

ACCOMPANYING OR VISITING A LOVED ONE AT THE EMERGENCY DEPARTMENT?

FAMILY MEMBERS ARE WELCOME AT ALL TIMES if their presence is safe and beneficial to users.

1. Visit alone or in small groups (max. 2 people at a time).
2. Encourage the rest and recovery of the user.
3. Comply with hygiene and infections prevention and control guidelines.
4. Maintain a calm and safe environment.
5. First confirm with staff how you can foster your loved one's well-being.

WHAT DO YOU NEED TO DO?

- Introduce yourself at the reception desk of the nursing station as an informal or family caregiver.
- Choose a primary informal or family caregiver and give their contact information to the caregiving team. That person will facilitate communication between your loved one's circle and the team.
- Inform the team about any changes in your loved one's health status.
- Help your loved one formulate questions and note the answers.
- Notify the team when you leave your loved one's bedside.
- Inform the caregiving team if your loved one has valuables (e.g., wallet, jewels) and recover them.
- Maintain discretion (e.g., speak in a soft voice, leave your phone's speaker off).

**Please note that we are not responsible for lost or stolen objects.*

CONFIDENTIALITY

For confidentiality and safety reasons, it is **FORBIDDEN** to stroll through the emergency department. Remain at the bedside of your loved one.

Staff may ask you to leave the room to provide care.



TOOLS TO SUPPORT YOU
(e.g., information videos, FAQs)



CONTRIBUTE TO THE WELL-BEING OF YOUR LOVED ONE

- Keep them company and provide a comforting presence.
- Help them get dressed, feed themselves, and move, and provide personal hygiene tasks.
- Make sure they have access to important personal belongings (e.g., glasses, hearing aids, walking cane).

PLAN THEIR HOSPITAL DISCHARGE

- Ensure that transportation is planned for their return.
- Provide the necessary items for the loved one to return home (eg: clothes, coats, boots).
- Make sure you have collected their personal belongings and have all of the following items:
 - medication prescription;
 - the doctor's recommendations according to their state of health;
 - the list of exams to be carried on their discharge and the necessary room numbers;
 - the list of symptoms to watch out that may justify a return to the emergency room.

**Hospital discharge can be given at any time, even at night.*

TO CONTACT ONE OF OUR EMERGENCY DEPARTMENTS

COATICOOK | 819-849-9102, EXT. 57330

COWANSVILLE | 450-266-4342, EXT. 65512

GRANBY | 450-375-8000, EXT. 62128

LAC-MÉGANTIC | 819-583-0330, EXT. 37376

MAGOG | 819-843-2572, EXT. 2127

SHERBROOKE (HÔTEL-DIEU DE SHERBROOKE) | 819-346-1110, EXT. 21000

SHERBROOKE (HÔPITAL FLEURIMONT) | 819-346-1110, EXT. 14385

VAL-DES-SOURCES | 819-879-7158, EXT. 39312

YOU ARE AN INFORMAL OR FAMILY CAREGIVER IF:

- Your loved one is temporarily or permanently incapacitated (e.g., limited mobility, difficulty understanding or remembering information, anxiety);
- You provide significant or occasional support to your loved one (e.g., help with personal care, emotional support).

**And this, regardless of their age, their living environment or the nature of their disabilities.*

RESOURCES TO ASSIST YOU

Your own well-being also matters. Resources are available to support you as an informal or family caregiver.

- > For further information about your role as an informal or family caregiver in a hospital centre and about access to care and services: **leave a voice message at 819-780-2220, Ext. 40444**, or **visit santeestrie.qc.ca/caregivers**.
- > To learn more about the role of informal and family caregivers across all settings, **visit quebec.ca/en/family-and-support-for-individuals/informal-and-family-caregiver**.

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

Québec



Appui
proches aidants

1 855 852-7784

ÉCOUTE • INFORMATION • RÉFÉRENCES

appui.org

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