

CHSLD BAYVIEW



What is "Milieu de Vie"?

'For people who live in long term care centers, the center represents a substitute living environment, a new home within which they continue on their life's path'
(Minister of Health and Social Services; 2003)

"Milieu de Vie" is an approach to care and services that provides a **living environment** whereby the resident feels at home. There is a personalized approach in the day to day actions and decisions taken.

Guiding Principles of the "Milieu de Vie" approach:

These principles guide the organizational decisions with regard to the management, intervention and environment as well as orient the manner in which care and services are provided to residents in long term care...

- The characteristics, needs and expectations of the residents form the basis for all decisions in terms of organization, intervention and the environment.
- The establishment must promote the maintenance and enhancement of the residents' abilities and individual development while taking into account their personal preferences.
- The quality of care practices must always take into consideration the quality of life of the resident.
- The establishment must promote and support maintaining interactions between residents and their family/loved ones as well as their involvement in decision making.
- The resident has the right to a living environment where quality care and services are provided.

- All residents have the right to a living environment that respects their identity, dignity and privacy, that ensures security and comfort, and gives life meaning and opportunities for self-determination.
- The establishment must put in place ways to adapt the clinical, administrative and organizational practices that foster these guiding principles.

(Orientations ministérielles; 2003)

How does CHSLD Bayview implement "Milieu de Vie"?

- **Provide ongoing training and education** to employees on best practices in long term care.
- **Receive ministerial visits** to evaluate our compliance to the ministerial orientations and current expectations regarding the implementation of the "Milieu de Vie" approach.
- **Develop action plans** to address any recommendations made following a ministerial visit. The reports and action plans are available on our website, under the documentation tab. (www.chsld-bayview.com)
- There is a **Long Term Care Quality committee** that works on numerous projects to continuously evaluate and improve the quality of care and services.

How can YOU contribute to "Milieu de Vie"?

We welcome your ideas and comments on ways to further enhance the "Milieu de Vie" approach.

Please use the suggestion form and box provided.

