

Users' Committees of the Estrie region



**YOU HAVE
RIGHTS!
DO YOU KNOW THEM?**

The rights of users of Health and Social Services are everyone's concern!

**Centre intégré
universitaire de santé
et de services sociaux
de l'Estrie – Centre
hospitalier universitaire
de Sherbrooke**

Québec 

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**THE
RECORD**
PROMOTION



The respect for users’ rights is of prime importance in our establishment, based on the values of humanism, commitment and adaptability.

It cannot be denied that the relationships of users with members of the personnel, the doctors, the users’ and residents’ committees, the Centre d’assistance et d’accompagnement aux plaintes Estrie (CAAP Estrie), Pro-Def Estrie as well as the service quality and complaints commissioner (ombudsman) allow us to improve the health and social services we offer, by adapting to the needs of the population, which now spans from Lac Mégantic to Ange-Gardien.

The strategy to allow our establishment to achieve its mission of providing accessible and efficient care and services is: In the Estrie region, together, we innovate for LIFE. That is why I invite users to make use of all existing forums to express themselves: the users’ and residents’ committees, the service quality and complaints commissioner, suggestion boxes, board meetings and also, communicating with the clinical and administrative personnel at the facilities in which they receive care and services.

The special supplement that you have in your hands is intended both for the existing users and the general population, as well as the internal community of the CIUSSS de l’Estrie – CHUS. It aims to improve our collective knowledge of users’ rights. After reading it, I invite you to test your knowledge by taking an online survey at www.santeestrie.qc.ca, in the User Experience section.

Please keep in mind that we are always open to your feedback. At the CIUSSS de l’Estrie – CHUS, respecting users’ rights is a priority every day of the year.

Patricia Gauthier,
President and Director General

Centre intégré universitaire de santé et de services sociaux de l’Estrie – Centre hospitalier universitaire de Sherbrooke

WHO IS A USER?
THE USER IS YOU!

A user of the CIUSSS de l’Estrie – CHUS is anyone who lives in Estrie, which now includes the MRC of Brome-Missisquoi and the MRC of Haute-Yamaska.

- A user is not someone who is sick; we are born users and we die users.

A user is any person who, at a certain time in their life, uses the health and social services network.

A user is the pregnant woman, the baby that is born, the young person facing difficulties, the person who
- wants to stop smoking, the disabled person, the elderly person who lives at home and receives home care services for themselves or relatives.

A user is you, your friend, your parent, your sister, your brother, your colleague, your spouse, your grandparent, your uncle, your aunt...

RIGHTS... BUT ALSO RESPONSIBILITIES AS USERS

As users of the CIUSSS de l’Estrie – CHUS you have rights, which will be explained in this special supplement, but you also have shared responsibilities with the personnel. For example:

- Cancel your appointment if you can’t make it.
 - Invite a parent, a friend or a volunteer to accompany you to an important meeting.
 - Prepare a list of questions to ask.
 - Take notes.
 - Ensure that you properly understand the explanations given by the doctor or any other professional.
 - Request explanations when necessary.
 - Use the services wisely.
 - Respect the establishment’s rules and policies.
 - Inform workers of your state of health and your medical condition.
- Cooperate with the various treatments, medical prescriptions or procedures. If not, then clearly express your refusal.
 - Take part in the intervention plan established by the interdisciplinary team.
 - Be a good citizen, respectful of others and the rules.
 - Provide the information necessary for maintaining or improving your state of health.
 - Express your opinion concerning care and procedures that affect your health.
 - Participate actively in interventions provided to maintain or re-establish your health.
 - Maintain a respectful relationship with all of the personnel.

