



WELCOME GUIDE

FOR CLIENTS AND THEIR
LOVED ONES

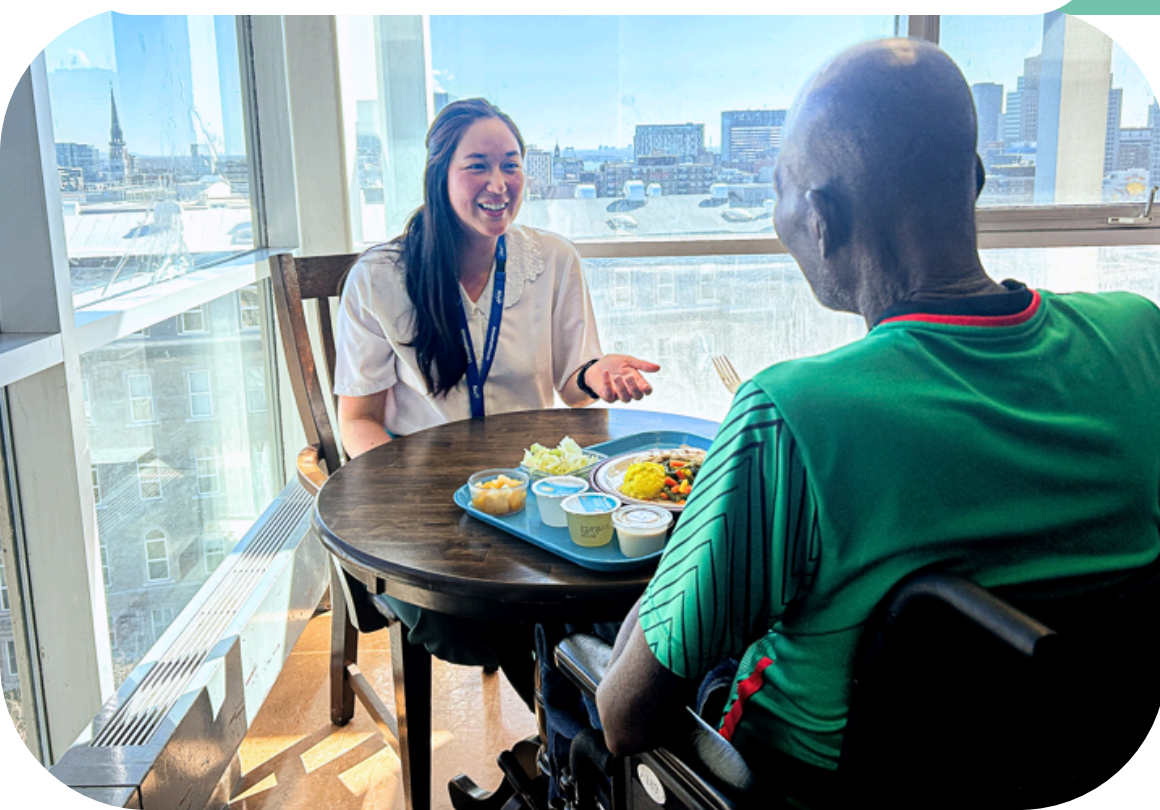


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WELCOME NOTE

On behalf of the Vice Presidency and all the staff at Villa Medica Rehabilitation Hospital, I warmly welcome you to our rehabilitation facility.

We will do our utmost to ensure that your stay—or that of your loved one—takes place under the best possible conditions. We have been accredited by Accreditation Canada since 1972 and, as of April 12, 2021, we hold the designation of “Accredited with Exemplary Standing.” Since 2022, we have also been certified Gold by Planetree for our person-centered care and services.

Our vision focuses on developing the skills of our professionals, as well as on education and research. Our interdisciplinary team favors a holistic and personalized approach, tailored to the needs, abilities, and specific goals of each client. Our mission is to support you throughout your rehabilitation journey.

During your stay, you will notice that our professionals combine their skills and expertise to offer you the highest quality of care and services. You can count on the constant support of our experienced team.

