

Ministerial Visit – September 2019 CHSLD BAYVIEW

	OBSERVATIONS	RECOMMANDATIONS
Organizational practices	<ul style="list-style-type: none"> • Organizational practices are structured in accordance with the ministerial guidelines in place <ul style="list-style-type: none"> o Policy on mistreatment o Structured welcoming program o Palliative and end-of-life support program o Effective communication process o Procedure for developing interdisciplinary care plans o Process of rigorous analysis of behavioral and psychological symptoms of dementia (BPSD) with strategies 	none
Quality Care and Services	<ul style="list-style-type: none"> • Milieu de vie committee in place • Nursing care available at all times • Restraints used as a last resort • Evaluation grid for the behavior of residents with BPSD • Training given in connection with BPSD, End-of-life care, Mistreatment • Stability, continuity and quality of interventions by the healthcare team • No staff rotation • PAB Care Supporter in place • Weekly formal meetings on unit 	1. Add the contact details of the person responsible for providing the necessary support to residents and their loved ones on the use of monitoring mechanisms.
Promotion of the rights	<ul style="list-style-type: none"> • Center uses different methods to promote the rights of the residents • Promotional activity carried out by the Residents' Committee • Assessment of the satisfaction level of residents / families and follow-up implemented 	none
Living space	<ul style="list-style-type: none"> • Common spaces gives a home like environment • Controlled auditory stimuli and visual cues present • Clean, well maintained environment and dangerous products safely stored 	none

	OBSERVATIONS	RECOMMANDATIONS
Admission	<ul style="list-style-type: none"> • Integration of new residents is fostered • Information concerning daily routines/lifestyle habits is gathered at admission • Life History form is completed • Post-admission activity • An interdisciplinary Care plan is developed • PAB work plans are developed according to the specific needs of residents 	none
Staff Attitudes	<ul style="list-style-type: none"> • Staff are respectful • Warm, courteous and attentive approach • Confidentiality is respected 	none
Meal activities	<ul style="list-style-type: none"> • Distribution of meals dish by dish for residents who require it • Alternative menu • Standard meal times • Optimized staff presence during meals • Vigilance guaranteed for all residents • Adequate positioning of residents during meal times • Eye contact provided by staff 	<ol style="list-style-type: none"> 1. Individual rhythm of residents is not respected, 2. Residents are not informed verbally of the menu of the day
Activities and recreation	<ul style="list-style-type: none"> • Social, occupational and leisure activities are developed taking into account the interests and needs of residents • Activities are carried out with the participation of different staff members • Volunteers are involved • Partnership with community resources/partners 	none