

**Journey to the Heart of Everyday Life**

# **PROMOTING GOOD TREATMENT IN LONG-TERM CARE FACILITIES (LTC)**



**February 2025**



## PROMOTING GOOD TREATMENT IN LONG-TERM CARE FACILITIES (LTC) – JOURNEY TO THE HEART OF EVERYDAY LIFE

This comic was created as part of the selected project "Démarche de valorisation des pratiques de bienveillance en CHSLD" following for the call for project proposals *Soutien à la réalisation de projets visant la création d'environnements favorables à la bienveillance en centres d'hébergement et de soins de longue durée* submitted by the Secrétariat aux aînés (SA) from the ministère de la Santé et des Services sociaux (MSSS).

This project was led by Sabrina Lessard, PhD, Elisabeth Audet-Duchesne, and Annie Bernatchez, PhD, from the Centre for Research and Expertise in Social Gerontology (CREGES) in collaboration with residents, staff, family members, and the management of two long-term care residences of the CIUSSS West-Central Montreal, as well as the SAPA (Soutien à l'autonomie des personnes âgées), DAAER (Direction des affaires académiques et de l'éthique de la recherche), and DQTEVE-SV (Direction de la Qualité, Transformation, Évaluation, Valeur, Éthique clinique et organisationnelle et des Soins Virtuels), departments of the CIUSSS West-Central Montreal.



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**DISTRIBUTION**  
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– CIUSSS West-Central  
Montreal

**ACKNOWLEDGEMENT**  
We would like to thank everyone who  
participated in this project.  
This project was funded by the Secrétariat  
aux aînés of the ministère de la Santé et des  
Services sociaux.

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**WORKS CITED**  
Lessard, S., Audet-Duchesne, E., Bernatchez, A., Sottolichio, R. (2025). Promoting Good Treatment in Long-Term Care Facilities (LTC) : Journey to the Heart of Everyday Life. Centre of Research and Expertise in Social Gerontology (CREGES) from the CIUSSS of West-Central Montreal.

Dépôt légal  
Bibliothèque et Archives nationales  
du Québec, 2025  
ISBN : 978-2-555-00331-6  
This document is available at the following website address  
[www.creges.ca](http://www.creges.ca)

