



## **CPM EXPRESS**

**JUNE 2021**

### **TO AFFILIATED COMMITTEES AND INDIVIDUAL MEMBERS**

Dear members,

Here is some new information to share with your members this month:

#### **FREE SEMINAR ON LONG TERM HEALTH CARE AND HOME CARE SERVICES:**

Wednesday November the 10th, from 9 am to 12 noon by tele-conference. Experts will share their views on the state of the situation and some solutions they see. Question and exchanges will allow participants to give their own opinion and views on the matter.

#### **ROOMS DEDICATED TO END OF LIFE CARE MUST NOT BE USED OTHERWISE.**

A number of complaints came through patients' families, especially during COVID-19, regarding the fact that rooms dedicated to end of life care were used for other purposes, leaving patients who required the service and their families, not being respected in some of those last, but so important moments with loved ones. Notice will be sent to Ministry of health authorities on this subject.

## **MORE COMPLAINTS ON MISTREATMENTS CONTINUE TO BE FILED WITH THE CPM**

CPM is asking committees and family care givers to be vigilant towards different situations which are still being reported, notwithstanding the new proposed Bill 101 from Minister Marguerite Blais. Let us remember the broader definition of mistreatment:

“mistreatment” : means a single or repeated act, or a lack of appropriate action, that occurs in a relationship where there is an expectation of trust, that intentionally or unintentionally causes harm or distress to a person, including physical, psychological, sexual, material or financial harm or distress”.

The following include examples of what one may encounter as far as mistreatment is concerned:

- Baths, showers for those who want it (inadequate, infrequent, etc.)
  - I am incontinent but my diaper is not changed often enough
  - I am not incontinent but I am forced to relieve myself in a diaper
  - Unsatisfactory dental hygiene
  - Lack of treatment for dental caries / tooth decay
  - Bedside care and basic hygiene provided incompetently or insufficiently
  - Payment of fees for services and goods which should be included in the contribution paid by residents (e.g. shampoo, soap, toothpaste, laundry, compression stockings, etc.)
- Inadequate medical follow-up
- Mismanagement of medication
  - Abusive resort to antipsychotics
  - Excessive use of physical restraints

-Lack of physiotherapy treatment

- Meals and diet (inadequate, poor quality, etc.)
- Insufficient meal time
- Payment of staff under the table
- Disregard for patient's right to sleep
- When being woken and/or when being put to bed, either due to lack of know-how or lack of time, I am jostled, hurt, or hit as I am placed in or taken out of bed by the staff
- Patients with dementia or Alzheimer's placed in isolation
- I am forced to pay in order to have air conditioning in my room for the summer
- lack of regular and optimal mental, physical and social recreational stimulation through a variety activities to encourage social, emotional and cognitive engagement (without such stimulation patients succumb to boredom, isolation, withdrawal from social activities, and further cognitive deterioration)
- lack of socio-cultural sensitivity and responsiveness in addressing the well-being of patients within their socio-cultural context whether in relation to food, activities, beliefs, music and more..
- lack of Speech Language Pathology services which puts them at risk for poorly managed dysphasia, aspiration pneumonia, expressive and receptive difficulties (it is difficult for them to express themselves or understand what is being told to them)

- variety of different textured foods, including foods that are easy to swallow for those who have lost their swallowing reflex or have difficulty chewing

Thank you for your support and have a great summer.

Please stay safe!

Your CPM team

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