

# Welcome Guide

*Living Well until  
the End of Life*



## Word of Welcome

We would like to welcome you to the CHSLD Champlain palliative care unit.

An interdisciplinary staff will provide you with quality care and services that meet your needs and are designed for your comfort. Every effort will be made for you to experience this time with respect and dignity.

This welcome guide tells you about services in the unit offered to your family and yourself.

Please feel free to ask the staff for more information.

*“To accompany someone is not to go ahead of them, point out the road, impose an itinerary, or even to know the direction to be taken, but to walk by their side, leaving them free to choose their path and the rhythm of their steps.”*

*Patrick Verspieren*

## Your Living Space

During your stay, you will have a private room with complete furnishings: an electric bed, chest of drawers, telephone, TV with cable option, radio with CD player, fan and an armchair that can serve as an extra bed for your loved ones.

We ask that your family not bring any additional furniture or small electrical appliances (coffee maker, kettle, etc.).

### **Call System (bell)**

Safeguards are in place to ensure your safety: your room and bathroom are equipped with a call system. Please ask for help whenever needed.

### **Family Lounge**

A family lounge is at your disposal. There is a kitchenette area equipped with a refrigerator, microwave, toaster, coffee maker and ice maker.

# Your stay

## **Meals**

Upon arrival, you will be asked about your food preferences so that meals provided will correspond to your tastes and needs. You can also make special requests to the food service. We will try to meet them in accord with availabilities.

Meals will be served from 7:45am-8:45am, 12pm-12:55pm and 5pm-5:45pm

Your family may bring you ready meals and snacks.

Your loved ones may also use the cafeteria service.

## **Medication and Hygiene Products**

There is no charge for medications prescribed by the unit's physician.

Basic products can also be supplied by the unit, as are incontinence products.

## **Clothing Care**

Your loved ones are responsible for taking care of your clothes. A washer-dryer is available upstairs.

Appropriate gowns will be provided according to need.

## **Hairdressing and Foot Care**

These services are available (fees apply).

## **Spiritual Care**

A spiritual counsellor can visit you at your request on Thursday.

Mass is celebrated once weekly on Wednesday morning.

## **Visits**

Visits are allowed at all times: your family/loved ones can visit you at any time.

## **Parking**

Parking facilities are available nearby. Please be alert to signage.

## **Outings**

Following a medical assessment and depending on your condition, outings will be allowed. However, it is necessary to notify staff before exiting the unit. Outside areas have been designed for your enjoyment and are at your disposal.

If you wish to make an extended outing, discuss it with the healthcare team and the doctor. Every effort will be made to comply with your request.

## **Infection Prevention**

We recommend that visitors wash their hands with an antiseptic gel available at the unit entrance and room entrances.

If special preventive measures have been implemented, signs explaining the procedures will be placed at room entrances.

## **Pets**

We know how much a pet can be a source of comfort.

That's why your family can bring your pet to your room for a few hours. Your pet must be watched over, however, to ensure the tranquility of the premises and respect for people in the vicinity.

Your pet must leave with your family/loved ones when they leave.

## **Valuables**

In order to avoid unfortunate occurrences, we suggest that you do not bring any money or valuables to the palliative care unit or hand them over to a loved one.

As for your personal items (glasses, dentures, etc.), we advise you to keep them in your bedside table.

We are not responsible for the loss or disappearance of your money or personal valuables. If you think you have lost an item, please report it to your nurse.

## Smoking

Smoking is not allowed in your room. A smoking room, reserved for patients only, is available near the unit. As with any health facility, it is possible to smoke outside, at a distance of 9 meters from any entrance. The same rule applies to electronic cigarettes.

## General informations

### Contact us

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