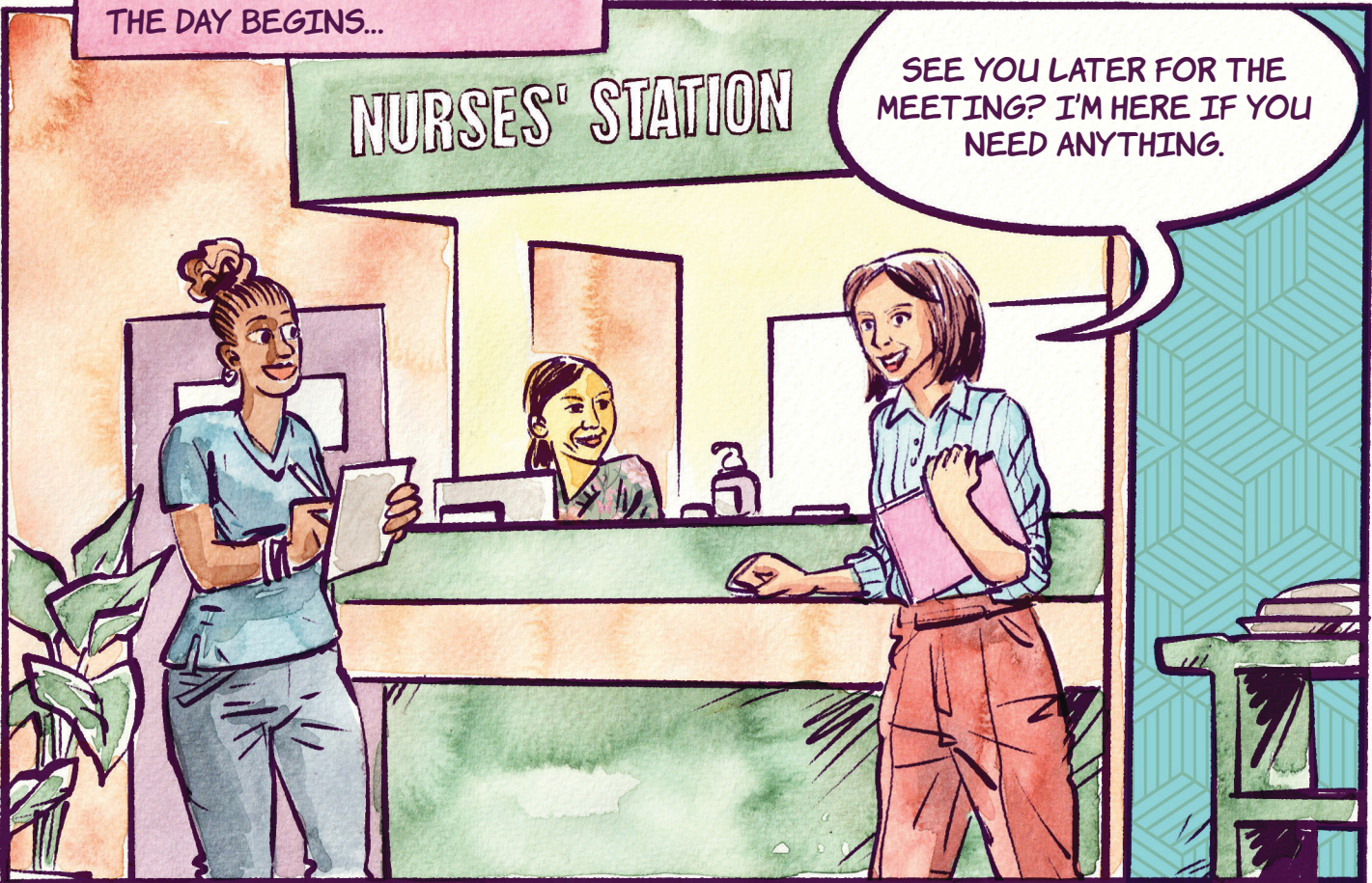


THE CONTENT OF THIS COMIC ILLUSTRATES THE DEFINITION, AND SOME PRACTICES OF GOOD TREATMENT IDENTIFIED BY PARTICIPANTS IN THE DÉMARCHE DE VALORISATION DES PRATIQUES DE BIEN-TRAITANCE EN CHSLD.

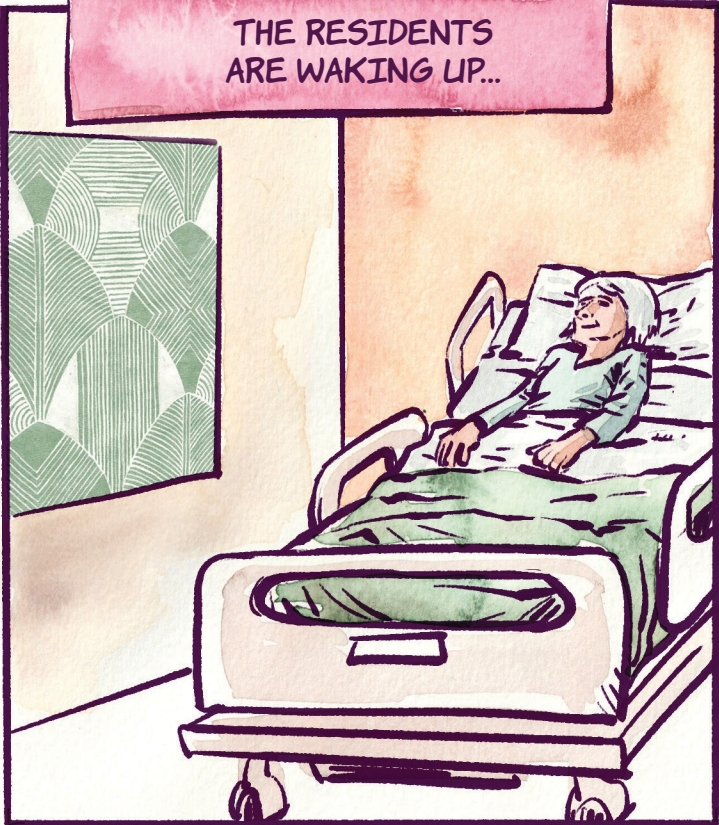
THE DAY BEGINS...