We hope this brochure will help you get to know our facility better and provide you with practical information and advice to make your stay easier. Once again, we welcome you and wish you every success in your rehabilitation process.

Marlène Galdin, Vice President Rehabilitation and ambulatory services

ACCESS AND PARKING

ADDRESS : 225 Sherbrooke Street East, Montreal (QC) H2X 1C9

Tel: (514) 288-8201

PUBLIC TRANSIT : From Sherbrooke metro station, take bus 24 westbound. It will drop you off directly in front of Villa Medica's main entrance. Coming from the west, take the 24 bus Eastbound.

PARKING : Paid parking is available for visitors on Hotel-de-ville entrance. Fees must be paid at the reception desk, where you will receive a receipt. This receipt must be clearly displayed on the vehicle's windshield.

Other nearby paid parking options :

- 6 min walk- Cégep du Vieux Montréal parking 255 Ontario Street East: Available Monday to Friday after 3:30 p.m., and all day Saturday and Sunday
- 6 min walk-Excentris parking: 7 Milton Street
- 7 min walk-ClicknPark :3555 Berri Street
- 8 min walk-SPAQ parking: 455 Cherrier Street
- 10 min walk-Sanguinet parking: 1435 Sanguinet Street





WHERE TO FIND SERVICES

Extensions

Ground floor	Reception	0
	Cafeteria-vending machines	4224
	User's Committee	4362
	Transportation services	4373
1st floor	Medical records	4246
	Anne- Marie Thérourx visiting room	
	In-room TV service, accounting	4283
2nd floor	Reisman visiting room	
	"Formation" visiting room	
3rd floor	Physiotherapy and occupational therapy department-neurology	
4th floor	Physiotherapy and occupational therapy department- Amputees, Orthopaedics and subacutes	
5th floor	Speech and language department	
6th floor	Burn survivor deparment	4315
	Psychology department	
	Social work department	
7th floor	Neurology care unit	1750
8th floor	Amputee and burn survivor care unit	1850
9th floor	Neurology care unit	1950
10th floor	Neurology care unit	1050
11th floor	Orthopaedics and subacute care unit	1150
12th floor	laundry room	
	Planetree Coordinator	
	Médiathèque - Leisure services	4268
	Prayer room	
	Spiritual services	4248
	Hairdresser	

SMOKE FREE HOSPITAL

To comply with the Tobacco Act, the use of tobacco and cannabis is strictly prohibited throughout the hospital.

It is forbidden to smoke in front of the hospital doors. We ask that you use the designated smoking area with ashtrays, located nine meters from the main entrance on the west side.

If you wish to reduce your consumption, quit smoking, or simply reflect on it during your stay at Villa Medica, please inform your doctor or nurse—they can support you in this process.

OUR VALUES



QUALITY

- Act with rigor, consistency, and confidence
- Improve our practices with boldness and creativity
- Draw inspiration from best practices and encourage innovative approaches

COMPASSION

- Be attentive and sensitive to others' needs
- Welcome and actively listen
- Act with sincerity and empathy

INTEGRITY

- Demonstrate honesty, openness, and transparency
- Honor commitments and take responsibility
- Promote free and informed choices

COOPERATION

- Collaborate in the client's life goals
- Respect the dignity, autonomy, and needs of others
- Face challenges together with trust
- Build partnerships with clients and their loved ones



Respect for the individual, as well as the recognition of their rights and freedoms, must inspire each of our actions.

We care deeply that everyone who stays, works, or visits our facility is treated with courtesy, respect, and politeness.

Violence and aggression have no place in our establishment. We are committed to treating you with respect. Just like you, our staff also deserves to be treated respectfully.

If you have any concerns, we encourage you to speak with your nurse or the Users' Committee.



YOUR RIGHTS AND RESPONSIBILITIES

We want your experience to be positive and collaborative. Here's what you can expect from us—and the commitments that help us support you better:



Active participation: You are a key member of the team when developing your care plan. Your voice matters at every step.



Clear Information & Informed Choices: We will explain all care options, risks, and consequences so you can make decisions with confidence.



