



VISITS TO RESIDENCES WITH CONTINUOUS ASSISTANCE (RAC) GUIDE FOR FAMILY AND LOVED ONES

What you need to know

A residence with continuous assistance (RAC) is first and foremost a living environment for its residents. It is also a rehabilitation centre for clients with behavioural problems, severe or otherwise.

Rest assured that maintaining the meaningful relationships between our residents and their families is a priority for us!

To ensure the safety of users, staff and visitors, and to maintain confidentiality, we are required to implement certain guidelines for visits to our residences with continuous assistance.

Age and number of visitors

Since our facilities are not designed to accommodate groups, we must limit the number of visitors per user to **1 or 2 people** at a time. In addition, due to the profile of our users, visitors under the age of 18 are not permitted.

Planning a visit

Please let us know 24 hours in advance so we can prepare the residence and the users. **However, if you would like to schedule a last-minute visit, please call the residence to ask the staff if this is possible.** We will do our best to accommodate you. If, for any reason, a staff member must be present during the visit, the visit will have to be scheduled around their availability.

Change to a visit

Given the users' behavioural issues, the staff may need to take certain exceptional measures during your visit, such as:

- postponing a scheduled visit by a few minutes, hours, or days;
- moving the visit outdoors.

Every effort will be made to manage the situation and allow your scheduled visit to proceed.



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Discussions with staff

If you have questions or concerns about your loved one or how the residence works, it's best to make an appointment with the designated educator or program manager. There are no extra staff on duty during visits; the employees are needed to care for the users and cannot always walk away to speak to you.

Location of visit

Where possible, we will make sure you and your loved one can have a private visit in an area away from the main group, making it easier to limit interruptions by other users. Your visit will not be supervised, but you can ask a staff member for help at any time.

Confidentiality

Staff members are not permitted to disclose personal information about other users. It is prohibited to enter other people's rooms or to take photos of them. The staff may ask visitors to leave or to stop interacting with a user if this is deemed in violation of the user's intervention plan.

You may also be asked to stay in a specific area for the duration of your visit. If you have any questions or concerns about the other users, please speak to the program manager.

Time residents have to be back

Residents must be back from outings no later than 8:30 p.m., unless other arrangements have been made. This is to ensure we have enough staff on duty to perform the necessary care and get the residents ready for their evening and bedtime routines. If you plan to bring a resident back after 8:30 p.m., you can make arrangements with the residence team or program manager.





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Contact information

Care worker's name:

Telephone no.:

Address of residence:

Meals during visits

We cannot provide food for visitors or allow them into the kitchen to cook a meal. For that reason, it's best to schedule visits outside of meal times. If you would like to bring in food, please keep it in a bag where the other users can't see it and ask the staff when the best time is to eat it. Never offer food to the other users without first asking the staff (allergies, special dietary needs, etc.).

Working together

A code of conduct has been put in place at the residence to ensure everyone gets along. We may also ask for visitors' cooperation when it comes to certain aspects of the users' care. For example, we may ask you to avoid bringing in certain items or discussing certain topics in the common area. We always strive for visits to take place in a **positive, harmonious environment**. It is important to us that exchanges between visitors, staff, and users remain courteous, even when there is a complaint to be made.

Don't hesitate to contact the program manager if you have any questions, comments, or suggestions.

Enjoy your visit!

Our mission

To maintain, improve, and restore the health and well-being of the Québec population by making accessible an array of integrated and quality health and social services, while contributing to the social and economic development of Québec.

Our vision

Accessible and efficient health care and services that adapt to the needs of Québécois.

Our goals

The CISSS de la Montérégie-Ouest achieves its goals through its innovative approaches and stands apart through:

- its exemplary offer of care and integrated services based on interdisciplinarity, accessibility, and adaptability to the needs of its population;
- its willingness to question and improve its professional, clinical, and administrative practices;
- its appreciation of its personnel and the implementation of human resource management practices;
- its strong relationships with its partners.

Our values

Our actions are guided by five equal and interconnected values: compassion, collaboration, commitment, confidence and consistency.