THE
RECORD

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Because findings revealed a lack of respect for users’ rights and an absence of users’ input in the health and social services system, in 2004 the Quebec Government modified the health and social services law to oblige every health and social service establishment to create a users’ committee to be the guardian of users’ rights. This users’ committee has the following functions:

1. Inform users of their rights and obligations.
2. Promote the improvement of quality of the living conditions of the users and evaluate the level of satisfaction of users regarding the services received at the establishment.
3. Defend the rights and collective interests of the users or, at the request of a user, defend their rights and interests as a user before the institution or any other competent authority.
4. Accompany and assist, upon request, a user in any effort he or she undertakes, including the filing of a complaint.
5. Ensure, if appropriate, the proper functioning of each of the residents’ committees and ensure they have the resources necessary to the exercise of their functions.

In 2015, the Quebec Government adopted Law 10 that re-structured the governance structure of the health and social services system, which created, in the Estrie region the Centre intégré universitaire de santé et des services sociaux (CIUSSS de l’Estrie-CHUS), bringing together the 14 existing institutions with the single aim of ensuring a better quality of health and social services. Law 10 confirms the continued existence of the users’ committees already present in the 14 merged institutions, with the same functions. It created another users’ committee responsible for ensuring the representation of the users’ committees (including the residents’ committees) before the authorities of the CIUSSS de l’Estrie-CHUS, and tasked with the coordination, harmonization and the support of the 14 existing users’ committees, to better ensure all users receive the services as stated in the law. Two years ago the RPCU (regroupement provincial des comités des usagers), had a survey conducted by Léger et Léger on the level of knowledge the population has concerning the rights of users of social services and regarding users’ committees created to help them. The results were negative. The general population were unaware of their rights in health and social services, or the tools (such as users’ committees) available to them. This promotional supplement aims to inform the population covered by the CIUSSS de l’Estrie-CHUS (about 500,000 people) of their rights and obligations, and to inform them of the tools (the 14 users’ committees) available to users. Happy reading.

Normand Bernier
Président of the CIUSSS de l’Estrie –CHUS users’ committee



TEST YOUR KNOWLEDGE

1.Do you believe you have rights as a user of health services and social services?

- ☐ Yes
- ☐ No
- ☐ I don’t know

A. Yes. The health and social services law sets out the rights a user can assert.

2. Who is a user of the health and social service network?

- ☐ A sick person
- ☐ A hospitalized person
- ☐ Everyone

A. Everyone is a user! From birth to death, every person using health and social services. The user isn’t only someone who is sick, it is also the pregnant woman, the injured worker, the growing child, the adolescent at a youth centre and the elderly person losing autonomy.

3.Who can inform me of my rights and responsibilities as a user?

- ☐ Members of the personnel and the doctors
- ☐ The users’ and residents’ committees
- ☐ Community organizations such as the Centre d’assistance et d’accompagnement aux plaintes de l’Estrie (CAAP Estrie) and Pro-Def Estrie
- ☐ The quality of services and complaints commissioner (ombudsman)

A. All of the above!

Users’ Committees and Residents’ Committees at facilities of the Estrie region

- The CHUS Users’ Committee
- The CJE Users’ Committee and its Residents’ Committee
- The CRDE Users’ Committee and its Residents’ Committee
- The CRDITED Users’ Committee
- The CRE Users’ Committee
- The Coaticook Users’ Committee and its Residents’ Committee
- The Sherbrooke CLSCs and CHSLD Users’ Committee and Residents’ Committee
- The Granit Users’ Committee and its Residents’ Committees
- The Haut Saint-François Users’ Committee and its Residents’ Committees
- The Haute-Yamaska Users’ Committee and its Residents’ Committees
- The Memphrémagog Users’ Committee and its Residents’ Committee
- The La Pommeraie Users’ Committee and its Residents’ Committees
- The des Sources Users’ Committee and its Residents’ Committee
- The Val Saint-François Users’ Committee and its Residents’ Committees

The mandate of the Users’ Committee and their Residents’ Committees is to protect the rights of users. Each committee must ensure that users are treated with respect for their rights and freedoms. They are important advocates for users.