Freedom to Choose: You have the right to accept or refuse care/services at any time, except in emergencies or under court orders.



Tailored Education: We will provide personalized advice and educational resources based on best practices.



Access to Resources: We will inform you about available community services and help you access them.

YOUR RIGHTS AND RESPONSIBILITIES

CONTINUED



Transparency in Case of Incident: If an accident occurs during your stay, we will inform you immediately of its impact and the steps taken to prevent recurrence.



Access to Your Medical File: You may consult your medical file at any time, accompanied by a professional.



Personalized Support: You may be accompanied by someone of your choice during your stay and procedures.



Legal Representation: If you are deemed incapable, a legal representative may act on your behalf to protect your interests.

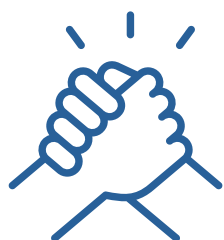


Your Opinion Matters: Share your satisfaction level by completing the feedback questionnaire provided at discharge.

YOUR RESPONSIBILITIES (AND THOSE OF YOUR LOVED ONES):

A shared commitment for your well-being

Your collaboration is essential to creating an environment that supports your rehabilitation. Here's how we can work together in a respectful and harmonious way:



Active Collaboration

- Define your needs with the interdisciplinary team: Share your expectations and preferences to co-create a plan tailored to your goals.
- Participate in activities: Practice the exercises and strategies that will help you achieve your objectives.



Mutual Respect

- Protect everyone's rights: Clients, loved ones, and staff deserve a safe and inclusive environment.
- Act with kindness: No verbal, physical, or psychological discrimination or violence. Kindness is our shared language.



Responsible Use of Technology

- Use digital tools thoughtfully: Express yourself freely while respecting the rights protected by the Quebec's Charter of rights and applicable laws.

CONTINUED

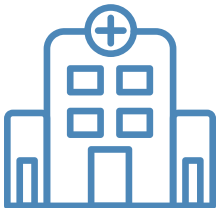
YOUR RESPONSIBILITIES (AND THOSE OF YOUR LOVED ONES):

A shared commitment for your well-being



Transparency

- Communicate your wishes regarding advanced directives, refusals of care, or other important documents—your voice guides our actions.



Respect your environment and rules

- Take care of shared spaces and equipment: Whether they belong to Villa Medica or other clients, help maintain a pleasant and sustainable environment.



- Follow safety guidelines to protect yourself and others and ensure smooth delivery of care.

YOUR STAY WITH US



YOUR SLEEP MATTERS!

At Villa Medica, we aim to provide an environment that promotes rest while respecting the needs of other clients.

Upon admission, please inform your care team about your sleep habits and routines.



Respect your roommate's sleep

- Please use headphones when using electronic devices such as phones, tablets, or televisions.
- If you have visitors while your roommate wishes to rest, kindly gather in common areas such as your floor's lounge, the media library on the 12th floor, or the ground floor.

**THANK YOU FOR HELPING CREATE A
PEACEFUL AND RESTFUL ENVIRONMENT
FOR EVERYONE!**

PRESENCE OF FAMILY AND LOVED ONES

Your loved ones are welcome at Villa Medica!

Family and loved ones play an important role in the well-being and rehabilitation of our clients.

Visits are allowed at all times. However, to maintain a peaceful environment on the care units, we kindly ask that you prioritize visits on the ground floor:

- Before 11:00 a.m.
- After 8:30 p.m.

A Person-Centered Approach :

Our care approach is based on collaboration between clients, their loved ones, and the healthcare team. We encourage you and your loved ones to:

- Participate in decisions that concern you
- Actively contribute to the development of your care plan

Participation in Care and Therapy :

Your loved ones may attend therapy sessions. Please discuss this with your care providers to plan accordingly.

If you wish, your loved ones may accompany you during certain activities, such as:

- Walking
- Eating
- Performing your daily hygiene routine



If your family members or close friends are interested in becoming caregivers for you, they can speak with the healthcare staff for more information.

