

HOW DOES BAYVIEW IMPLEMENT THE *MILIEU DE VIE* APPROACH?

Ongoing Staff Development

Employees receive continuous training and education on best practices in long-term care, ensuring people centered care and services that evolve with current knowledge and standards.

Ministerial Oversight

Bayview welcomes ministerial visits to evaluate compliance with ministerial orientations and expectations related to the implementation of the Milieu de Vie approach.

Action and Accountability

Following each ministerial visit, action plans are developed to address any recommendations. These reports and action plans are publicly available on our website under the Documentation tab, reflecting our commitment to transparency.

Continuous Quality Improvement

A dedicated Long-Term Care Quality Committee actively works on a variety of projects to continuously assess and enhance the quality of care and services provided to residents.



HOW CAN YOU CONTRIBUTE TO THE *MILIEU DE VIE* ?

Together, we can continue building a supportive, safe, and enriching living environment. We invite you to share your ideas, comments, and suggestions to help us further strengthen the *Milieu de Vie* approach.

A suggestion form and box are available next to the front elevator by Reception.



MILIEU DE VIE

Updated September 2025



WHAT IS MILIEU DE VIE?

The *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.

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

**Respect.
Dignity.
Comfort.
This is
*Milieu de Vie.***

GUIDING PRINCIPLES OF THE MILIEU DE VIE APPROACH

These principles serve as the foundation for organizational decisions regarding management, interventions, and the living environment. They also shape the way care and services are delivered to residents in long-term care.
(Orientations ministérielles, 2003)

1 Resident-Centered Decision Making

The characteristics, needs, and expectations of each resident are the starting point for all decisions related to organization, intervention, and environment.

2 Promotion of Abilities and Personal Development

Bayview actively promotes the maintenance and enhancement of residents' abilities, autonomy, and individual development, while respecting their individual preferences.

3 Quality of Life as an Integral Part of Care

The quality of care practices must always take into consideration and prioritize the quality of life of the resident.

We don't just provide care — we build a Home.

4 Family and Social Involvement

Bayview encourages and facilitates meaningful interactions between residents, their families, and loved ones, while promoting their participation in decision-making processes.

5 Right to Quality Care and Services

Every resident has the right to live in an environment where safe, high-quality care and services are consistently provided.

6 Respect for Identity, Dignity, and Privacy

All residents are entitled to a living environment that respects their identity, dignity, and privacy, ensures their safety and comfort, and provides meaning, purpose, and opportunities for self-determination.

7 Adaptation of Practices to Support Principles

Bayview is responsible for implementing clinical, administrative, and organizational practices that actively foster and uphold these guiding principles.

DAILY LIFE AT BAYVIEW

Residents are encouraged to pursue their interests, hobbies, and routines in a way that promotes independence and joy. From art and music programs to gentle exercise and social gatherings, every activity is designed to foster well-being, connection, and purpose.