

The Vaudreuil-Soulanges Palliative Care Residence

... a beautiful and comfortable setting



It is our pleasure to offer you this Guide, which has been designed to answer questions about the general operation of the Vaudreuil-Soulanges Palliative Care Residence.

For additional information, please ask a staff member or volunteer; they will be happy to answer your questions.

We ask that you please leave the Guide in the room when you leave.

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1. GLOSSARY

Volunteer	Designates every person working in the Residence who has completed specific training courses and who gives his/her time voluntarily and free of charge.
Care Team	Comprised of doctors, nurses (auxiliaries, technicians and clinicians), care attendants, Psychosocial Coordinator and Patient Care Volunteers.
Vaudreuil-Soulanges Palliative Care Residence	Abbreviated as VSPCR, known as the Residence
Staff	Designates every paid person working for the Residence
Professional	Designates every member of a professional order or association performing his/her function at the Residence, either as member of staff, or on a volunteer basis. Doctors, nurses, psycho-social team, massage therapist, etc. are included.
Visitor	Includes all family and friends, visiting the patient.

2. THE RESIDENCE

2.1 A Word of Welcome

Dear Sir, Madam,

Welcome to your Residence. In this guide you will find practical information regarding the Vaudreuil-Soulanges Palliative Care Residence. We ask that you please leave this guide in the room.

We hope you feel at home here and we will do everything we can to meet your needs and improve your wellbeing so you may live in a calm and comforting environment.

Should you not find the information that you need in this guide, we are available to answer your questions at any time.

Christine Boyle, Executive Director and the Care Team

2.2 Our Vision

To be known as an exemplary model of end-of-life palliative care and accompaniment services for our patients and their loved ones, with respect to our values.

2.3 Our History

Everything started with a dream. The dream of doctors and nurses who provided medical home-care to people reaching end-of-life and who, every day, were noticing the lack of support available for the patient and their loved ones.

This dream was a Palliative Care Residence for the community of Vaudreuil-Soulanges, offering extended care and specialized services for the last months of life in a home-like environment, surrounded by family and loved ones.

Starting in 2005, a team of employees and dynamic, committed volunteers worked very hard to make this dream a reality. Through their efforts and the mobilization of the community of Vaudreuil-Soulanges, \$2.5m was raised to ensure the construction of the Residence. The land was donated by the Parson family; professionals from local commerce offered their expertise, materials and financial support.

In less than five years, the dream became reality. The Residence opened its doors on September 10th, 2010, offering free services to terminally ill people of all ages, suffering from cancer or an incurable disease.

2.4 Our Teams

Board of Directors:

The Board of Directors is the governing body of the corporation. Composed of volunteer community members, including a physician, the Board oversees the management of the Residence.

The officers of the Board are the President, Vice-President and Treasurer.

Medical team:

- Medical Director
- Doctors: Rotation 24/7
- Nurses, Auxiliary Nurses, Orderlies (P.A.B.'S)
- Psychosocial Coordinator

Administrative team:

- Executive Director
- Director Finance
- Director of Care
- Director of Volunteer Resources
- Executive Assistant
- Accounting Technician
- Accounting clerk
- Communications Agent
- Marketing and Community Events Coordinator
- Event Coordinators

Support team:

- Chef, Cook
- Building Maintenance Staff

Volunteer team:

- 250 active volunteers

2.5 The Volunteers

A Palliative Care Residence such as ours could not function without the precious help of the volunteers who work within the various teams and who, daily, assure the smooth running of the Residence.

All our volunteers receive training, which provides them with necessary tools to work in the context of palliative care and accompaniment at end-of -life. They all wear name tags and are always available to help you.

During your stay, you will meet volunteers in all sectors of the Residence:

