



SPECIALIZED PHYSICAL REHABILITATION SERVICES

COMPLEXE SAINT-VINCENT-DE-PAUL
300, RUE KING EST, SHERBROOKE



Adult
Clientele

Québec 

PRESENTATION

The CIUSSS de l'Estrie – CHUS offers specialized physical rehabilitation services to adults residing in its territory. These services aim to maximize adaptation, rehabilitation, and social integration.

While we mostly provide individual services, a few group modalities are also offered. Services are usually provided at the Complexe Saint-Vincent-de-Paul (300 King Est, Sherbrooke). Under certain circumstances, workers may visit users in their living environment (home, workplace, school, etc.).

CLIENTELE

Physical rehabilitation services are intended for adults aged 18 and over who have one or more congenital or acquired motor disabilities resulting from a disease or an accident. These individuals require rehabilitation services to recover their abilities, compensate for their disabilities, or to resume their daily activities and routines. They may also require compensatory aids.

These services also include social, educational, and professional integration.

The services are not offered to seniors, who fall under the responsibility of the specialized geriatric services team.





OUR GUIDING PRINCIPLE

At the CIUSSS de l'Estrie – CHUS, we work together, both for and with the user, their loved ones, and the community, both in the organization and delivery of health care and services, to meet individual and collective health and well-being needs.

“**Working for**” means leveraging our interpersonal skills, expertise, and resources to meet the health and well-being needs of users.

“**Working with**” means involving users, their loved ones, and the population based on their interests and abilities to jointly create solutions adapted to their individual needs and reality.

OUR VALUES

To support this principle, our institution has adopted three values to guide us in our daily activities:

HUMANISM - Recognizing the importance of assisting and supporting individuals in their unique situations throughout their rehabilitation journey. Everyone acknowledges that individuals are entitled to respect, compassion, kindness, consideration, trust, and authenticity.

ADAPTABILITY - Fostering innovation. Everyone demonstrates open-mindedness, flexibility, attentiveness, and responsiveness to address the current and evolving needs of individuals.

COMMITMENT - Promoting the importance of working together. Everyone is committed to respecting others in a positive manner and is fully, passionately, and rigorously invested in their own mission whether it relates to their profession, recovery, or personal growth.

AN INTERDISCIPLINARY TEAM

The team is composed of dynamic professionals who are up to date with the latest innovations in their respective disciplines. They include:

- clinical coordinators
- specialized educators
- occupational therapists
- kinesiologists
- physicians
- neuropsychologists
- speech-language pathologists
- physiotherapists
- rehabilitation attendants
- psychologists
- social workers
- physiotherapy technologists

Collaborators

These professionals work as part of interdisciplinary teams. They share common goals, collaborate, and complement each other's efforts to ensure cohesive services and facilitate the process of adaptation, rehabilitation, and social, educational, and professional integration.

Clinical support

Clinical coordinators support professionals by ensuring that the person's condition and needs warrant specialized adaptation and physical disability rehabilitation services.

Name _____ Telephone no. _____

Primary case worker

A team member is assigned to you as a primary case worker. You can discuss your expectations or concerns and direct your questions to them. They will also be the link between you and the team or network partners.

Name _____ Telephone no. _____

OUR PARTNERS

Throughout your rehabilitation, collaboration is maintained with your attending physician.

When needed, the teams also call upon professionals from other disciplines, clinics or specialized services of the CIUSSS de l'Estrie – CHUS to complete or enhance their interventions (e.g., mobility aid services, sensory impairment services and compensatory aids, workplace integration officers, and specific services at CLSCs).

