Welcome to the Lachine Hospital of the McGill University Health Centre

Camille-Lefebvre Pavilion
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Our vision

As one of the world’s foremost academic health centres, the McGill University Health Centre (MUHC) will assure exceptional and integrated patient-centric care, research, teaching and technology assessment.

Our mission

The MUHC is the adult and pediatric academic health centre that is partnered with McGill University. Our mission is to:

• Offer our pediatric and adult patients, as well as their families, compassionate exemplary care, with a specific commitment to treating complex cases;
• Extend the limits of health knowledge through research and integrate this new knowledge to our clinical and teaching practices;
• Provide outstanding health science education to healthcare providers, administrators and the community; and
• Assess the introduction, acquisition and use of health technologies and the methods of organizing and providing services.

Our values

SERVICE  Patients and their families are our raison d’être. We provide compassionate multidisciplinary care of the highest quality and safety throughout a person’s lifespan. We relate to patients and their families in a transparent way that respects their dignity as well as their cultural and linguistic needs.

INNOVATION  We foster a culture of inquiry and innovation. We make evidence-informed decisions. We strive continuously to improve our efficiency and efficacy.

LEADERSHIP  We develop, use and disseminate continuously new knowledge and expertise that can benefit patients locally and globally. We exercise our influence with a view to improving the functioning of the healthcare system at the local, regional, national and international levels.

PARTNERSHIP  We work in collaboration with our employees, our ambassadors, as well as our health network partners to ensure comprehensive integrated services across the continuum of care for the population we serve.

This booklet is for residents and their families. It contains useful information to make their stay as pleasant as possible.

If you have questions that this booklet does not address, please call the main number (514 934-1934) or communicate your request to a staff member, who will be happy to assist you. We want our residents and their families to have all the useful information they need.

Please note that in this document the masculine pronoun includes both genders and is used for brevity.
OUR INTERVENTION PHILOSOPHY

The Camille-Lefebvre Pavilion’s overall objective is defined by a constant concern for meeting the needs of residents. In keeping with this focus, all care team interventions are based on six (6) principles, which are:

**Principle 1**
The resident is the focus of all our concerns. It is therefore important that we create a living environment for residents that meets their needs, aspirations, interests and tastes.

**Principle 2**
The resident is a whole person whose choices in regard to interventions and decisions that concern him must be rigorously respected.

**Principle 3**
Our staff’s primary task is to ensure that the daily lives of residents are pleasant, stimulating, safe and reassuring. To do this, our staff sees to maintaining the routine of all residents and making sure they are informed of any changes that might disturb that routine.

**Principle 4**
Each resident is entitled to an individualized intervention plan. To this end, we offer the expertise of all members of the interdisciplinary team when we conduct periodic evaluations.

**Principle 5**
Relatives can play an important role in the lives of residents. We appreciate their contribution in the provision of care and services.

**Principle 6**
Residents are free to arrange their rooms to their liking, provided they comply with safety rules in force. They may also choose to participate in activities that are regularly organized to entertain and encourage socialization.
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1) IMPORTANT PHONE, EXTENSION AND ROOM NUMBERS

From **outside** the Camille-Lefebvre Pavilion, dial the main number followed by the five (5) digit extension number. From **inside** the Camille-Lefebvre Pavilion, dial only the five (5) digit extension number.

**MAIN NUMBER : 514 934-1934**

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2) THE MCGILL UNIVERSITY HEALTH CENTRE

The McGill University Health Centre is a comprehensive academic hospital centre that enjoys an international reputation for excellence in clinical programs, research and teaching. The partner hospitals are: Montreal Chest Institute, Montreal General Hospital, Montreal Neurological Hospital, Royal Victoria Hospital, The Montreal Children’s Hospital, and Lachine Hospital, which includes the Camille-Lefebvre Pavilion.

The goal of the MUHC is to provide care based on the most advanced knowledge in the healthcare field, and to contribute to the development of new knowledge.

3) THE CAMILLE-LEFEVBRE PAVILION AT THE LACHINE HOSPITAL

The Camille-Lefebvre Pavilion at the Lachine Hospital is a long-term care centre whose mission is to accommodate people who need assistance, support and surveillance services specially adapted to their needs. These care services are provided by an interdisciplinary team dedicated to meeting all the needs of resident.

More specifically, the Camille-Lefebvre Pavilion is meant to be a social living environment where the priority is preserving an optimal quality of life for residents through the promotion and maintenance of their capacities so that they recover their level of autonomy or enhance it as much as possible.
4) CLINICAL AND MEDICAL CARE

Clinical care staff
Clinical care staff is available anytime – day, evening, night – on each living unit. It provides all the care required by your state of health while respecting your dignity as well as your physical, psychological, spiritual and social integrity.