- **Patient Care:** The volunteers support the Patient Care team; some of their tasks include taking meal orders for the patients, delivering meal trays, helping with care, making and changing beds.
We also have designated accompaniment volunteers who are trained to lend an empathetic ear.
A Massage therapist offers her services one a week and a hairdresser is available upon request.
- **Laundry:** Volunteers launder the bedding, linen and towels used by the patients.
- **Maintenance:** The staff and the volunteers are completely integrated into the work team and ensure the daily cleanliness, inside as well as outside the Residence. Cleanliness and hygiene are their focus.
- **Kitchen:** A trained Chef, with the help of staff and volunteers, prepares all the meals. The dining room is opened to all: families, patients, visitors, volunteers and staff.
- **Reception:** You will be greeted upon arrival by the volunteers. Their role is to welcome you, inform you and direct you to the right place. They also receive and transfer all telephone calls for the entire Residence.
 - Visitors may order and pay for meals at the Reception Desk.
 - “The Petit Magasin” situated in the Reception area offers items for the profit of the Residence; if you wish to purchase an item, the receptionist will complete the transaction for you.
- **Garden and Lawn Care:** A team of volunteers are responsible for the creation and the maintenance of the outdoor flower gardens and the vegetable garden. A separate team takes care of the lawn maintenance during the summer season. There is a dedicated volunteer who maintains the interior plants, which she donates to the Residence.
- **Administrative Team:** These volunteers help our administration team by

updating files, performing accounting tasks and helping with mail outs for our finance campaigns.

- **Other Teams:** Volunteers also offer visits with pets, play music, feed the birds, bake and participate in fundraising events for the Residence.

2.6 Spaces available to you:

2.6.1 The Rooms

Each room is equipped with:

- A hospital bed, a table on wheels, two "La-Z-Boy" style armchairs (with an auto lifter for the patient), a wardrobe
- Internet Access (Code: fmspvfmspv)
- An individual thermostat with remote control to moderate room temperature. Do not hesitate to ask for help, if needed.
- A telephone with access to free local and long distance calls.
- Dial 9 + the local telephone number.
- A mini fridge to keep your personal food fresh.
- Extra beds are available should family members wish to sleep in your room; simply ask staff for information
- A television with DVD player. Here is the list of channels offered:

553	Stingray Ambiance	619	ICI RDI
602	ICI Radio-Canada	620	Météomédia
603	Télé Québec	622	Canal Savoir
604	TVA	623	TVA Sports
605	V	624	TVA Sports 2
606	CBC Montreal	625	APTN
607	CTV Montreal	630	Musique Plus
608	Global Montreal	633	RDS
609	MAtv	637	TV5
613	City Toronto	639	LCN
614	City Montreal	681	CNN
616	ICI	689	Unis TV
618	CBC News Network	651	ABC Plattsburg

2.6.2 Common areas

We hope that you find the Residence provides a place of ease and harmony. We want you to feel well here. Depending on your circumstances, we encourage you and the members of your family to visit the premises. Do not hesitate to ask any questions that will help you benefit from all that is available to you.

- A **Bathing Room** for patients, fitted with a high-end therapeutic bath featuring a door that lifts to facilitate access, encouraging patient autonomy. A great shower is also available.
- **Lounges** are available: the first, in front of the nursing station and the second, in front of room 103. These various lounges are accessible to you any time: for rest, to gather as a family or to read. They are equipped with sofa beds, recliners, television sets, books, magazines, puzzles and board games.
- The larger and more formal **lounge** next to Room 101 is used as a gathering place for families.
- A **Laundry Room** with a washing machine and dryer dedicated for family use
- A full **Bathroom** equipped with a shower, sink and toilet.
- A **Dining Room** for you, your family and loved ones, the staff and volunteers. It is a meeting place for everyone. Two BBQ's are available for your use, simply reserve with the Chef, who will explain what's required.
- A **Contemplation Room** to withdraw to a quiet and peaceful place.
- A **Music Room** is accessible any time. You may play the piano if you wish.
- A **Conference Room** situated on the 2nd floor is available for family meetings or ceremonies.
- A **Playroom**, in front of the reception area is available for children. This room was designed to be welcoming and offer comfort to our young visitors. It is important to mention that this play area is not supervised.
- **Free parking** is available for all visitors. We ask that you respect the reserved parking area for handicapped people in the main parking lot and respect the street signs posted on the neighbouring streets. Please note that the small parking lot on the side street is reserved for the employees between 7:00 am to 5:00 pm from Monday to Friday

2.6.3 The guidelines

Members of your family may stay at the Residence 24 hours a day, seven days a week. We ask that they respect the area and take into account the other families staying at the Residence and finally, to respect your needs and your routine.

Visitors are responsible for **keeping your room tidy** for easy access, care and meal service.

The **Law on Tobacco** requires that you smoke nine meters from the main entrance of the building. Smokers may use any terrace with the exception of the one annexed to the dining room. Respect for everyone environment is crucial. For safety reasons, it's preferable to be accompanied by a loved one when smoking.