The teams also work closely with various external partners:

- Community Organizations (e.g.: Association des accidentés cérébro-vasculaires et traumatisés crâniens de l'Estrie, Association de la sclérose en plaques, the Amyotrophic Lateral Sclerosis Society of Québec, and Moelle Épineière et Motricité Québec, etc.)
- Municipalities (e.g.: municipal recreational services, adapted transport, community centres, etc.)
- Government agencies (e.g.: Régie de l'assurance maladie du Québec [RAMQ], Société de l'assurance automobile du Québec [SAAQ], Commission des normes, de l'équité, de la santé et de la sécurité du travail [CNESST], Indemnisation des victimes d'actes criminels [IVAC], Ministère du Travail, de l'Emploi et de la Solidarité sociale, etc.)
- Private sector (e.g.: various foundations, suppliers of adapted equipment, etc.)
- School and employment partners (e.g.: employment centres, adapted work centres, employers, Orientation Travail [work guidance], post-secondary academic institutions, etc.)

GENERAL INFORMATION

Your file

For each person who registers with our services, a file is created to gather their information. In addition to basic information (address, phone number, date of birth, etc.), this file contains consultation reports and correspondence with those involved in your case. These documents are confidential. If you wish to consult or obtain a copy of your file, please contact the medical archives department at 819-346-8411, Ext. 43170. All users aged 14 and older are entitled to access their personal file.

We must obtain your written consent before sharing information that concerns you.

Medical Archives Department: 1-800-361-1013, Ext. 43170

Change of address

So that we can reach you quickly, please notify us of any change of address or telephone number. You can contact the medical archives department or your case worker.

Transportation fees

Depending on their circumstances, some users may be eligible for reimbursement of transportation expenses. Speak to your primary case worker for more information.

Business hours

Regular office hours for the reception of specialized physical rehabilitation services are Monday to Friday, from 8:00 a.m. to 11:50 a.m., and from 12:50 p.m. to 4:00 p.m. These services are unavailable on public holidays.



Canceling an appointment or calling-in late

If you cannot attend an appointment, please notify your primary case worker or the reception desk as soon as possible by dialling 1-800-361-1013.

If we need to cancel or reschedule your appointment, we will contact you as soon as possible.

Repeated absences

As you are in a rehabilitation program, your attendance is essential to achieving your goals. In the event of repeated absences, we will contact you to review your needs and expectations regarding rehabilitation.

Please note that an absence takes up time that a professional could allocate to another user. Repeated unjustified absences may lead to a discontinuation of services.

Users' committee of Centre de réadaptation de l'Estrie (CRE)

The users' committee defends the rights and interests of all users. Its role is:

- **to inform** users of their rights and obligations;
- **to foster** the improvement of the quality of services;
- **to defend** the common rights of users;
- **to accompany, support, and assist** users in any action they undertake.

The users' committee at Centre de réadaptation de l'Estrie is located in room 1402, Complexe Saint-Vincent-de-Paul.

You can contact the committee head by dialling 1-800-361-1013, Ext. 43063, and pressing 1.

Comments | suggestions

At any time, you may share your comments and recommendations for improvement by speaking to your primary case worker or by completing the satisfaction survey available in the waiting room.

Dissatisfaction | complaints

If you are dissatisfied or wish to file a complaint, you may contact the clinical coordinator or the department head. You can also file a complaint by calling 1-866-917-7903. For more details, please visit santeestrie.qc.ca.

Service quality and safety

Our Code of Ethics outlines your rights and responsibilities, and explains the practices and conduct expected from members of the community who practice their profession. Feel free to consult it in the waiting room or on our website.

Your collaboration, as well as that of your loved ones, with all health professionals is essential to ensuring the quality and safety of care and services. We therefore ask that you follow instructions, particularly those concerning hand hygiene.

Double identification helps us confirm that you are indeed the person with the scheduled appointment. Do not be surprised if, at your first appointment, we ask you to confirm information such as your date of birth.



Parking lot

Parking fees must be paid at the pay-and-display machines upon arrival, not at the time of departure. Rates vary depending on the length of your stay at the CIUSSS de l'Estrie – CHUS.

You must first know your license plate number and parking space numbers in order to make your payment.

It is possible to transfer a parking permit from one facility to another on the same day (e.g., from Hôpital Fleurimont to the Centre de réadaptation de l'Estrie).