The respect of users’ rights, quality of services and client satisfaction are what guide their actions. They have a particular concern for the most vulnerable clients and work to promote improvement in the conditions of people living in long term care.



USERS' COMMITTEES AND RESIDENTS' COMMITTEES: PROTECTING YOUR RIGHTS

The users' committees and their residents' committees ensure that the users and residents of long term care facilities are treated with respect for their dignity and recognizing their rights and freedoms. They are one of the important representatives for users and residents with the authorities of the institution. On this page we provide an example of what the CHUS Users' Committee does to demonstrate the extent of its actions, and the repercussions for the users. But it is not alone in working for your well-being! The 100 volunteers who take part in the other 13 users' committees in the territory of the CIUSSS de l'Estrie – CHUS accomplish many wonderful things, which you will discover when reading pages 5 to 10 of this special supplement.

ACCOMPLISHMENTS CHUS USERS' COMMITTEE

Many of the users' committee's accomplishments have benefited all users. Here are a few examples.

1. Emergency rooms. A study of the Hotel Dieu in Sherbrooke and the Fleurimont hospital emergency rooms conducted by the users' committee allowed hospital management to improve patient welcome and waiting room procedures. More recently, the committee produced a slideshow that is projected on screens in both emergency rooms; it explains the triage assessment system and provides information about the in these 2 hospitals' services and about users' rights and obligations.

2. Spiritual needs. The Users' Committee carried out an assessment of the spiritual care needs of hospitalized patients, which led management to revamp the spiritual care service, thus satisfying users who had felt aggrieved; these users had expressed their grievances to the press, including La Tribune. "We are pleased to note the radical improvement in the quality and quantity of spiritual care services following the assessment of the spiritual care needs of hospitalized patients," say users Gilles Lefebvre and Rita Rancourt.

3. Users' rights and obligations. The committee produced a document explaining and illustrating users' rights and obligations.

4. Partnership. The users' committee has established a partnership with the administration that has proven beneficial to the committee's projects and to those of the hospitals.

5. Patient experience. The committee participated in the assessment of the experience of hospitalized patients. The data gleaned from a survey, coupled with comments received (suggestion boxes, phone calls, emails) and complaints, are shared with departments heads, with the goal of improving patient care and services.

6. User database. The committee created a user database, which is a directory of people who have been treated at either hospital and who wish to contribute to the improvement of care and services. This database comes in response to the increasing number of requests from departments wishing to better take into account users' needs and to involve users in the care and services they receive.

7. Hospital arrival and departure. Some committee members participated in projects that helped to reduce admission wait times at Hôtel-Dieu and to improve the ease of use of parking lot pay stations.

8. End-of-life information packet. The users' committee prepared an end-of-life information packet. Several copies of this packet are available on certain wards; the aim is to make useful tools available to staff members who accompany patients and their loved ones in such difficult times.

CURRENT ACTIONS

Defense of users' rights. The CHUS Users' Committee is currently involved in the defense of two collective rights. The first is greater access to treatments (e.g. injections) to relieve debilitating and often chronic pain. The second pertains to the respect of users who are particularly vulnerable to the noxious effects of secondhand cigarette smoke near the entrances of the Fleurimont hospital.

Assessment of users' satisfaction. The committee is currently assessing the satisfaction of users with respect to the care and services received at the external ophthalmology and mental health clinics.

CHUS Users' Committee partnership. To ensure that users' points of view are represented at the management level, users' committee members participate in several committees.

- Assessment of problematic situations: bioethics committee of the CMDP (Conseil des Médecins, Dentistes, Pharmaciens).

- Assessment of emergency room medical procedures in preparation for the Accreditation in the fall.

- Assessment of certain medical instruments and devices.

- Drafting of policies pertaining to claims by users or to legal action against the CIUSSS de Estrie - CHUS.

- Drafting of a Code of Ethics for CIUSSS de Estrie - CHUS staff and users.