2.7 Meal service

Your meals, which are free of charge, may be eaten in your room or in the dining room. A volunteer will take your meal request ahead of time. You may request snacks at any time.

The dining room is accessible day and night. The daily menu is posted in the kitchen and at the Reception Desk where visitors may purchase meal tickets. Visitors are asked to sign up for their lunch before 11:00 am and before 4:00 pm for supper. Coffee, tea and snacks are available at the kitchen counter, your donation is appreciated, see section 2.7.1 for details.

If the Residence does not offer the foods or food item that you wish to have, please ask a loved one to bring it for you and place it in the fridge in your room. A freezer is available on request in the kitchen. A microwave oven is available in the dining room.

2.7.1 Visitors' price list

The price for breakfast varies based on selection.

The price for lunch and supper, including soup or dessert, tea or coffee is 10\$ per meal.

The soup and sandwich option is available upon request at a cost of 5\$.

Coffee, tea, desserts and snacks are available any time in the kitchen; **Bread and jam** as well as a toaster are available in the dining room. Contributions are welcome.

A list of **local restaurants** offering delivery is available at the Reception Desk.

2.8 Visitors

Visitors are welcome at any time. Children accompanied by an adult are always welcome, regardless of their age. All family members can help enhance the quality of your life.

For security purposes, all visitors must **sign the register** at the Reception Desk upon arrival and departure. An emergency evacuation plan is available for consultation.

Doors are **locked between 9:00 pm and 7:00 am**. Visitors are requested to ring the bell at the front entrance to access the Residence.

2.9 Pets

Under the supervision of your loved ones, your pet may accompany you. We ask however, that he be supervised and kept on a leash at all times, when outside your room. Your loved ones are responsible for his care (food, walking, biological needs).

2.10 Your Expenses

- Postal services;
- All personal hygiene products, as well as laundry detergent and fabric softener for visitors using the washer or dryer;
- All special food items and drinks you wish to keep in the refrigerator in your room
- Medication and Specialized Equipment, please refer to section 3.3

3. Care Services at the Residence

Supporting you at this important stage of your life is a privilege for us. All members of our team are here for you. Outings are encouraged, with your doctor's permission, depending on your condition.

All interventions are motivated by respect and aim to maintain your dignity and your autonomy by assuring your overall comfort.

We offer:

- The relief of symptoms (pain, nausea, agitation, respiratory difficulty, constipation, etc.)
- Comfort and hygiene (mouth care, skincare, prevention and care of wounds, etc.)
- Psychological support (listening, presence, support and compassion regarding loss, hopes, conflicts, etc.)
- Access to Spiritual support

At the residence, the accommodations, as well as all the care offered by the staff and the volunteers are completely free of charge. However you must bring your personal effects and products, from home, such as the shortlist below:

- Québec Health insurance card
- Credit card to be used for purchase of medication if necessary (see pt. 3.3)
- All drugs that you currently use and any unusual dressings, ostomy equipment, etc.
- Soap and shampoo
- Body lotion
- Incontinence products/underwear/sanitary pads
- Razer
- Hairbrush
- Toothbrush and toothpaste
- Cleaning products for dentures
- Facial Tissues (Kleenex)
- Lip balm
- Makeup
- Magic bag
- Wipes
- Pyjamas/nightgown
- Any clothing that can be worn by the patient to maximize comfort (non-slip slippers, bathrobe, etc.)
- Patients may also bring personal items such as movies, books, photos, computer,

cell phone, preferred food or drinks, etc.

The Residence, on no account, can be held responsible for the loss, theft or damage of your personal effects. We recommend that you avoid keeping valuable property in your room.

3.1 Admission

Upon your arrival at the Residence, one or several members of the medical team will welcome and accompany you to your room. You will then be invited to settle in, familiarize yourself with this new environment and rest.

We consider that every person admitted to the Residence is unique, as well as family and friends. That is why we will try to get to know you better during the first part of your stay.

The Care Team will make a global evaluation. They will question you on:

- Your medical record, the evolution of your disease, the various treatments received or current, the present symptoms and the medication you take.
- Your life habits and your autonomy with regard to your needs.
- Your family, your close friends (relations)
- Your understanding of your disease, your progress through the bereavement process, your resources and your wishes.

3.2 The Care Team

You will be surrounded by a Health Care Team at all times.

