



December 2021

Dear Resident and/or Representative,

We want to extend our warmest greetings to you and your family and take this opportunity to provide an update on organizational activities over the past year.

Pandemic situation

We are pleased to say that 2021 saw no Covid outbreaks within the establishment, this is due to the excellent collaboration of everyone within the Bayview community. Following directives and remaining vigilant on the basic infection prevention and control measures make the difference. Your ongoing cooperation is greatly appreciated.

Accreditation Canada Quality Assessment Survey

Accreditation is a process that healthcare establishments go through to evaluate and improve the quality of care and services. Achieving an accreditation status provides recognition that the organization is meeting national standards of excellence established by Accreditation Canada.

Bayview proudly maintained our recognition of “Exemplary Standing” having met over 99% of the criteria. A copy of the report is available on our website (English only for now), under the Documentation Tab / Documents.

Order of Licensed Practical Nurses of Quebec (OIIAQ)

Bayview recently had an inspection visit from the OIIAQ which went very well. We were given positive feedback and some minor recommendations for improvement. The official report is pending.

Memorial Service

Once again, this year, we were unable to host the annual memorial service in November to commemorate residents who passed away. We held last year’s memorial service in June in an outdoor event for the families of residents who passed away in the previous year. A special commemorative magnolia tree was planted at the front of the property to honor all those who battled Covid-19. We hope to see some beautiful blooms this spring.

We anticipate having the memorial for this year in the month of June.

Virtual Tours

The pandemic situation offered some opportunities for continuous learning and improvement. We received many requests to offer virtual tours for folks who want to preview Bayview as a possible placement for a loved one. We are currently working on this project and hope to have it available by March 2022.

Residents' Quality of Life

The Recreation Department was able to slowly re-start group activity programs using the “bubble” concept to provide much needed stimulation, joy, and interaction. Student fieldwork placements were numerous which enhanced the resources for activity programming.

The department also launched the Facebook project which enhances communications about what is happening in the center.

Did you notice the garden growing in the back of the outdoor area? Green thumb folks grew plenty of produce to enjoy. The residents can look forward to the end of winter to re-start the joy of planting.

Formal Complaints

We would like to remind you that there has been a change in the person who is responsible to address formal complaints. These are now managed by the West Island CIUSSSS. Information on the steps to follow and who to contact is posted on each care unit should you wish to either express a dissatisfaction or file a formal complaint.

In 2022, we hope to continue moving towards “normal” in the pandemic context. We are excited about some major projects that include installation of central air conditioning. As well, we anticipate receiving funding from the MSSS for equipment that will enhance the quality of life for the residents.

The Bayview team wishes you all the best for the holidays and much joy, health, and peace for the year ahead.

If you have comments or questions about these items, do not hesitate to speak with any of the Bayview Directors.

Best regards,

Rose Renzo
Executive Director

Corrine Preisler
Director of Resident Services
(Nutrition, Occupational Therapy, Physiotherapy, Recreation, Social work, Volunteers)

Sylvie Simard
Director of Nursing