# NURSES' STATION

SEE YOU LATER FOR THE MEETING? I'M HERE IF YOU NEED ANYTHING.



THE RESIDENTS ARE WAKING UP...

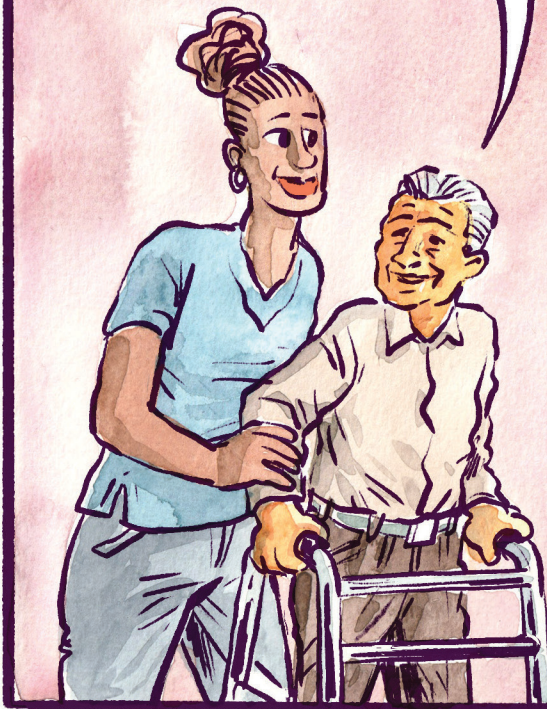




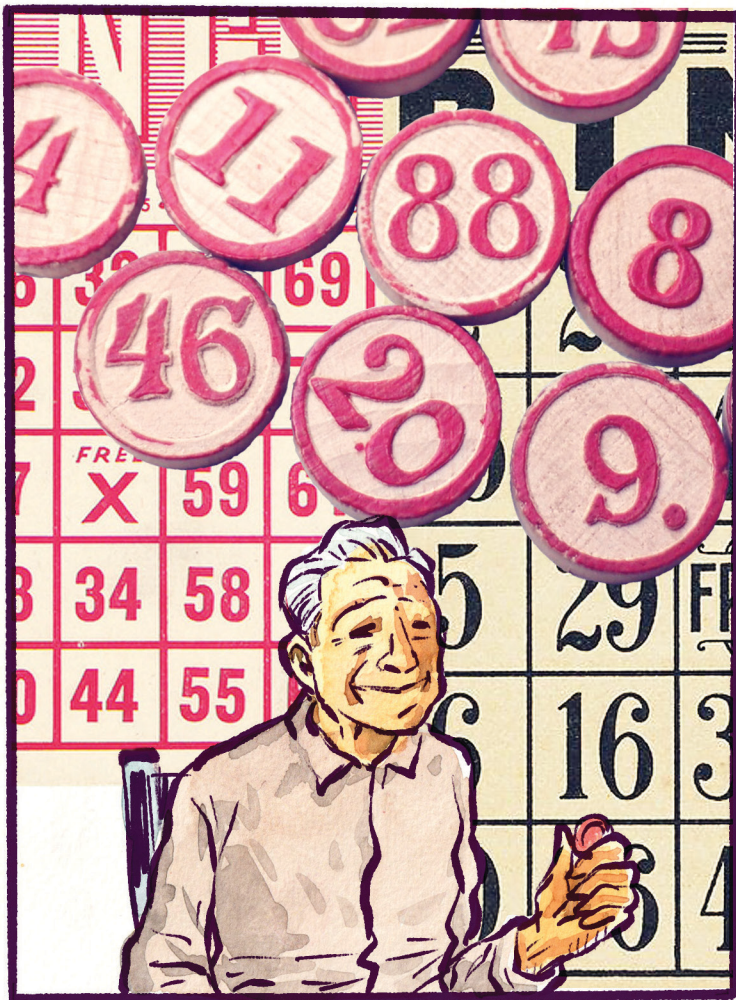
KNOCK, KNOCK, KNOCK! GOOD AFTERNOON, MR. ANTONIO. STILL ON FOR BINGO?