ACCESS TO YOUR MEDICAL RECORD

The Medical Records Department is responsible for managing the client's files at Villa Medica Hospital. Your medical record is unique, and no document that it contains may be removed or altered.

The information it holds is confidential and governed by the Law (Act Respecting Health Services and Social Services).

To obtain a copy of the documents in your file, you may :

- Call the Medical Records Department at extension 4246
- Visit the Villa Medica website: VillaMedica.ca/en/what-we-offer/our-services/medical-archives/
- Meet with a medical archivist on the 1st floor west wing

Please note that a maximum delay of 30 days may be required to process your request.

**For more information,
contact the Medical
Records Department at
extension 4246.**

USEFUL INFORMATION

DOCUMENTS TO KEEP WITH YOU :

- Please keep your Health Insurance Card (RAMQ) and your original hospital card safe for the entire duration of your stay.
- If you have private insurance that covers the cost of a private or semi-private room, make sure it applies to a rehabilitation hospital.

MEDICATIONS :

- We will provide the medications you need during your stay.
- Don't hesitate to speak with your doctor if you have any questions about your medication.
- It is your responsibility to be present on your floor at the time of medication distribution.
- For your safety, it is important to take only the medications prescribed to you during your hospitalization.



SAFETY AND FALL PREVENTION

All staff members are committed to your safety. To support this, we ensure that the environment remains as clear and unobstructed as possible.

We ask that you do limit items brought from outside the facility and avoid anything that could pose a hazard or create obstacles in your room to avoid falls.

Daily Safety Tips to Practice

1. Always wear closed well-fitting shoes or slippers with non-slip soles.
2. Follow the movement instructions given by your care team.
3. Use the call bell for assistance if needed—don't hesitate to ask for help.
4. Wait for help before getting up, and make sure your wheelchair brakes are locked and footrests are raised and clear of your path.
5. Use your assistive device (e.g., walker) when moving around.
6. Use the call bell and ask for help as soon as you feel the need to go to the bathroom. Don't wait until the last minute to call if you need to go to the bathroom.
7. At night, turn on the light when going to the bathroom.
8. Avoid leaning on walls and furniture.
9. Keep essential items like your phone and bedside table within easy reach to ensure safety.

PERSONAL BELONGINGS TO BRING

We still recommend that you bring the following items :



Toiletry items (soap, shampoo, body lotion, toothbrush, toothpaste, dental floss, denture container, effervescent cleaning tablets, comb/hairbrush, antiperspirant, electric razor, tissues)



Shoes and slippers with non-slip soles, underwear, socks, pyjamas, nightgown, bathrobe



Comfortable clothing suitable for therapy sessions, such as: short-sleeved shirts, exercise pants (e.g., jogging pants), running shoes with laces or velcro



Books, magazines, calendar

As space in the hospital is limited, we strongly recommend minimizing the number of personal belongings you bring.

VALUABLES :

It is best not to keep any valuables in your room. However, you may store your belongings securely in the locked drawer of your bedside table.

If you need to secure extra money or valuables, please contact :

- Accounting (2nd floor East), Monday to Friday, between 1:00 p.m. and 4:00 p.m., at extension 4283
- Or speak with Reception (Ground Floor)

VILLA MEDICA IS NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS. PLEASE INFORM YOUR HEAD NURSE IF ANY ITEMS ARE LOST OR STOLEN.

ROOM TRANSFERS

During your stay, it may be necessary to transfer you to another room in order to comply with hygiene protocols related to infection prevention.

(This may include cases involving multi-resistant bacteria, C. difficile, influenza, gastroenteritis, COVID-19, etc.)

We apologize for any inconvenience this may cause, but your safety is one of our top priorities.

TRANSPORT OUTSIDE THE FACILITY

FOR YOUR APPOINTMENTS:

- Please arrange to be accompanied by someone close to you for any medical appointments outside our facility.
- Make sure to provide the contact information of this person to our nursing staff.
- If no one is available to accompany you, we will provide transportation and an escort if needed, but only for appointments required as part of your rehabilitation program.