- Planning and design of new spaces at the Fleurimont and Hôtel-Dieu hospitals.

- Participation in the Specialized Approach to Senior Care (SASC) committee.

- Development of user-friendly online tools for the appointment centre.

- Participation in a CHUS research centre (CRCHUS) committee.

Committee members have been asked to present aspects of the users' / residents' committees-CHUS partnership experience throughout Québec and internationally (e.g. in Belgium).

Support and assistance. Thanks to its coordinator, the committee is able to support and assist a number of users. The committee liaises with CHUS hospital staff and ensures follow-up with users. For example, the coordinator can:

- Advise you on actions to take to ensure your rights are respected.

- Help you get the information you need about the services you receive at the CHUS.

- Listen to and document your experience (whether negative or positive) with the CHUS. This information is invaluable and it helps the users' committee identify actions required to improve care.

- Share your level of satisfaction regarding services received with the relevant departments and employees.

- Direct you to appropriate resources according to the situation or problem experienced at the CHUS.

Conclusion. The CHUS Users' Committee exists to inform you of your rights and obligations, assess your satisfaction with the care received, promote the improvement and quality of care, defend your rights, and support you. The CHUS Users' Committee will continue its actions to improve the care and services available to users.

CHUS USERS' COMMITTEE

USERS of the CHUS Users' Committee are those who receive treatment or services at l'hôpital Fleurimont et l'hotel Dieu de Sherbrooke (formerly CHUS). The CHUS USERS' COMMITTEE is composed of nine members elected at a general meeting of users. These members are volunteers. A staff member coordinates activities and supports users.



In front: Daniel Fricker, Jaime Borja, Denis Marceau, Josée M. Rourke and Catherine Beauchamp; in back: Roger Faubert, Frédérick Roy(coordinator) and Pierrette Dupont. Absent from photo: Gaétan Duquette and Maya Chechelnitsky



WORKING TOGETHER TO IMPROVE USERS' WELL-BEING

• Making users' lives easier requires a coordinated effort by all partners. For example, the vice president of the **Centre de réadaptation Estrie Users' Committee** participated in a committee on signage at the Complexe Saint-Vincent-de-Paul. The result: several new or modified signs designed to help users get around were put in place following this committee's recommendations. In another example of the Centre de réadaptation de l'Estrie users' committee's collaborative projects, the committee partnered with Handicapable to organize an evening of public discussion centred on the challenges of the health care system.

• **The La Pommeraié Users' Committee** has come up with many good ideas to improve the quality of life of CHSLD residents. For example, it came to the committee's attention that the lighting in the rooms, especially in those on the north side of the building, did not allow residents to read comfortably. The committee suggested to management that the lighting be improved, not only for the sake of the residents, to make the employee's work easier. The lighting and ambiance in the gloomy and noisy dining room also had to be retooled. The committee came up with the idea of pushing the tables closer to the windows to provide diners with more natural light and a better view! When the pergola needed repairs, the committee suggested opting for a more waterproof material and adding curtains to make the best use of the space. These are just a few of the committee's recommendations that were well received by management, which then included them in scheduled renovations.

• At the request of users and staff who find the toilet paper too thin at the **Centre de réadaptation en dépendance de l'Estrie**, the residents' committee, the users' committee, and the institution's manager worked together to find a solution. The situation was reported to the service quality and complaints commissioner, and a formal complaint has not been ruled out.

• Members of the **St-Vincent Residents' Committee** spend time in the facility's common spaces, meeting residents and their family members, who sometimes spontaneously share their satisfaction or grievances. The committee analyzes such grievances and, if necessary, it files a request with the institution. The committee then works with the institution to implement solutions.

• At each of its meetings, the **du Granit Users' Committee** welcomes the executive director and the director of the SAPA program (Soutien à l'autonomie des personnes âgées) to resolve issues as they crop up and also to be informed of organizational changes that may affect services to users. Thus, together we strive to better residents' lives. For example, when an elderly CHSLD resident died alone without their family because visits were prohibited due to an infectious outbreak, the committee worked with management to allow visitors in such cases for residents in palliative care.

