and engage with residents, caregivers, and managers from CIUSSS de l'Estrie – CHUS.



« This intergenerational project fostered meaningful exchanges, allowing everyone to get involved in their own way. Some of the ideas presented by the students could be transformed into tangible improvements to the living environments. »

Rosane Rivard, Directrice de l'hébergement en soins de longue durée

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Small Acts, Big Impact: Positive Moments in Long-Term Care

Thanks to the Association des Voitures Anciennes et Sport de l'Estrie – AVASE, an exhibition of five classic cars took place in the parking lot of the CHSLD St-Joseph for residents, families, and staff.



At the CHSLD du Granit, a nursing assistant built a workbench that was made available to a former electrician resident to keep him entertained.



The Boulet company from Granby lent a life-sized horse replica, along with various accessories, to the CHSLD Villa-Bonheur for a themed week. Several Western-style activities took place throughout the second week of October

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Small Acts, Big Impact: Positive Moments in Long-Term Care



Maison paternelle



CHSLD East-Angus



MDAA de Magog



CSSS Granit 4e étage



CHSLD Argyll



CHSLD Weedon

Several facilities marked the World Elder abuse Awareness day on the 15th of June and here are some moments that were captured.



At the Brome-Missisquoi-Perkins Hospital, residents, staff, children, educators from the CPE le Zèbre Carotté, and members of the Cowansville Horticultural Club participated in an intergenerational activity by planting plants in garden boxes adapted for wheelchairs.