Living unit care teams emphasize an individualized approach that helps you maintain your independence and abilities.

Medical team
The medical team consists of doctors who are present five (5) days per week, Monday to Friday, and on rotating duty during evenings, nights and weekends.

When you are admitted, a doctor is assigned to you. He will assess your overall health and establish, together with you and your family, treatment goals specific to your condition and the results being sought. He also has the responsibility of discussing with you – or the person designated to represent you – your position regarding resuscitation or intensification of medical services if the situation arises. He will do so while rigorously taking into account your wishes and values.

In the event that your state of health necessitates specialized care or further diagnostic or radiological examinations, they will be done at the Lachine Hospital. One or more members of your family should accompany you throughout these appointments.

Interprofessional team
During the first days after your arrival, your care team and some of the health professionals involved in your well-being will come to meet you.

Your needs will then be evaluated to establish an intervention plan specifically tailored to your profile. To this end, you and a family member will be invited to participate in the ensuing interprofessional meeting.

The interprofessional team may include the following healthcare personne:

- the physician
- the nurse
- the pharmacist
- the occupational therapist
- the head of your living unit
the psychosocial support worker
rehabilitation, recreation or educational dietetic technicians
nursing assistants
care attendants
other caregivers

Students
The Lachine Hospital is also a high school-, college- and university-level teaching hospital. Students from various health disciplines might participate in your care. If you have concerns about the care received from a student, or any member of the hospital’s healthcare staff, or if you wish to lay a complaint in this regard, please talk to the head of your living unit.

Persons designated to represent you or receive information about you
Take care to keep the assistant head nurse of your living unit aware of any change of contact details (address and telephone number) of the person designated to represent you or receive your information. This will ensure that your information will be communicated as soon as possible.

Consider also that for reasons of security and confidentiality, your information is provided only to people you have authorized. It is therefore important that you appoint a family member or someone trustworthy to collect and transmit information, as appropriate, to all of your close relations.

Opening a protective supervision plan
In the event that you are not able to consent to the care you need or manage your property, a person must be delegated to do so. The Loi sur le curateur public (Public Curator Act) states that your family or the institution that supports you may request a protective supervision plan if you have not specified a responsible person while you were able to do so.

Pursuant to Article 15 of the Code civil du Québec (the Civil Code of Quebec), if you have not designated someone to represent you, the spouse’s consent will be requested (whether he or she is married, in a civil union or a common-law relationship) or, alternatively, that of a close relative or a person who shows a particular interest in you.

5) LIVING ENVIRONMENT
Your room
The quality of your accommodation is partly dependent on how your room is laid out. We encourage you to personalize this living space, decorate it with familiar objects and create an environment where you feel good.

However, it is important that this be done in compliance with our institution’s regulations.

FURNITURE AND APPLIANCES INCLUDED
- Electric single bed
- Storage furniture
- Bedside table
- Television and telephone*
The room includes a wardrobe.

*A TV and a telephone are available without charge by the Lachine Hospital Foundation. However, the costs associated with their use will be charged to your account.

ADDITIONAL OBJECTS AND DEVICES ALLOWED

- A small refrigerator
  (You will need to maintain it.)
- A radio, CD or videodisk player
- A table lamp
- Frames and wall ornaments
  (They must however comply with infection control standards that apply in our institution and can be installed only by our maintenance department staff.)
- An air conditioner
  (The BTU power must be authorized by the maintenance department, which will also look after installing the device.)

**IMPORTANT NOTE**: The use of a microwave oven or a toaster is strictly limited and must be subject to prior approval by the head of your living unit.

In addition, you must obtain permission from the head of your living unit before adding any additional furniture, such as a chair or a second bedside table.

Nevertheless, it is strictly forbidden to add any furniture in the bathrooms.

The maintenance of your room is the responsibility of our housekeeping staff.

Common areas

Your living unit includes common areas, for example the dining room and lounge, where you are welcome at any time.

You can also make full use of the following areas:

- the activity room
- the chapel
- the Bistro
- the outdoor terrace

Clothing

In general, we recommend that you wear your own clothes because they reflect your taste and personality. However, it is possible that your healthcare team will require you put on clothes better suited to your condition.
The staff and the head of your living unit will advise you on this matter.

IDENTIFICATION OF CLOTHING
Be sure to clearly identify your clothes to avoid loss and to facilitate their return after washing.

We also advise you to sort your wardrobe every season in order to avoid clutter.