THE COMMITTEES DEFEND YOUR RIGHTS

The **Centre de réadaptation Estrie's Users' Committee** did not hesitate to defend the rights of interns in the workplace, when the internship was stopped for an administrative reason related to the possibility of a grievance, even though the majority of these users were performing the requested tasks properly.

THE COMMITTEES DEFEND YOUR RIGHTS

The users' committee members are a bit like the eyes and ears of the users, and are always watchful to ensure that their rights are properly respected. For example, when an attendant of the **Centre Jeunesse de l'Estrie** users' committee saw that a worker was infringing on certain rights of a user, she informed the head of the corresponding service immediately.

A DOZEN RIGHTS FOR YOU

R1 THE RIGHT TO BE INFORMED

You have the right to be informed:

- of the existence of services and how to get them;
- of your health condition so you can give free and informed consent;
- of any accidents occurring during treatment;
- of your rights and how to make a complaint.

Examples

A doctor wishes to perform a lumbar puncture on a patient. The doctor must inform the patient of the risks involved with this procedure.

A doctor cannot hide from a patient that he/she has only a few weeks left to live to spare them the psychological suffering associated with this news.

R2 THE RIGHT TO SERVICES

You have the right to receive health and social services that are scientifically, humanly and socially appropriate offered in a continuous, personalized and safe manner.

Example

A user submits a request for an orthopaedic consultation to the appointment centre of their facility. If the doctor who examines the request decides that the person does in fact need to see an orthopaedist, then they have the right to see one.

We make the difference!

"Our chief motivation is to give our time to an institution to which we are grateful for everything done for us during our readaptation."

- Volunteers from the **Centre de réadaptation Estrie Users' Committee**



R3 THE RIGHT TO CHOOSE A PROFESSIONAL OR FACILITY

You have the right to choose the professional who will offer the services and to choose the facility where you will receive services within established limitations.

Taking into account:

- the limited human resources, both in the various regions and in the facilities;
- the service areas;
- the facility's financial, human and material resources.

Example

A patient is fighting cancer. She has the feeling that her oncologist isn't doing everything possible to treat her. He doesn't give information, is not available to answer her questions, etc. She can ask this oncologist to refer her to one of his colleagues, since she no longer trusts him.

R4 THE RIGHT TO RECEIVE THE CARE YOUR CONDITION REQUIRES

Did you know that everyone has the right to receive adequate services?

The health facility offers services that are recognized according to specific methods and requirements. The services must be provided while respecting your dignity, your autonomy and your needs.

Example

A user had a car accident and has a back injury. To regain their abilities, they must undergo physiotherapy. This service must be available to them.

R5 THE RIGHT TO CONSENT TO OR REFUSE CARE

Did you know that a person cannot be treated without their consent? Whether it is examinations, samples, treatment or any other intervention, a person can consent to or refuse care in a free and informed manner.

Example

A person with cancer can refuse chemotherapy treatment.

R6 THE RIGHT TO TAKE PART IN DECISIONS

You have the right to take part in any decision that can affect your health or mental and physical well-being. This also includes the right to take part in your intervention plan (care), personalized services and modification of that plan.

Example

There are many examples of participation: taking part in skills development, for example by helping to teach students during scenarios, taking part in care as a member of the team, for example by questioning the team about medication.

WORKING TOGETHER TO IMPROVE USERS' WELL-BEING...

- In collaboration with its residents' committees, the **Haut-Saint-François Users' Committee** made several recommendations, such as: allowing residents to choose the sex of the person providing basic care and bathing them; rethinking the physical layout of the chapel in order to create a space better suited for contemplation; improving the landscaping of the exterior park and of the circular space near the entrance of the facility.