Daily, weekly, and monthly parking permits as well as blocks of passes (25, 50, or 75) are payable directly at the pay-and-display machine using a credit card.

The "Passport Canada" mobile app, available on Google Play and the App Store, allows you to pay for parking and add time using your smartphone.

Note: It is not possible to add time via the mobile app if you have already made a payment at the pay-and-display machine.

COMMON AREAS AVAILABLE TO YOU

Cafeteria

Located on Level 1.

Regular hours:

- Every day from 11:00 a.m. to 1:00 p.m.

Near the cafeteria, a kiosk offers coffee and snacks from 8:00 a.m. to 3:00 p.m., Monday to Friday.

Reception desk

The reception desk is located on Level 0, to the right when you exit the elevator.

You may go to the reception desk during your first visit, where you will be asked to present your health insurance card.

Waiting room

A comfortable waiting room is available for your use.

It is located on Level 0 across from the physiotherapy gym where the aviary is also situated. Information brochures are also available there.

Inukshuk Room (Room 0911)

A room for relaxation and contemplation is available for you and your loved ones. The Inukshuk Room evokes the stone structures used to guide travellers in the North.

Open from

- 8:15 a.m. to 4:00 p.m.

Check the sign posted on the door for availability.



Website | social media

Plenty of practical information and resources are available to you on the CIUSSS de l'Estrie – CHUS website. Feel free to follow us on social media (Facebook, YouTube, Instagram, Tik Tok) to stay informed about our projects.

santeestrie.qc.ca

facebook.com/CIUSSSEstrieCHUS





SPECIFIC AND USEFUL FACTS

Rehabilitation dogs

Don't be surprised if you come across our four-legged team members in our corridors. Relearning how to walk or stimulating language development with a dog is far more engaging and effective than using a cane. Here, we have developed ways to use dogs as rehabilitation tools – and it works!

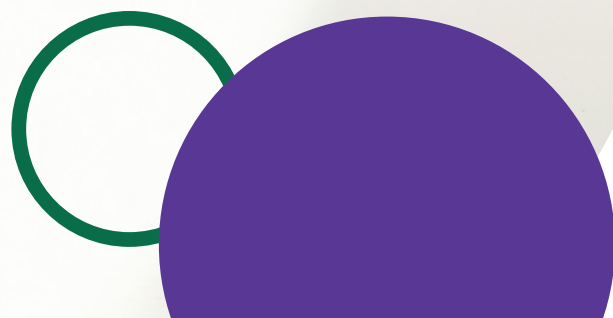
Trained by the Mira Foundation, our dogs work with both children and adults, and are an integral part of our care team. Rehabilitation dogs bring significant improvements to our clients.