I'M HAPPY, THERE ARE LOTS OF ACTIVITIES THIS WEEK.



ARE YOU COMFORTABLE? HAVE FUN!





THE MEAL

ON TODAY'S MENU: BREADED SOLE FILLETS AND MIXED VEGETABLES. HERE ARE YOUR UTENSILS.

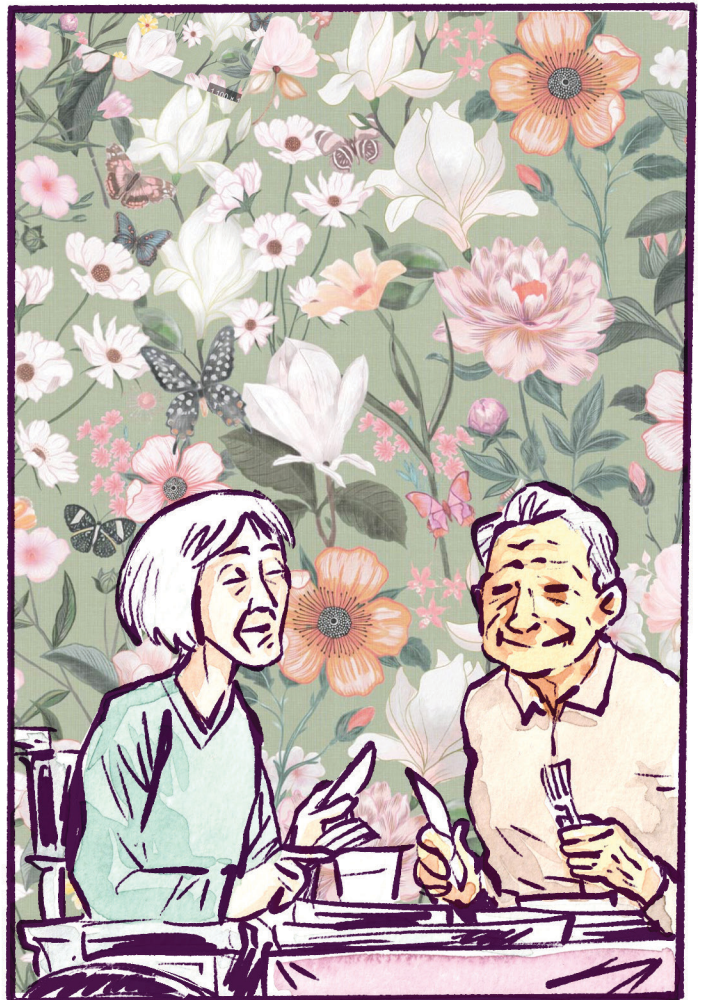


DO YOU NEED ANY HELP?