UPON DISCHARGE:

- When you are discharged from the hospital, you are responsible for arranging your own transportation.
- If you are leaving for non-medical reasons, you will also be responsible for any transportation costs.
- Please note that on the day of your discharge, your room must be vacated by 9:30 a.m.
- A patient care attendant (PCA) can assist you in packing and gathering your personal belongings on the day of discharge, if you wish.



TELEPHONE AND WIRELESS INTERNET (WI-FI)



Calling a Loved One Outside the Hospital

Dial 9 before the number (e.g., 9-514-123-4567)

Making a Long-Distance Call from Your Room:

Dial 0, then give the operator the number to call (Canada only)

Connecting to the Free Wireless Internet (Wi-Fi) :

Network name: WiFi-Gratuit

Password: medicawifi

Calling Your Hospitalized Loved One from Outside the Hospital :

- **7th, 8th, and 9th floors:** Dial 514-288-8201, then press 1, followed by the room number.
(e.g., 1804 for room 804)
- Room 704, beds 1 to 4: Dial 514-288-8201, then press 1, followed by 704
- Room 704, beds 5 to 8: Dial 514-288-8201, then press 1, followed by 724
- **10th and 11th floors:** Dial 514-288-8201, then enter the room number directly.
(e.g., 1103 for room 1103)
- Room 1104, beds 1 to 4: Dial 514-288-8201, then enter 1104
- Room 1104, beds 5 to 8: Dial 514-288-8201, then enter 1124

FOOD SERVICES

Meals will be served on the floors at the following times:

Breakfast: 8:00 a.m.

Lunch: 12:00 p.m.

Dinner: 5:00 p.m.

- Please inform your nurse if you would like to eat in the cafeteria with your loved ones.
- Make sure you are aware of and follow any dietary restrictions related to your condition before consuming food other than what is provided to you.
- For menu changes or questions, you can contact a dietary technician at extension 4296 or 4297 at any time.

The cafeteria located on the ground floor is open at the following times:

Monday to Friday:
7:00 a.m. to 1:30 p.m.
5:30 p.m. to 7:00 p.m.

Saturday, Sunday, and
Holidays:
11:00 a.m. to 1:30 p.m.
5:30 p.m. to 7:00 p.m.

EMERGENCY PROCEDURES

You may hear two types of alarms over the intercom. Don't be surprised if you hear one—it's very likely to be a safety drill.

1

Emergency drills:

In such cases, behave as if the situation were real and refer to staff for more information

2

Color code:

If a color code is announced, please remain calm and follow the instructions given by the staff

Red	Fire
Green	Evacuation
Silver	Internal or external gas leak
Brown	Hazardous materials incident
Black	Bomb threat
Orange	External disaster
Yellow	Search for a client
Blue	Medical assistance
White	Behavioral management

A background image showing several hands of different skin tones reaching in from the edges of the frame to assemble light-colored wooden puzzle pieces. The puzzle pieces are interlocking and arranged in a circular pattern around a central blue circle. The background is a light, solid blue color.

ACTIVITIES AND SERVICES

TELEVISION SERVICE

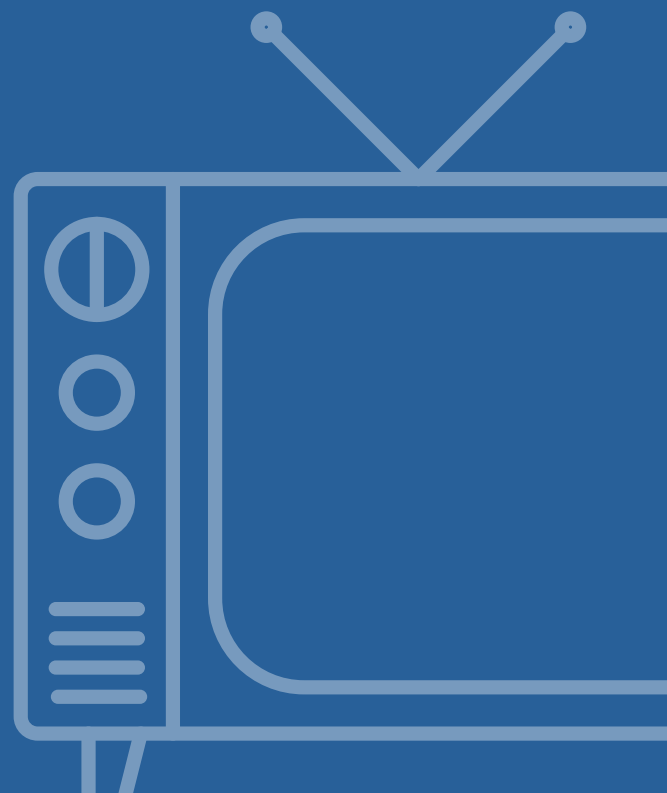
A television can be installed in your room during your stay