This team consists of doctors, nurses, auxiliary nurses, PABS, a social worker and volunteers, who, with humanity and gentleness, work to make you feel at home. Occasionally, the Residence has the opportunity to include interns from all professional practices who participate in your care.

Care staff is available 24/7. The Director of Care ensures the coordination of services and liaison between Health Care professionals. Doctors work on rotation and are on-site daily in addition to being available on-call.

We have most of the equipment and the material necessary for your care. If however, specific equipment or material is required, we will discuss it with you and with your authorization, undertake the steps to obtain it on your behalf.

3.3 Medication and specialized equipment

Medication continues to be at your expense, as if you were in your own home. The majority is covered by RAMQ or by private insurance. The Pharmacie Jean-Coutu of Vaudreuil-Dorion provides pharmaceutical services.

With regard to the payment of medication, two methods are accepted:

- I. An imprint of a credit card may be used. It is simple method which will allow the staff to order the necessary medications, such as those prescribed by the doctor. Your credit card will be automatically debited by the pharmacy and the staff will give you your prescription receipts for your records and also for tax purposes.
- II. If it not possible to provide a credit card, a deposit of \$150 must be made by the patient's next of kin at Pharmacie Jean-Coutu at the time of admission. This amount serves to cover medication fees and miscellaneous products. Pharmacie Jean-Coutu will be in touch should another deposit be required.

We have most of the equipment and the material necessary for your care. If however, specific equipment or material is required, we will discuss it with you and with your authorization, undertake the steps to obtain it on your behalf.

3.4 Free professional services for you and your loved ones

Psychological support:

Psycho-social support services for you and your loved ones are available to you at the VSPCR. Our social worker is here to assist both patients and their families navigate the difficult process of end-of-life planning. More specifically, our social worker can be of support to you in the management of the mental, emotional, familial, and monetary stressors that one can experience at their end of life. Do not hesitate to reach out and ask for help.

Grief support program:

As part of the psycho-social support services a Bereavement Support Program is also available for your loved ones. We are proud to offer continuing care through follow-up phone calls, individual accompaniment sessions, In Memory of celebrations and, bereavement support groups that are held multiple times per year.

Spiritual support is available upon request

Massage Therapy is offered voluntarily at the Residence, once a week. Please ask a staff member for further information.

A **Hairdresser** is available upon request

4. Le Code d'éthique (available in French only)

CODE D'ÉTHIQUE

ÉMIS ET APPROUVÉ PAR LE CA LE : 19 JANVIER 2010 et le 2 JUILLET 2014

RÉVISION APPROUVÉE PAR RÉOLUTION DU CONSEIL LE : 2 JUIN 2020

PRÉAMBULE

Le présent code d'éthique est un instrument de référence qui énonce les valeurs et principes à connotation morale ou civique ainsi que les règles de conduite auxquelles les membres du conseil d'administration de la Fondation de la Maison des soins palliatifs Vaudreuil-Soulanges (MSPVS), sa direction générale, tous les employés, bénévoles, médecins et contractuels adhèrent. Il s'inspire de la *Loi sur les services de santé et les services sociaux* du Québec (*LSSS art 233*), les *Chartes des droits et libertés* en vigueur au Québec ainsi que les codes d'éthique des diverses professions opérant à la MSPVS.

CHAMP D'APPLICATION

Ce code s'adresse à toute personne exerçant une fonction à la MSPVS, notamment les membres du conseil d'administration de la Fondation de la MSPVS, les employés, les médecins et bénévoles ainsi que toute autre personne y exerçant une fonction. Dans la mesure où ils sont concernés, ce code s'applique aussi aux visiteurs et patients.

ÉNONCÉ DE PRINCIPE

Le code d'éthique de la MSPVS indique les droits et obligations des usagers de la MSPVS, ainsi que les pratiques et conduites attendues des membres du conseil d'administration, des employés, des bénévoles et des personnes exerçant leur profession dans l'établissement, ainsi que les visiteurs et, le cas échéant, les patients.