GARMENT CARE
It is possible to have your clothes washed by our institution’s laundry service.

This service is free. If you want to use it, just ask for the consent form at the time of admission, then sign and return it to us immediately so we can quickly make the service available to you. Above all, be sure to read our policy on laundering personal clothing. We also remind you of the importance of clearly identifying your clothes when using this service.

On the other hand, your living unit includes a laundry room reserved for use by residents. You will find a washer, dryer and basic laundry products. You or someone in your family can do your laundry whenever you wish because the laundry room is open at all times.

Phone
All resident rooms have an outlet for connecting a standard telephone, generously provided by the Lachine Hospital Foundation. However, we remind you that you must pay user fees.

To activate your line, call the Lachine Hospital Foundation office, extension 77333, or go in person to Room 2D3 on the 2nd floor of the Lachine Hospital (main entrance level).

Take note that the activation fee will be charged to your account.

Local calls and toll-free calls can be made from your room by dialing 9, followed by the phone number you wish to connect to. Long distance calls must be made collect or charged to a calling card or credit card.

To obtain assistance from a switchboard operator, dial 57070 from any phone.

If a phone is defective, please notify the Lachine Hospital Foundation at extension 77333.

Television
In accordance with the guidelines established by the Department of Health and Social Services, all health facilities in Quebec are required to charge customers fees for using a television and cable service. At the Camille-Lefebvre Pavilion, the billing of these fees is done by the Lachine Hospital Foundation, which graciously provides the devices. The Foundation suggests a combination telephone-television-cable package that you can take advantage of. If you are interested, please contact Foundation staff at extension 77333 or go to Room 2D3.

If your device or cable service does not work properly, please report it to the Foundation at extension 77333 or inform a member of your healthcare team.
Newspapers

You can get local newspapers in French and English in vending machines located on the 1st floor of the Lachine Hospital section, near the cafeteria.

Bank machine

There is an ATM on the 1st floor of the Lachine Hospital section, near La Cafetière snack bar.

Mail

All correspondence addressed to you must indicate your full name and room number. If applicable, your maiden name must also be included.

There is a mailbox outside the Lachine Hospital on 16th Avenue.

The mailing address of the Camille-Lefebvre Pavilion is the following:

637 13th Avenue
Lachine QC H8S 4K4

Hair salon

The pavilion has a salon where you can make an appointment (extension 77119) for a cut, shampooing, styling, etc. However, these services require paying a fee in addition to tips.

Visits

You can receive visitors at any time. We do, however, ask for your cooperation in respecting the peaceful, intimate and enjoyable environment that the Camille-Lefebvre Pavilion wishes to provide for all its residents.

Visitors are required to report to the reception desk, located at the main entrance of the pavilion, to sign the visitor log on arrival and departure. This policy ensures the complete safety of our residents.

Bus and metro

Other than the main entrance of the Lachine Hospital, the Camille-Lefebvre Pavilion has a secondary entrance on 13th Avenue, near the St. Antoine Street.

You can use two metro stations, the most convenient being the Vendôme Station on the Orange Line. From there, take the westbound #90 bus. Get off at the corner of Provost Street and 10th Avenue, go west to 13th Avenue, then walk down the avenue toward St. Antoine Street.
You can also use the **Lionel-Groulx Station** (Green Line or Orange Line), then take the westbound #**191 bus** and get off at Provost Street near 12th Avenue.

For more information about public transit, contact the STM information service at **514 288-6287 (A-U-T-O-B-U-S)**.

**Parking**
You will find parking spaces near the Camille-Lefebvre Pavilion. However, it is important to always respect signs and reserved parking spaces. The City of Montreal’s Lachine borough can issue tickets to drivers who fail to follow existing regulations.

Visitor parking can be accessed from St. Antoine Street and includes spaces reserved for handicapped persons.

You can park there for a reasonable price.

**Tobacco use**
Safety and fire prevention rules strictly prohibit any use of tobacco in the rooms.

Smokers must use the smoking room located on the 3rd floor of the building or go outside the institution, beyond the blue lines.

**Pets**
It is possible to bring a pet to the pavilion for a short visit. When doing so, it is necessary to inform the security officer and show a health certificate confirming that the animal has received the vaccinations commonly recommended.

### 6) SECURITY

**Broken, lost or stolen items**
Please note that the Pavilion cannot be held responsible for broken or missing personal items unless an investigation clearly determines it was at fault.

If it is shown that our institution bears responsibility, we will refund the cost of repair or replacement upon presentation of a supporting document.

We strongly recommend that you identify your personal belongings, such as eyeglasses, dentures, books and clothes.