Rates and payment (subject to change without notice):

Please refer to the form containing all relevant information on this topic. You will find it:

- Near the elevators, from the 7th to the 11th floor
- At the reception desk, on the ground floor
- At the accounting office, on the 2nd floor East, Monday to Friday, from 1:00 p.m. to 4:00 p.m.
- Headphones are mandatory to respect your roommates' rest.

For cancellations, repairs, or technical issues, please contact the accounting office at extension 4283



RECREATIONAL SERVICES

Villa Medica Rehabilitation Hospital offers various opportunities to enjoy individual and group recreational activities during your stay

THE MÉDIATHÈQUE ON THE 12TH FLOOR

The médiathèque is the hospital's recreation hub. With a stunning view of Mount Royal, come unwind, relax, enjoy entertainment, or socialize.

- Movies (DVDs) and music
- Games (crosswords, word searches, sudoku, drawing, etc.)
- Puzzles, playing cards, and board games
- Book and magazine lending
- Computer station and television
- Personal items/hygiene products (toothbrush, tissue boxes, soap, shampoo, stamps, etc.) for sale
- Organized activities such as gardening, movie screenings, musical bingo, concerts, various workshops, mass, animal-assisted therapy, etc.

Opening hours :

- Open daily from Sunday to Saturday, 8:00 a.m. to 11:00 p.m.
- To contact the recreation department, dial 4269

A passionate team of volunteers dedicated to your well-being will be happy to welcome you. Come and visit

RECREATIONAL ACTIVITIES ON THE UNITS

RECREATION PORTAL – ONLINE ACTIVITIES

The recreation department offers dozens of online activities in various areas, such as arts, physical exercise, music, languages, virtual museum and zoo tours, theatre performances, comedy shows, and more.



ACTIVITY CABINET

On each floor, the recreation team has set up a leisure corner that includes board games, books, magazines, and more. Please visit the lounge on your care unit

ACTIVITY CART

The recreation team also offers a themed mobile cart that goes from room to room. Check the schedule to find out when the cart will be on your floor

SPIRITUAL SUPPORT SERVICE

Staying in a rehabilitation hospital can sometimes leave you unsettled by disrupting your motivation, and what matters most to you. Villa Medica's Spiritual Care Service is here to support you on different levels, offering time to be listened to, understood, and acknowledged in what you are going through



SERVICES OFFERED:

- Prayer room open to all on the 12th floor
- Spiritual assessment and support
- Active listening, supportive presence, and spiritual reflection
- Art workshops or spiritual therapy
- Recognition rituals

RELIGIOUS ACTIVITIES:

- Sunday eucharist held twice a month on the 12th floor.
- For more information, please contact extension 4269.



FOOT CARE SERVICES

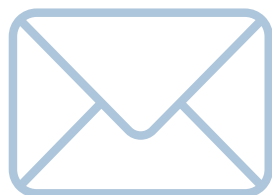
Clients who wish to receive or require foot care must make a request to the nurse or assistant nurse in charge for their unit. The request will then be forwarded to the appropriate professional.

This is a paid service.

SELF-LAUNDRY SERVICE



A washer and dryer are available for your use. Please go to the 12th floor to do your laundry. Cost: \$1 for the washer and \$1 for the dryer.



