



# ***WELCOME GUIDE***

*Dear Guests,*

*I would like to take a moment to welcome you to La Maison Au Diapason.*

*La Maison Au Diapason is the result of many years of planning, lobbying and fundraising by L'Équipe d'accompagnement Au Diapason.*

*L'Équipe d'accompagnement is a not-for-profit organisation that offers companionship and support services to patients and their loved ones coping with illness. L'Équipe d'accompagnement offers a range of services to patients and their loved ones both at home and in hospital throughout the Brome-Missisquoi and Haute-Yamaska territories. In a drive to expand the network of services available to terminally ill patients and their loved ones La Maison Au Diapason was conceived and subsequently built by and for the two communities.*

*La Maison Au Diapason is a community-based hospice that offers free specialised palliative care to terminally ill patients. Our medical personnel, staff and volunteers are dedicated to providing the best possible care to ensure optimal pain management, symptom control and quality of life.*

*The mission of La Maison Au Diapason is to recreate the warm and comforting atmosphere of a family home and to provide services to patients at the end of life in an environment that is physically and psychologically adapted.*

*La Maison was built and is organised around patient needs. This is reflected in the configuration of space, the special attention brought to the layout of the rooms, and in the furniture and equipment available to patients and their loved ones. It is also within this context that we offer the necessary professional, psychological and technical support to loved ones throughout the course of the illness.*

*The entire community came together to make this facility a reality for families faced with terminal illness and we are all responsible for its sustainability. Please be mindful and respectful of our 'Maison' to preserve it for all those who need it now and in the future.*

*On behalf of members of the Board, the management, medical, nursing and volunteer teams, I would like to welcome you to La Maison Au Diapason.*

*Sincerely,*

*Lucie Wiseman  
CEO*



## **OUR PHILOSOPHY**

Our philosophy is based on international principles of palliative care. We recognize the right to dignity, humanity and respect for each person as a unique individual. Palliative care is a patient and family centered approach to care whereby the primary intent is to facilitate the end of life. It is deeply rooted in the genuine and positive values of friendship, tenderness, respect, selflessness and love.

Our patients receive comprehensive care centered on their physical, spiritual and social well-being. We strive to provide patients and loved ones with the best possible care to optimise quality of life, serenity and peace of mind.

Our care is focused on pain and symptom control and on providing the greatest comfort possible for our patients. Our interventions neither hasten death nor prolong life.

*La Maison Au Diapason* is impregnated with a warm and welcoming atmosphere. Each room is spacious and equipped with a private washroom, as well as a sofa bed allowing the patient to be accompanied day and night. *La Maison* is also equipped with several communal spaces such as living rooms, a dining room and an additional bedroom for families.

## **MULTI-DISCIPLINARY TEAMWORK**

The team at *La Maison* is made up of professionals and volunteers able to fulfill the different needs of patients and their loved ones. The team includes:

### **Volunteers**

Volunteers are present in every sector of *La Maison*, including at reception, in the kitchen, laundry, administration and at the bedside. The bedside volunteers provide assistance to the nursing staff for patients' daily activities such as hygiene, and are trained to provide companionship to patients and their loved ones.

These volunteers are selected with care and receive specialized training and mentoring allowing them to offer companionship and support services to patients and their loved ones. Our daily operations would be impossible without this dedicated group of people.

### **Nurses**

The nursing staff provide around the clock care to patients admitted to *La Maison*. They ensure patients' comfort and symptom control, supervise all activities of the bedside volunteers, and communicate with the team of physicians to ensure continuity of care. The Nursing Director coordinates all nursing related activities in *La Maison*, sits on the admissions committee and performs admission assessments with patients and their families.



## Physicians

The medical team is comprised of a group of experienced palliative care physicians who are present daily and are on call overnight. In addition to seeing patients, the Medical Director coordinates the medical team and sits on the admissions committee.

**Psychologist:** Psychological support is available to patients and their loved ones. A trained psychologist visits *La Maison* every Thursday morning from 9 am to 12 pm.

### Other services available:

**Spiritual support:** Patients and their families may request the visit of a priest or pastor. A listing of community resources is available at the nursing office.