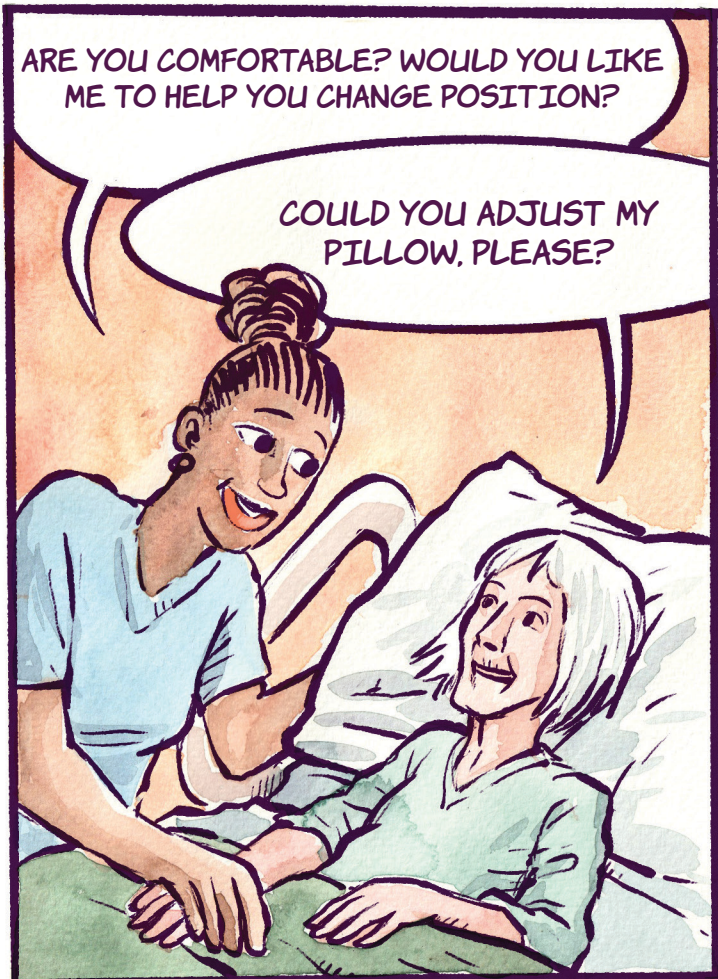
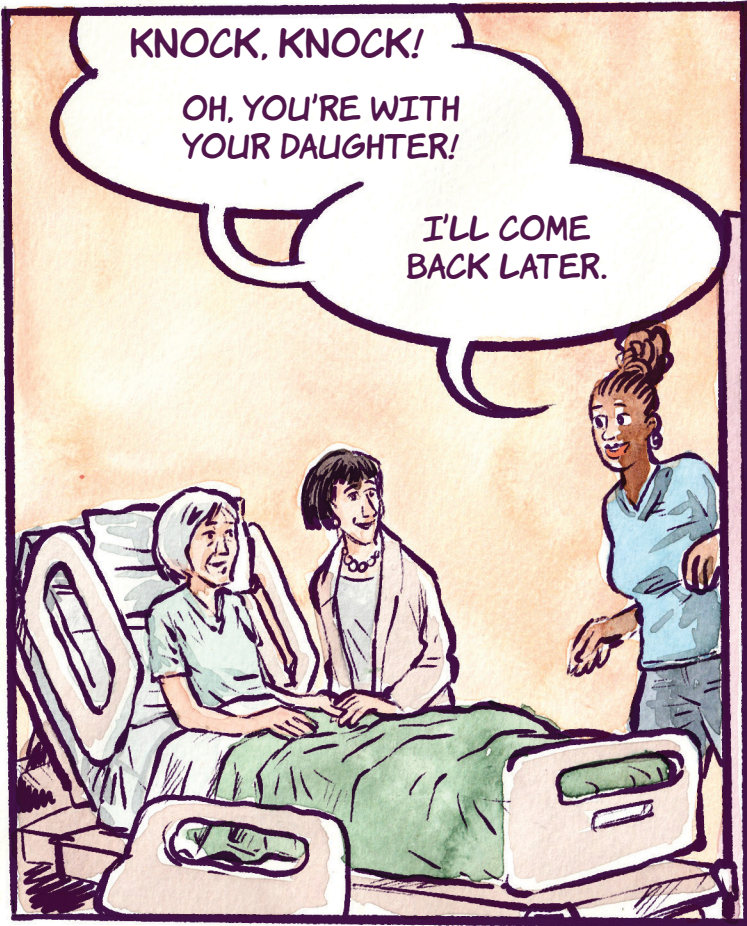
YES, CAN YOU PLEASE OPEN THE CONTAINERS?