OTHER AMENITIES

Ground Floor Amenities

- ATM available
- Mail service – Please leave your stamped envelope at the reception desk

AFTER YOUR STAY



COMMENTS AND/OR COMPLAINTS

We invite you to
complete the
satisfaction survey
that will be given to
you upon discharge.

- If you have a comment or concern during your stay, please speak with the nurse in charge of your unit.
- If you are still not satisfied, you may contact the Local Service Quality and Complaint Commissioner , either verbally or in writing :

☎ 514-593-3600

✉ commissaireauxplaintes.ccsmtl@ssss.gouv.qc.ca



USERS' COMMITTEE

514-288-8201, ext 4362

cuvm.vmed@ssss.gouv.qc.ca

The Users' Committee is committed to making Villa Medica a place where well-being and quality of life remain a priority and a reality.

Its primary mission is to promote and defend the interests of Villa Medica's clients, both individually and collectively.

More specifically, the committee aims to :

- Inform clients about their rights and responsibilities
- Promote continuous improvement in the quality of care and services
- Defend the interests of clients
- Support and assist clients in their complaint process when needed



GIVE YOUR TIME WHERE YOUR HEART LEADS YOU: BECOME A VOLUNTEER!

Dear clients and loved ones,

There are many opportunities to share your experience and help improve services at Villa Medica!

Depending on your interests, we can guide you toward :

- **Client-Collaborator Program:** Join committees or working groups within Villa Medica. By sharing your perspective, you help us improve the quality of care.
- **Villa Medica Users' Committee:** Advocate for clients' rights and contribute to the continuous improvement of care and services.
- **Volunteer Team:** Take part in activities or services that require the presence of volunteers like you (e.g., at reception, in recreational services, in the cafeteria), according to your interests!

To join us, please contact extension 4151.



ADDITIONAL INFORMATION

OUR SERVICES

Rehabilitation allows individuals to learn and grow under the guidance of specialized professionals through the various programs we offer, including :

- Neurology Program
- Lower Limb Amputation Program
- Brun Survivor Program
- Orthopedics and Subacute Programs
- Outpatient Services

Key Figures :

116 beds in physical disability care, including:

- Stroke and neurology
- Burn survivor
- Lower limb amputations

26 beds in orthopedics and subacute care, including musculoskeletal conditions

Villa Medica is part of the Montreal Burn Centre (Centre d'expertise pour les victimes de brûlures graves de l'ouest du Québec)

ETHICS GUIDE

The full version of the Ethics Guide is available on the ground floor and the 12th floor in the display stands. (English version available upon request).

Our Ethics Guide is rooted in our core values—quality, compassion, integrity, and collaboration—as well as our mission and vision. It is based on three key dimensions that guide decision-making at Villa Medica Rehabilitation Hospital: our humanistic approach, the excellence of care and services, and sound financial management.

This guide outlines the essential principles that shape our fundamental orientations. Its purpose is to integrate ethical reflection into our actions, taking into account the values and standards that guide and give meaning to our decisions. It aims to foster sound judgment and support informed decision-making through open dialogue that respects all individuals involved.

Beyond being a key source of information, the Ethics Guide also serves as a reference for our clinical and administrative practices. It is intended for everyone. Clients and their loved ones will find information about their rights and responsibilities, while all staff members of Villa Medica Rehabilitation Hospital will find guidance on their commitments to each client and to everyone working within the institution.



Infection Prevention and Control



PREVENTION OF RESPIRATORY AND VIRAL INFECTION TRANSMISSION

If someone close to you (family, friends, loved ones) is showing any of the following symptoms:

- **Cough**
- **Fever**
- **Runny nose**
- **Muscle and/or joint pain**
- **Weakness or unusual fatigue**
- **Difficulty breathing**
- **Sudden loss of taste and/or smell**
- **Nausea and/or vomiting**
- **Diarrhea**

Please ask them to refrain from visiting you in order to protect your health.

If they must come for humanitarian reasons, wearing a mask is mandatory upon entering the facility, and physical distancing must be maintained along with frequent and thorough hand hygiene.