**Massage therapist:** Professional massage therapists are available and offer massage care, reflexology, therapeutic touch, and other approaches in massage therapy.

**Music therapist:** This professional uses music to explore and manage emotions, reduce anxiety or simply offer a moment of relaxation.

## OUR POLICIES

The following policies must be respected at all times by staff, volunteers and visitors in *La Maison*. We ask that you review them and thank you for your collaboration.

### Accommodation

Patients' stay at *La Maison* is entirely free of charge. Patients and their families are however responsible for the cost of medications, and personal care items. A complete list of necessary and recommended personal items is included in the appendix.

Meals and snacks for patients can be served in patient rooms or in the dining room.

Specific equipment, such as wheelchairs, walkers, canes and pillows, is provided on a loan basis according to patient needs while at *La Maison*.

### Medication

*La Maison* uses one central pharmacy for all admitted patients. The nursing and medical teams are responsible for all prescriptions, deliveries, and administration of medications. Costs associated with medications are assumed by either the patient's private insurance or by the Régie de l'assurance-maladie du Québec (RAMQ).

It is not necessary to renew prescriptions before admission to *La Maison*, as all charts are reviewed on admission and changes may be made.

The pharmacy requests credit card and mailing information from the patient's resource person for billing purposes. If a credit card is not available, arrangements can be made directly with the pharmacy.



## Personal Effects

We encourage you to bring some personal items to *La Maison* to personalise the space and ease the transition for patients following admission. While some items are permitted photo frames, laptops, paintings, blankets, devotional objects, books, etc. We encourage you to check with nursing staff for any item not listed above.

### **Please refrain from hanging items on the walls.**

After the patient's departure, we ask that all personal items and effects be removed. These will be kept at La Maison Au Diapason for a maximum of 30 days.

See appendix for a list of suggested items to personalise the room.

## Family members / Loved ones

Family members are encouraged to participate in daily activities and care of their loved ones, to the extent they are able and willing to, in collaboration with the nursing staff and volunteers.

Family members and significant others can be present at any time of the day or night. A sofa bed is available in every room. We ask that it be stowed when not in use to facilitate ease of movement for staff and visitors.

We also ask that families identify a designated person who will be responsible for gathering information on the patient's status from the nurses, and who will communicate this to other family members and significant others.

When guests leave *La Maison*, we ask that they advise the nursing staff or the bedside volunteers to ensure optimal supervision.

## Visitors

There are no set visiting hours at *La Maison*, however we do encourage visitors to respect the needs of patients to rest. The front door is locked as of 9 pm, therefore guests will need to identify themselves through the intercom system located on the right-hand side of the main entrance.

There is no restriction regarding the length of visits or the number of visitors present in the patient's room. Please keep in mind that patients easily tire, may want or need privacy and intimacy. **The length of visits and the number of persons present in the patient's room may be restricted to ensure the patient's well-being.**

Young children are welcome at all times. A play room has been specially designed for them. Children must remain under adult supervision at all times and in all areas of the house.

Visitors from outside the area have the option of renting a family bedroom at *La Maison* (for a small fee), whenever it is available. Requests regarding this service must be addressed to the nursing staff. Room rental is prioritized according to La Maison's politics. The room must be vacated by 11:00 am.



We ask that visitors be aware of their surroundings and keep a low voice in the hallway and the living rooms as a show of respect and understanding for all patients and visitors at *La Maison*.

Cell phones are permitted in *La Maison*. Please be conscious of those around you when speaking on your cell phone. Should you require a private setting for your phone calls please see the nursing staff.

### **NON-SMOKING POLICY**

***La Maison* is a non-smoking facility. Individuals may smoke outside in designated areas. Patients who smoke must always do so while accompanied by a family member or a volunteer.**

### **ADDITIONAL SERVICES OFFERED BY LA MAISON AU DIAPASON**

Each room is equipped with a television, a DVD player, a radio and a telephone.

#### **Telephone**

Each room is supplied with its own telephone. Long distance phone calls must be made with a calling card or a cell phone. A telephone is also available in the small living room for emergency purposes.

#### **Cable Television**

Fees of \$2 per day are applicable for basic cable, telephone and music services. We ask that you leave a \$20 deposit upon admission, payable to the receptionist at *La Maison*. This amount will be reviewed in accordance with the patient's length of stay.