Le code d'éthique de la MSPVS doit tenir compte des droits des personnes en fin de vie, notamment :

- a. Toute personne dont l'état le requiert a le droit de recevoir des soins de fin de vie (*Loi concernant les soins de fin de vie, art 4*);

La *Loi concernant les soins de fin de vie (LSFV)* définit « les soins de fin de vie » comme étant les soins palliatifs offerts aux personnes en fin de vie et l'aide médicale à mourir (*LSFV, art 3*);

- b. Toute personne majeure et apte à consentir aux soins, peut, en tout temps, refuser de recevoir un soin qui est nécessaire pour le maintenir en vie ou retirer son consentement à tel soin;

Dans la mesure prévue par le Code civil, le mineur de 14 ans et plus et, pour le mineur ou le majeur inapte, la personne qui peut consentir aux soins pour lui peut également prendre une telle décision;

Le refus de soin ou le retrait de consentement peut être communiqué par tout moyen. (*LSFV, art 5*);

- c. Une personne ne peut se voir refuser des soins de fin de vie au motif qu'elle a préalablement refusé de recevoir un soin ou qu'elle a retiré son consentement à un soin. (*LSFV, art 6*).

Nonobstant les volontés d'une personne de recevoir l'aide médicale à mourir, le personnel soignant a le droit, pour des raisons de conscience ou de valeurs personnelles, de refuser de prodiguer ce soin au patient. Ce droit est par contre assorti de l'obligation de fournir à la personne l'assistance nécessaire afin que sa demande puisse être prise en charge par des intervenants consentants. Les dispositions prévues dans la Loi sont les suivantes et devraient figurer dans le code d'éthique :

- Un médecin peut refuser d'administrer l'aide médicale à mourir en raison de ses convictions personnelles et un professionnel de la santé peut refuser de participer à son administration pour le même motif.
- Un tel médecin ou un tel professionnel doit alors néanmoins s'assurer de la continuité du processus.

DÉFINITIONS

Dans le présent code, à moins que le contexte n'indique un sens différent:

- a. **FMSPVS**: signifie la Fondation de la Maison de soins palliatifs de Vaudreuil-Soulanges;
- b. **MSPVS**: signifie la Maison de soins palliatifs de Vaudreuil-Soulanges;
- c. **Administrateur**: désigne un membre du conseil d'administration de la FMSPVS;
- d. **Entreprise**: désigne toute forme que peut prendre l'organisation de la production de biens ou de services ou de toute autre affaire à caractère commercial, industriel ou financier et tout regroupement visant à promouvoir certaines valeurs, intérêts ou opinions ou à exercer une influence sur les autorités de la MSPVS ou de sa Fondation;
- e. **Conflit d'intérêts**: désigne notamment, sans limiter la portée légale de cette expression, toute situation où l'intérêt direct ou indirect de l'administrateur, l'employé, le médecin, le bénévole ou toute autre personne visée par le Code, est telle qu'il y a risque de compromettre l'exécution objective de sa tâche car son jugement peut être influencé et son indépendance affectée par l'existence de cet intérêt;

- f. **Code:** signifie le code d'éthique de la FMSPVS;
- g. **Conseil:** signifie le conseil d'administration de la FMSPVS;
- h. **Direction générale:** signifie le directeur général ou la directrice générale de la MSPVS;
- i. **Présidence du conseil:** signifie la personne qui occupe le poste de président ou présidente de conseil;

DEVOIRS ET OBLIGATIONS

Les personnes visées par le Code, dans l'exercice de leurs fonctions, ont le devoir d'agir avec soin, prudence, diligence, compétence et intégrité dans le respect des valeurs de la MSPVS telles qu'adoptées par le conseil et de sa Mission, notamment:

- a. Respecter la dignité de la personne, des patients mais aussi du personnel, des médecins, des administrateurs, des visiteurs et de toute autre personne appelée à exercer une fonction à la MSPVS;
- b. Éviter tout comportement abusif, injurieux, calomnieux ou dénigrant;
- c. Éviter toute forme de discrimination, qu'elle soit basée sur la race, l'origine ethnique, la religion, les croyances ou les pratiques religieuses, la culture, l'âge, l'orientation sexuelle, l'incapacité physique ou intellectuelle ou le mode de vie;
- d. Assurer la confidentialité de toute information dont elles ont connaissance dans l'exercice de ses fonctions, sauf si elles sont autorisées à communiquer l'information par la direction générale, le conseil ou pour les besoins opérationnels de la MSPVS;
- e. Dénoncer, d'une manière désintéressée (sans rechercher notre propre intérêt), une situation dont elles ont été témoins ou qu'elles ont découvertes et qui met en danger la santé et la sécurité du personnel ou la bonne gestion ou la réputation de la MSPVS.
- f. Éviter toute situation de conflit d'intérêts et rapporter immédiatement à la direction générale ou à la présidence du conseil, selon le cas, toute situation qui les implique directement ou indirectement, ou toute situation qui pourrait concerner une autre personne visée par le Code;