MEASURES TO PREVENT THE TRANSMISSION OF INFECTIONS IN A REHABILITATION SETTING

In certain cases, additional measures such as isolation are necessary to protect everyone, especially if you are carrying a multi-resistant bacteria or a contagious viral infection.

It is important to follow the current isolation guidelines, as well as ensure that your visitors do the same (wearing a gown, gloves, mask if required, and practicing frequent and thorough hand hygiene).

Your treatments will be provided in your room by your therapists until symptoms resolve and isolation is no longer required.

For more information, feel free to ask your nurse for a brochure on the subject.

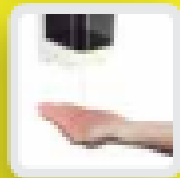


HANDWASHING FOR EVERYONE

TO WASH YOUR HANDS PROPERLY, FOLLOW THESE STEPS:



- 1 Wet your hands with lukewarm water.



- 2 Apply soap.



- 3 Rub your hands together for 15 to 20 seconds.



- 4 It is important to thoroughly soap all surfaces of both hands: your fingers, between your fingers, your thumbs, your palms, the back of your hands, and your nails.



- 5 Rinse your hands with running water.



- 6 Dry your hands with a paper towel, a clean cloth towel, or a hand dryer.



- 7 Turn off the tap with the paper towel, if available.

WASH YOUR HANDS REGULARLY TO AVOID CONTRACTING INFECTIONS

Over the course of the day, you touch numerous objects that may have been contaminated by viruses and bacteria left there by you or by others. When you touch your eyes, your nose, or your mouth, you increase your risk of catching common infections such as colds, flu, and gastro.

EVERYONE NEEDS TO WASH THEIR HANDS:

children and adults of all ages, workers in all fields (hospitals, restaurants, day cares, etc.), whether they are sick or not.

IT IS IMPORTANT TO WASH YOUR HANDS:

- when they are visibly soiled;
- after sneezing or coughing;
- after wiping your or a child's nose;
- before handling food;
- after handling food;
- after using the washroom.

Did you know that hand washing is an excellent way of preventing transmission of infections from one person to another?

THERE ARE LOTS OF WAYS TO MAKE A DIFFERENCE

- Wash your hands often with soap and water. There is no need to use an antibacterial soap.
- Teach your children and loved ones to wash their hands and encourage them to do it frequently.
- Make sure that soap is available around you: in washrooms, at your child's school, at your workplace, and where you eat.

HAND HYGIENE



DID YOU KNOW THAT...

Handwashing is the most effective way to prevent the transmission of bacteria and viruses, and to reduce the risk of hospital-acquired infections.

To be effective, handwashing should last 20 seconds. It can be done using an alcohol-based hand sanitizer when a sink is not available (available in wall-mounted dispensers or pump bottles), or with soap and water at a sink.

KEY MOMENTS FOR PRACTICING HAND HYGIENE

- **Before meals or taking your medication**
- **Before and after your rehabilitation treatments**
- **Before smoking**
- **After using the restroom**
- **After blowing your nose or sneezing**
- **Before leaving and/or re-entering your room**
- **When entering and exiting any area you visit within the facility** (e.g., cafeteria, médiathèque, laundry room, prayer room, ground floor, elevators, outdoor terrace)

All staff members must wash their hands **BEFORE and AFTER** contact with a client.

Before a caregiver provides you with care, don't hesitate to ask if they have washed their hands.

WEARING A MASK



How to put on a mask



1

Place the mask over your mouth and nose with the flexible nosepiece upwards.



2

Shape the flexible nosepiece to the bridge of your nose.



3

Position the bottom edge under your chin.

CHANGE YOUR MASK IF IT BECOMES DAMP.

msss.gouv.qc.ca/grippe

Santé
et Services sociaux
Québec 

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WEARING A MASK IS REQUIRED :

- In the presence of cough, sore throat, or nasal discharge
- When the care unit is experiencing an outbreak of influenza, COVID-19, or gastroenteritis affecting all clients, staff, and visitors/loved ones
- Before entering an isolation room for influenza, gastroenteritis, or COVID-19* (N-95 mask required)



Villa Medica
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