#### **Meals**

- All meals and snacks are provided free of charge to patients staying at *La Maison*. Although these meals are served at a regular schedule, the kitchen is flexible and can accommodate patient needs. Outside of regular dining room hours, volunteers will assist with particular requests.
- A maximum of three visitors per patient room per meal can order their meals from the kitchen. Please advise kitchen staff two hours ahead of the meal time of your intent to dine here.
- Visitors are welcome to order takeout meals should they chose to. The receptionist has a list of restaurants that deliver to *La Maison*.



- Families and loved ones may bring home-cooked meals for the patient. The refrigerator in each patient room can be used for storage and a microwave oven is available to families in the dining room entrance.
- **Visitors are not permitted to eat in patient rooms.**
- Coffee, tea, herbal tea, juice and bottled water are available for visitors on site for a small fee.
- See appendix for kitchen hours and meal pricing

## Laundry

Laundering of bed linens and towels is handled by volunteers of *La Maison*. Family members are responsible for the patient's personal effects and clothing. A washing machine and a dryer are available to families free of charge; however, laundry soap must be supplied by families. .

## Alcoholic Beverages

Consumption of alcoholic beverages is permitted in moderation and cannot, at any time, hinder the well-being of others in *La Maison*.

Some conditions must be followed:

- ✓ Alcoholic beverages are provided by the patient's family and significant others;
- ✓ The patient must be under supervision, and ideally, stay in his/her room while consuming, unless a special request has been granted;
- ✓ The staff and physician must be advised to avoid any potential drug interactions.

## Alarm System

The alarm system is activated every night from 8h45 pm until 6h45 am. Between these times, visitors must ring outside the main door and identify themselves through the intercom system located on the right-hand side of the door.

## Special Requests

While staying at *La Maison*, patients and family members are encouraged to address any special requests to the nursing staff.

## Parking

We kindly ask that visitors use parking spaces located on the right side of *La Maison*, while avoiding spaces in the front and in the back of the building.

## Pets

Family members are permitted to bring pets to *La Maison* short visits. Please advise the nurse and respect these few rules:



- ✓ Visitors must closely supervise the animal;
- ✓ The animal must be kept in the patient's room with the door closed;
- ✓ The animal must be kept on leash outside of the room, or in a transport cage;
- ✓ The animal must not disturb other occupants of *La Maison*.
- ✓ Pets are not permitted overnight.

**Note:** The term pet refers to dogs, cats and birds. For any other type of animal, an arrangement must be made with the nurse.

### **Cleanliness**

To ensure greater cleanliness, we ask that visitors leave their boots at the main entrance (during colder/wetter weather). Slippers are at your disposal in the entrance.

Your collaboration is essential in preserving the cleanliness of the patient's room.

### **Pre-admission visit**

Should you wish to visit *La Maison* in anticipation of an admission please contact us to set up and appointment

#### **TO CONTACT LA MAISON AU DIAPASON:**

Telephone : 450 534-2002

Fax : 450 534-4267

E-mail : [info@audiapason.org](mailto:info@audiapason.org)



## LIST OF PERSONAL SUPPLIES AND ITEMS

The patient must bring the following items:

### **CARDS :**

- Health Care (RAMQ) Card
- Hospital Card

**DRUGS/MEDICATIONS:** Please bring all medication, including vitamins or natural products, normally taken by the patient. It is not necessary to renew prescriptions prior to admission to *La Maison*.

### **PERSONAL SUPPLIES :**

#### Necessary Items :

Facial tissue  
Soap  
Toothbrush  
Toothpaste  
Razor  
Shaving cream  
Non perfumed moisturizing cream  
Lip balm  
Denture box if necessary  
Alcohol free mouthwash  
Deodorant  
Protective underwear/incontinence briefs  
Hair brush and comb  
Hair dryer  
Manicure set  
Personal objects (avoid valuables)  
Clothing and nightwear  
Bathrobe  
Anti-skid slippers

#### Suggested Items :

Personal bedding  
Make-up products and accessories  
Perfume  
Curling iron  
One or more pillows  
Magic bag

**Clothing:** please note that hospital gowns are provided if necessary or requested.