In addition, we strongly recommend that you avoid having large sums of money, valuable jewelry or credit cards in your possession. It is highly advisable that you leave these items with a trusted family member.

If you notice that a personal item is missing, whether it is a case of loss or theft, please inform a member of your healthcare team, who will contact the head of your living unit.

Take note also that our institution cannot be held responsible for loss or theft of any valuables or money, unless an investigation clearly demonstrates fault.

**Surveillance**
Surveillance cameras have been installed in all living units.

**Precautionary measures in case of fire**
The Camille-Lefebvre Pavilion is equipped with one of the best available centralized heat and smoke detectors, which
is activated when there is an unusual increase in heat or when there is smoke present.

If you discover a fire or if you notice a burning smell in your room, please immediately alert the staff. If you hear the fire alarm, follow the staff’s instructions.

Fire drills may be conducted to ensure the safety of residents and staff. If a drill occurs during your stay, please follow the instructions given by your healthcare team.

**Incidents/Accidents**

Falls and other incidents or accidents must be reported to a staff member. A report will be done for each case and followed up with an investigation of the circumstances.

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**Leaving a unit**

If you want to leave your unit, please inform a member of your healthcare team. They must know where you are at all times.

Similarly, if a family member or loved one invites you to go out for a few hours or days, be sure to inform the assistant head nurse of your living unit at least twenty-four (24) hours in advance so that the medicines and care items you may need can be prepared.

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**7) FOOD SERVICE AND NUTRITION**

A nutrition service member meets regularly with you to create a menu that meets your food preferences and tastes as well as your nutritional needs.

You can ask at any time to have your meals served in your living unit’s dining room. You can then count on the presence of staff members to help you if necessary. Otherwise, you can have meals served in your room.

The food service also distributes snacks twice a day in each living unit.

On holidays, such as Christmas and Easter and other occasions such as your birthday, the activities and recreation service organizes special meals to which you can invite a few family members or a close friend.

**Cafeteria and La Cafetières snack bar**

The Lachine Hospital has a cafeteria and a food counter, located on the 1st floor of the hospital.
Here is a guide to their hours:

CAFETERIA
The cafeteria is located on the 1st floor of the hospital building. It provides meals and snacks. The opening hours for patients and visitors are as follows:

From Monday to Friday
• 6:30 to 9:30 a.m.
• 10:45 a.m. to 1:45 p.m.
• 2:30 to 3:30 p.m.
• 4:45 to 6:45 p.m.

Saturday, Sunday and most holidays
• 10:45 a.m. to 1:45 p.m.
• 2:30 to 3:30 p.m.
• 4:45 to 6:45 p.m.

You will also find food and drink vending machines in the cafeteria. If a vending machine is not working, please call Food Service at extension 77214.

LA CAFETIÈRE
La Cafetière is a snack bar run by the hospital’s Auxiliary Volunteers Service in order to raise funds for the Lachine Hospital Foundation and help purchase equipment essential for the care of patients.

Opening hours are as follows:
• Monday to Friday from 6:00 a.m. to 8:30 p.m.
• Saturday, Sunday and holidays from 7:00 a.m. to 8:30 p.m.

8) ACTIVITIES AND RECREATION SERVICE
To make your living environment as pleasant as possible, we strive to offer a multitude of activities and recreation that will give you an opportunity to socialize and create and sustain new friendships.

Of course, we take into consideration the differences found among our many residents and take care to provide widely varied programming that suits everyone’s lifestyle and abilities.

Each month a new program is posted for you and your family to take note of. Some activities are open to all residents, others are intended for small groups and others are conducted on an individual basis.

The activities and recreation team, as well as the staff of your living unit, are dedicated to making life pleasant for you, and they work towards this goal every day.

It is equally important that once you have joined us you have the opportunity to continue the activities you enjoy...
doing or take up new ones. In this regard, a recreational service representative will meet with you in the first weeks after your arrival to discuss your recreational habits and interests in order to help you choose from the list of planned activities.

Also, please note that in the case of special events or group outings, some fees may apply.

9) VOLUNTEER SERVICES
The Camille-Lefebvre Pavilion encourages volunteering and regularly welcomes dedicated people who are willing to listen, offer support and assist staff in carrying out entertainment and recreational activities. The presence of these volunteers is greatly appreciated and contributes hugely to the well-being of our residents.

In this context, we welcome offers to volunteer and invite you to contact the recreation representative (extension 77705) if family members express a desire to help. We will be delighted to inform them about the various possibilities.

