Frequently asked questions about living in a CHSLD

1. Who are Vigi Santé CHSLDs for?

Our CHSLDs welcome adults with significant loss of autonomy who require ongoing care and assistance with their daily activities. Before being admitted to a CHSLD, each person is assessed by healthcare professionals from their local CLSC (Local Community Services Centre)**.** The assessment confirms that the person's care needs correspond to the level of care and services provided in a CHSLD.

2. How can I obtain a place at Vigi Santé?

You must contact your local CLSC (Local Community Services Centre)**,** where healthcare professionals will assess your needs or those of your loved one, determine the type of accommodation required, and forward the application to the Accommodation Access Mechanism (MAH**)** of the Santé Québec division serving your region or the region where your loved one lives.

3. What is a private residential and long-term care centre under agreement?

Private residential and long-term care centres under agreement are operated by certified owner-managers who hold a permit issued by Québec's Ministère de la Santé et des Services sociaux (MSSS)**.** They offer the same admission criteria, services, standards of care, and government oversight as public CHSLDs. These CHSLDs provide care and services to people with significant loss of autonomy in accordance with provincial standards. Accommodation fees are established by the Régie de l'assurance maladie du Québec (RAMQ) and are the same as those charged in public CHSLDs.

4. What rights do residents have at Vigi Santé?

Vigi Santé is committed to respecting the 12 users' rights set out in Québec's *Act respecting health services and social services*. In fact, long before it became common practice, Vigi Santé created Users' Rights Week, an initiative that later inspired the Regroupement provincial des comités des usagers to establish it throughout Québec's health and social services network.

5. What are the accomodations fees at Vigi Santé?

In private CHSLDs under agreement such as Vigi Santé, monthly accommodation fees are determined by the RAMQ based on factors such as room type, annual income, assets, and family situation. These fees are subject to the same maximum rates as those charged in public CHSLDs. For more information, please contact the RAMQ or your local CLSC. RAMQ website: Accommodation in a public facility | Régie de l’assurance maladie du Québec (RAMQ)

6. What is the meal schedule? Are snacks available between meals?

Residents receive three meals and two snacks every day**.** Meals are planned under the supervision of our Clinical Nutrition team to ensure that each resident's nutritional needs, dietary texture requirements, allergies, and personal preferences are taken into account.

7. Who should I contact if I have concerns about my loved one’s care?

If you have concerns about the care your loved one is receiving, we encourage you to speak first with the care team, especially the nurse, who are best positioned to address your questions. If your concerns are not resolved, you may contact the CHSLD's management team. The Residents’ counsellor and the Residents' Committee are also available to provide support, answer questions about residents' rights, and assist residents and their families throughout their stay.