- The **CRDITED Users' Committee** worked with the institution to put pressure on a local adapted transportation company that was overcharging users. This issue was on a municipal and provincial scale.

- The **Val-St-François Users' Committee** is composed of creative, dedicated people who are generous with their time and ideas. The committee's main goals this year are to promote better dental hygiene at CHSLDs while being attentive to its users. Indeed, the committee's volunteers are active within CHSLDs, collaborating with various authorities to improve residents' quality of life.

- As part of the "Visitons nos aînés" campaign ("Let's visit our seniors"), the **Memphrémagog Users' Committee** worked with the institution to allow users to park for free during this period, thereby increasing the number of visitors! Another example of the committee's hard work: since some residents are still able to eat hard foods, the users' committee worked with the institution so that not all residents are required to eat strained food. Whole potatoes are now served to those who request them and are able to chew them safely!

- Following certain grievances expressed by users, the **Coaticook Users' Committee** set up a meeting with the emergency room coordinator to discuss possible improvements and behaviour changes.



GREAT INITIATIVES FROM YOUR USERS' COMMITTEES!

THE COMMITTEES DEFEND YOUR RIGHTS

The Haute-Yamaska Users' Committee helped a young woman who received care at the CLSC and who wanted to know her privacy rights during her private care. It took the time to inform her and to ensure that her rights were properly respected.

We make the difference

"Our paycheque is residents' smiles. Seeing them happy and having fun during activities. Taking the time to listen to them: they have so much to say and to teach us! Such little things cost nothing but are invaluable."

-Volunteers from the La Pommeraiie Users' Committee

We make the difference

"It's always very satisfying to have properly informed a user or to have helped a resident and his or her loved ones upon their arrival at an in-patient facility. The committee is the ear that passes on these people's needs."

- Volunteers from the Haute-Yamaska Users' Committee

THE COMMITTEES DEFEND YOUR RIGHTS

The Haut-Saint-François Users' Committee intervened to listen to a family member who wanted a full bath for their mother and not just a sponge bath, since the resident was bedridden. After a discussion, an agreement was reached between the two parties.

THE COMMITTEES DEFEND YOUR RIGHTS

The Granit Users' Committee invited the head of emergency to one of its meetings to inform him of complaints from users. He also shared his own reality, such as waiting times in the emergency, and asked the Committee to arrange for the dissatisfied people to meet with him or at least fill out the "Your opinion is important to us" form.

HIGHLY INSTRUCTIVE LECTURES

• Over the past few years, the Memphrémagog Users' Committee organized talks to better inform users about their rights. Mtre Jean-Pierre Ménard gave a talk on the effects of Bill 10 on health and social services, on users' rights, and on users' committees and their role. As part of the 2015 Users' Rights Week, Mtre Gabriel Dupuis offered a few tips to help users protect themselves and get satisfactory answers in such a complex system. Finally, at the last annual general meeting, Vincent Dumez explained what users can do to be considered not as customers, but as partners in the crafting of treatments and health and social services.

INCREASING SOURCES OF INFORMATION!

• An information centre devoted to the St-Vincent's Residents' Committee was set up on each floor of the Sherbrooke centre. Residents and their family members can now learn about the committee's activities and read messages addressed to them. A comments and suggestions box is also available.

THEATRE TO RAISE AWARENESS ABOUT YOUR RIGHTS!

• Learning while being entertained? Why not! To present users' rights, the Centre de réadaptation Estrie and the Sherbrooke CLSCs and CHSLD users' committees co-created a play. The activity was not only educational; it was also a big hit with users!

• As part of a special day on health and prevention, the du Granit Users' Committee, in partnership with the TCPA, presented a play by le Mimosis about users' rights, entitled "Les 12 travaux d'Ariane". (See photo.)