À cet égard, ne peut accepter ou solliciter aucun avantage ou bénéfice, directement ou indirectement, d'une personne ou d'une entreprise faisant affaire avec la MSPVS ou sa Fondation, ou agissant au nom ou pour le bénéfice d'une telle personne ou entreprise, si cet avantage ou bénéfice est destiné ou susceptible de l'influencer dans l'exercice de ses fonctions ou de générer des attentes en ce sens;

Est considéré un avantage prohibé tout cadeau, somme d'argent, prêt à taux préférentiel, remise de dette, offre d'emploi, faveur particulière ou autre chose ayant une valeur

monétaire appréciable qui compromet ou semble compromettre l'aptitude de la personne à prendre des décisions impartiales.

CONDUITE ATTENDUE

Afin de conserver la confiance du public et maintenir la qualité du climat de travail, les principes suivants guident la conduite à suivre :

1. Agir avec soins, prudence, diligence, compétence et intégrité dans le respect des valeurs de la MSPVS et des directives opérationnelles et administratives;
2. Être loyal à l'organisation et ses dirigeants;
3. Offrir une prestation de travail telle qu'attendue, conforme aux conditions d'embauche et à la description des fonctions du poste;
4. Travailler en équipe dans le meilleur intérêt de l'organisation;
5. Respecter les obligations relatives aux horaires et programmes de travail et congés divers prévus dans les conditions de travail, conformément aux directives en vigueur;
6. S'abstenir de consommer de l'alcool durant les heures de travail, sans l'autorisation de la direction générale;
7. S'abstenir de consommer des drogues et stupéfiants, autres que celles prescrites par un médecin, durant les heures de travail;
8. S'abstenir de se présenter au travail sous l'influence de l'alcool ou de drogues ou de stupéfiants;
9. Respecter la dignité des patients, du personnel, des bénévoles, des médecins, des administrateurs, des visiteurs et toute autre personne exerçant une fonction à la MSPVS, notamment en évitant toute forme de discrimination, tel que défini dans le *Code d'éthique*.
10. Protéger la confidentialité de l'information, conformément aux directives en vigueur sur le sujet.
11. Appliquer les règles définies dans les directives en vigueur portant sur la sécurité des systèmes informatiques et de l'information;
12. Maintenir une tenue vestimentaire, une apparence et une hygiène conformes aux directives en vigueur;

13. Agir de manière à protéger l'environnement, les biens immobiliers et mobiliers et éviter un usage abusif du matériel et biens, qui relèvent à l'usage exclusif pour les affaires de la MSPVS;
14. Éviter tout conflit d'intérêt ou apparence de conflit d'intérêt tel que défini dans le *Code d'éthique*.

ENGAGEMENT

Employés, bénévoles, médecins, contractuels

Dès leur embauche l'employé, le bénévole et le médecin doivent s'engager par écrit à respecter le code d'éthique de la MSPVS. Dès la signature du contrat, le contractuel s'engage aussi à respecter les dispositions du code d'éthique lorsqu'il travaille à ou pour la MSPVS.

Administrateurs

Les administrateurs doivent s'engager par écrit, dans les 60 jours suivant leur entrée en fonction, à respecter le code d'éthique et déclarer sans délai à la présidence toute situation de conflit d'intérêts ou d'apparence de conflit d'intérêts. Le cas échéant, un administrateur doit s'abstenir de voter sur un sujet au regard duquel il pourrait être en conflit d'intérêts.

De plus, chaque administrateur est tenu de déclarer annuellement par écrit, à la suite de l'assemblée générale annuelle, toute situation de conflit d'intérêts réel ou apparent, ou confirmer par écrit qu'il n'a aucune situation de conflit d'intérêts réel ou apparent à rapporter.

TRANSPARENCE

Dans son rapport annuel, la MSPVS doit faire état des cas fondés qui lui ont été rapportés et sur lesquels une décision a été rendue, ou est en suspens, tout en préservant l'identité des personnes en cause.

5. Resources:

To guide you through this stage of life, we invite you to read the brochure “In Those Last Moments of Life “developed, with authorized distribution by nurse consultants in Palliative Care from the Estrie CIUSSS, Montérégie-Centre CISSS, the Montérégie Integrated Cancer Centre and the Montérégie-West CISSS.