10) SPIRITUAL SUPPORT SERVICE
Pastoral care offers spiritual, psychological and religious support to residents and their families. The hospital chaplain provides a comforting presence in times of stress. He can assist you and your family in coping with illness or bereavement, and he works with the healthcare team to help meet your needs during your stay.

You can contact the Spiritual Support Service by calling extension 77111.

The chapel is located in Room 1G4 on the main floor of the Camille-Lefebvre Pavilion. Everyone is welcome and can gather here at any time regardless of religious affiliation.

Celebrations of the Eucharist are also held, and times are listed in the activities and recreation service program.

The sacrament or the anointing of the sick can also be administered at your request or that of someone close.

11) RESIDENT RIGHTS AND OBLIGATIONS
All residents have the right to receive quality treatment and care. These rights, as well as the inherent responsibilities of residents, are found in the hospital’s
Code of Ethics (document enclosed) and on the MUHC website (http://muhc.ca/homepage/page/code-ethics).

12) INPATIENTS AND USERS COMMITTEE
Members of the Inpatients and Users Committee are active in the McGill University Health Centre community. They are represented on the MUHC Board of Directors and serve on various Lachine Hospital committees. By presenting the resident’s point of view to the medical staff and management they make sure resident concerns are heard and their interests defended.

The Committee also informs residents about their rights and obligations and can help a resident file a complaint.

The Lachine Hospital Inpatients and Users Committee can be reached by calling extension 77394 and leaving a message.

13) OMBUDSMAN/COMPLAINTS COMMISSIONER
In the event you have concerns about the quality of care received, do not hesitate to contact head of your living unit, who will diligently look into your concern. If you are not satisfied, you can appeal to the Ombudsman/Complaints Commissioner.

This person is responsible for investigating complaints by residents or members of their families with the goal of settling the matter in the fairest manner possible. As a Lachine Hospital resource person for staff as well, the Ombudsman/Complaints Commissioner provides information about resident rights and advice in disputed cases. The procedure for investigating complaints made by long-term care centre residents is governed by the Loi sur les services de santé et les services sociaux du Québec (the Act respecting health and social services in Quebec). A pamphlet on the subject is available in all MUHC hospitals (document enclosed).

To reach the Ombudsman/Complaints Commissioner, dial 514 934-8306.

14) PRIVATE CARE SERVICES
Should you decide to hire private care services, it is important for you to know that it is up to you or a family member to take the necessary steps to obtain these services. The Lachine Hospital will not undertake to either recommend an agency or request one on your behalf.

The Lachine Hospital is in no way responsible for the quality of care provided by private personnel or their behaviour and skills.

15) THE NEW MUHC
For more than a century and a half, MUHC hospitals have been providing the best possible care to the community. In 1997, their commitment was solidified through a voluntary merger. They then envisioned a modern teaching hospital centre where activities and resources were consolidated for the benefit of patients, residents, staff, students and the entire population served by the MUHC.

Since then, the organization has undertaken to give life to its vision of patient-centred care by engaging in a
historic redevelopment project by which excellence in care, research and teaching would be fostered at three sites – Montreal General Hospital, Glen and Lachine. And so, the New MUHC was born.

The New MUHC places patients and residents, as well as their families, at the centre of all decisions. Innovatively designed hospitals will create a care environment where technology specifically serves the needs of patients and staff, and where privacy, dignity, effectiveness and innovation are priorities.

The New MUHC will set itself apart with single-patient rooms that allow for greater peace and privacy, and better infection control. It will take advantage of the latest medical techniques to arrive at more accurate diagnoses and provide the most reliable treatments. Natural light will enter freely; gardens and green spaces will promote serenity and healing. Users and visitors will enjoy warm and welcoming public spaces. Everything is being designed to alleviate the patient experience in hospitals.

**The New MUHC will reflect its patients and residents: friendly, engaging and full of hope.**

To learn more about the New MUHC, including the expansion and modernization of the Lachine Hospital, visit [http://muhc.ca/new-muhc](http://muhc.ca/new-muhc).
THE BEST CARE FOR LIFE CAMPAIGN
AND THE LACHINE HOSPITAL FOUNDATION

The Lachine Hospital Foundation works closely with the Lachine Hospital to help finance the hospital’s yearly requirements.

It has also undertaken the largest fundraising campaign in its history with a goal of $3 million.

Help the Lachine Hospital offer the best care for life by giving generously. With your support, the Foundation will be able to continue its mission and support the many efforts of the Lachine Hospital and Camille-Lefebvre Pavilion to continuously improve the quality of the care and health services they provide to the population.

To obtain more information about the different ways you can participate in The Best Care for Life Campaign, do not hesitate to contact the Lachine Hospital Foundation at extension 77333.