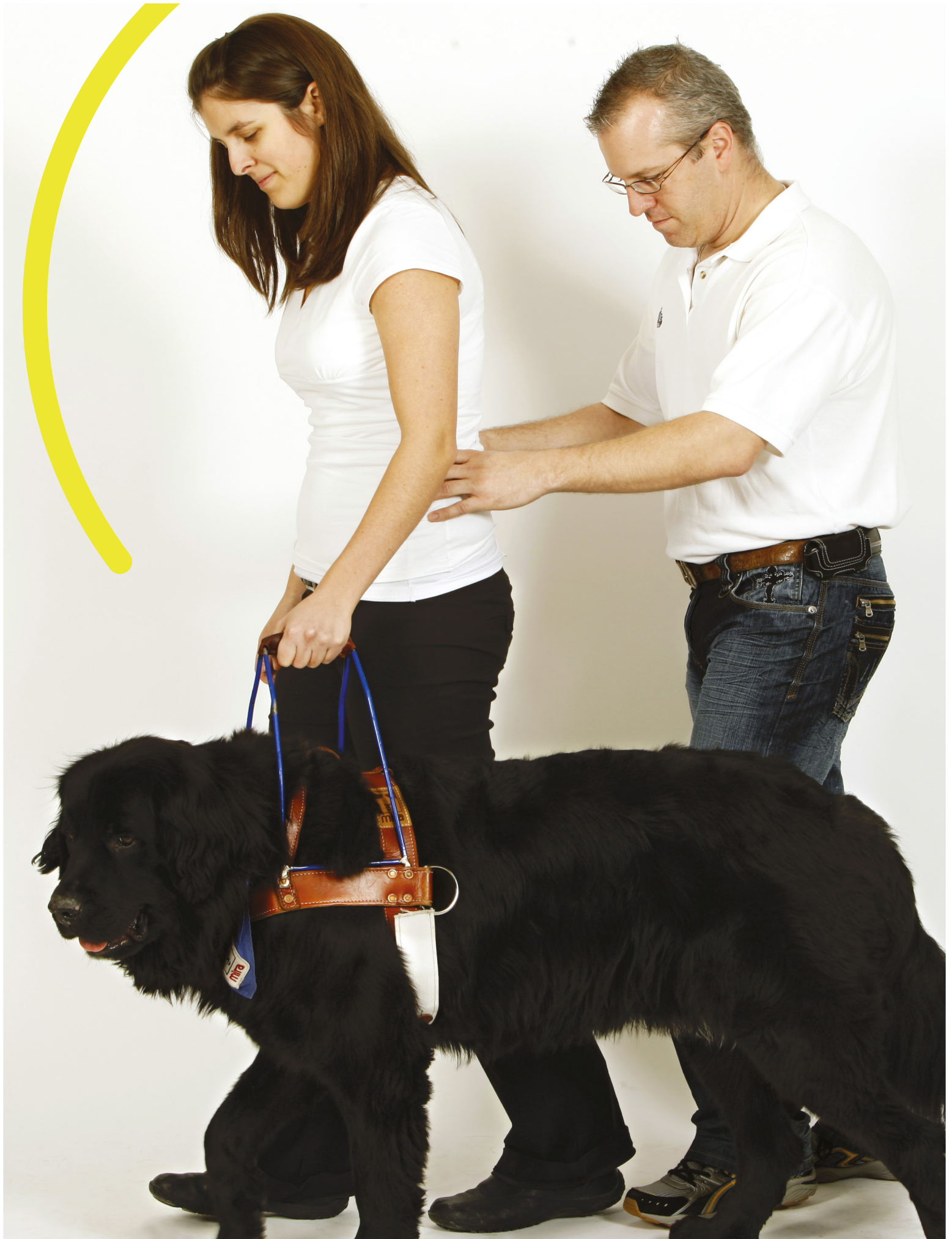
Partnership with loved ones

The family and loved ones of the user play an important role by helping us to identify their needs, ask the right questions, and contribute to rehabilitation activities. At all times, the user must authorize us to communicate with their loved ones.

Telehealth

Telehealth is an alternative method used to provide services remotely. This option may be offered if it is deemed beneficial for your rehabilitation.







CONTACT US

Telephone

Toll-free: **1 800 361-1013**

Main line: **819 346-8411**

Special numbers for those experiencing difficulties with our telephone system: **819 346-9355** or **819 346-9320**

If you wish to file a request for services

Intake, assessment, and orientation services: Ext. **43304**

Email

aeo.cre@ssss.gouv.qc.ca

Author

Direction du soutien à domicile et des services spécialisés en gériatrie, en déficience et en trouble du spectre de l'autisme (DSAD-SSG-DTSA)

Revision and layout

Service des communications et des relations médias

Présidence - Direction générale

© Centre intégré universitaire de santé et de services sociaux de l'Estrie – Centre hospitalier universitaire de Sherbrooke, 2024

santeestrie.qc.ca - November 2024

**Centre intégré
universitaire de santé
et de services sociaux
de l'Estrie – Centre
hospitalier universitaire
de Sherbrooke**

Québec 