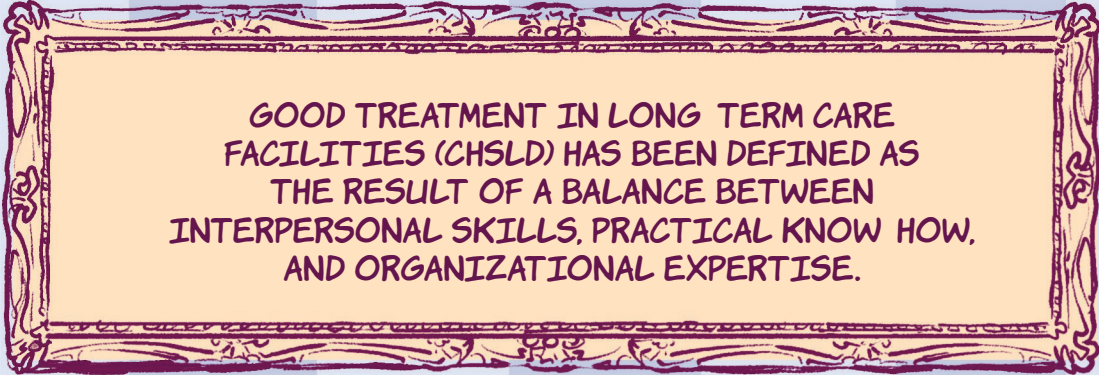
ENJOY YOUR MEAL!













GOOD TREATMENT IN LONG TERM CARE FACILITIES (CHSLD) HAS BEEN DEFINED AS THE RESULT OF A BALANCE BETWEEN INTERPERSONAL SKILLS, PRACTICAL KNOW HOW, AND ORGANIZATIONAL EXPERTISE.



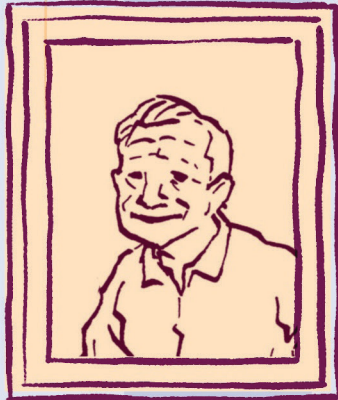
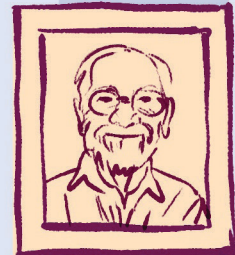
INTERPERSONAL SKILLS INVOLVE, AMONG OTHER THINGS, THE ADOPTION OF A HUMANIZING ATTITUDE.



PRACTICAL KNOW HOW ENTAILS A SET OF ACTIONS BASED ON GENUINE COMMITMENT.



ORGANIZATIONAL EXPERTISE IS PARTICULARLY BASED ON ESTABLISHING CONDITIONS THAT ENSURE A GOOD TREATMENT ENVIRONMENT.





# GOOD TREATMENT?

FOR ME, IT'S ABOUT LISTENING TO MY EMPLOYEES' CONCERNS AND OFFERING THEM MY SUPPORT.



I WOULD SAY IT'S ABOUT SHOWING COMPASSION TOWARD RESIDENTS AND RESPECTING THEIR NEEDS, OPINIONS AND CHOICES.



FOR ME, GOOD TREATMENT IS WHEN PEOPLE LISTEN TO ME AND RESPECT MY PACE.



GOOD TREATMENT CAN ALSO MEAN ADAPTING CARE PLANS AND PERSONALIZING THEM WHEN A RESIDENT'S HEALTH CONDITION CHANGES. IN FACT, FOR ME, IT'S REALLY ABOUT PRIORITIZING THE OVERALL WELL-BEING OF THE RESIDENTS.