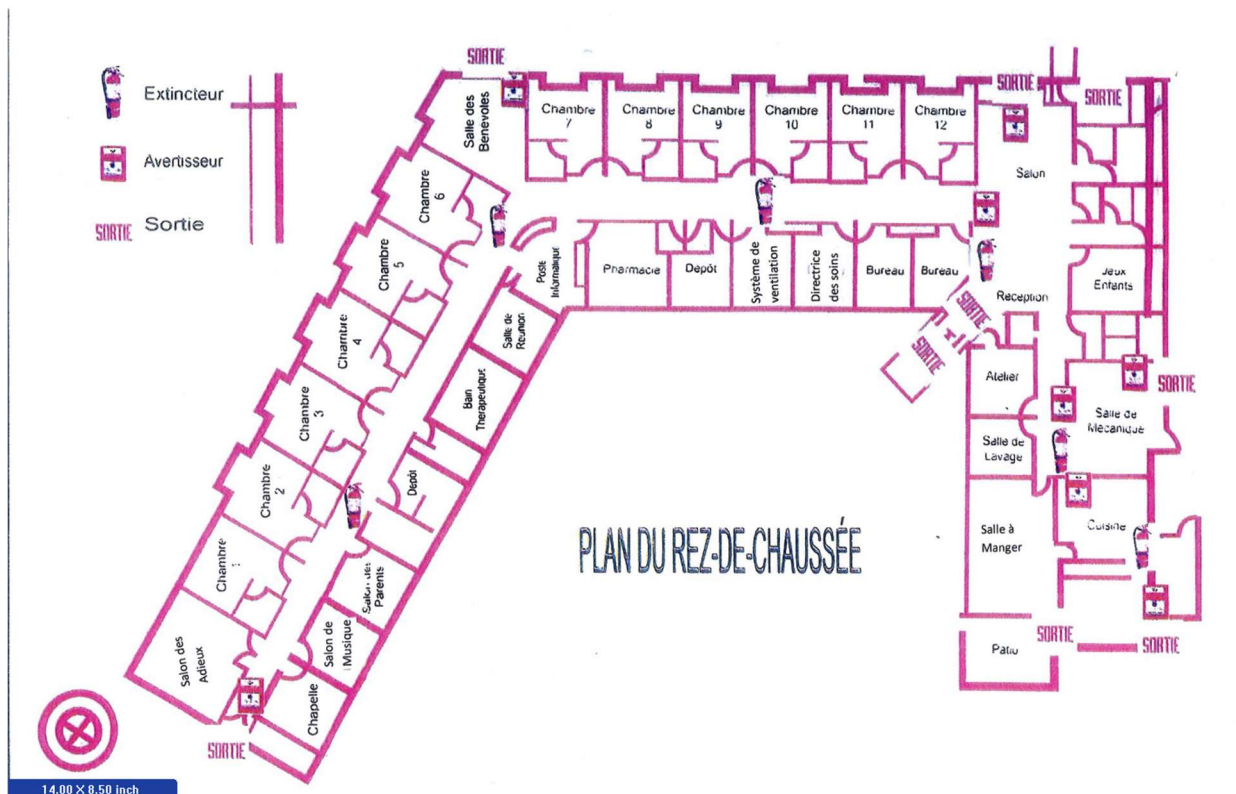
This brochure will inform you about the various stages you may encounter during the next days, weeks or months.

A pamphlet created by “Services Québec”, contains information which can be beneficial to you. Information is available on the Website:

https://cdn-contenu.quebec.ca/cdn-contenu/services_quebec/Deces2020-EN_3.pdf?1584643101

5.1 The Floor Plan of the Residence

For any immediate questions, please consult the staff of the Residence



6. How to Help

The Residence is a non-profit organisation that, since 2010, is offering free palliative care to patients of the Vaudreuil-Soulanges area and its surroundings. The annual cost to run the Residence is \$2.4 million dollars. The Quebec Ministry of Health grants us approximately 35% of the cost, roughly \$930 000. In order to ensure free access for care and services, the Vaudreuil-Soulanges Palliative Care Residence Foundation (VSPCRF) must raise approximately \$1.4 million dollars annually, through donations and fundraising.



THANK YOU for your support and generosity!

Please refer to our website for more information as to how you can help us to continue our mission: <https://www.mspvs.org/en/>