OUR COMMITTEES INFORM THE USERS

- **The du Granit Users' Committee** put up posters about users' rights in easily visible areas in CHSLD lobbies and near the elevators at regional headquarters. The posters are changed monthly. The committee also publishes monthly articles on the topic in the Écho de Frontenac newspaper to inform the general public. Coffee club discussion groups with users and users' committee members are also organized, and the committee meets with residents of the Lac-Mégantic CHSLD to inform them of their rights and of the role of the committee.

- **The des Sources Users' Committee** hosted a snack bar in the hospital lobby to raise awareness about its mission and about users' rights. A play about natural caregivers was also put on. The committee took the opportunity to distribute material (pamphlets and promotional items) aimed at informing the public about the committee's goals and about their rights as users and/or residents.

- **The Sherbrooke CLSCs and CHSLD Users' Committee** (formerly CSSS-IUGS) believes that to work toward improving the quality of health care services, users must be informed of their rights and of the various ways in which they can make themselves heard. Thus, in partnership with the Centre d'accompagnement et d'assistance aux plaintes de l'Estrie (CAAP-Estrie), the users' committee offers a rights' workshop to Sherbrooke-area organizations. The committee also distributes calendars that promote users' rights to users of the institution's various resources. The committee's Facebook page updates users on news and issues related to their rights. On that note, the CSSS-IUGS users' committee invites the public to a talk by Mtre Jean-Pierre Ménard entitled "Comment, en tant qu'utilisateur, peut-on travailler à l'amélioration des services de santé et de services sociaux?" ("How can we, as users, work to improve health and social services?"). The talk is on Monday, May 16, at 7 p.m., in room 003 of the Jacques-Cartier borough office (near Montcalm elementary school).

- **The Coaticook Users' Committee** took advantage of the local Family Day celebrations to make itself known. Members also distributed Post-Its to seniors' clubs; in fact, the committee sits on the Coaticook MRC's Table de concertation des aînés (a senior citizens' coordinating committee). The committee also has good visibility within the area's CHSLD (publicity and calendar distribution) and among its staff.

- **The des Sources Residents' Committee** makes available to loved ones of those living in CHSLD a "Toolbox" pamphlet created by the du Suroît health and social services centre. This document contains tips and advice to make visits with residents pleasant, productive, and cheerful.

- **The Val-Saint-François Users' Committee** is currently designing new promotional tools, including a notebook for residents' family members in which information about the committee and about users' rights is inserted. Decorative posters representing each right will also be put up in the territory's three CHSLDs.

THE COMMITTEES DEFEND YOUR RIGHTS

A resident of the Centre d'accueil de Cowansville was very dissatisfied with the food she was being served: Not enough fresh fruits and vegetables, or whole grain foods, etc. **The La Pommeraie Users' Committee** met with her and the administration in order to make arrangements to respect her food requirements.

THE COMMITTEES DEFEND YOUR RIGHTS

In the case of a situation where the cost imposed on residents for washing their clothes was contested, **the des Sources Users' Committee** made sure to inform residents or the person responsible for them of the outcome of the complaint. A letter was sent to everyone to clearly explain the situation and inform them of the existence of a class action.





ACTIONS WITH REAL RESULTS

- When navigating the health care system, it is easy to feel overwhelmed and to be unsure to whom one should turn for help. This is how one mother with a severely handicapped child felt; she was frustrated by the lack of information about the services and care her family needed. **The La Pommeraiie Users' Committee** set up a meeting with her and hospital management, and several solutions flowed from this meeting. The mother was very grateful for the help and good advice offered by the users' committee.

- The users' committees are very sensitive to the quality of life of hospitalized patients and residents of long-term care facilities. Thus, **the Haute-Yamaska Users' Committee** went to great lengths to have end-of-life rooms added to in-patient facilities and the hospital. The committee also participated in efforts to ensure a healthier diet and cleaner rooms for residents of in-patient facilities and hospital patients.

- **The Haut-Saint-François Users' Committee** lobbied for the CLSC doors to be opened a little earlier than the official opening time to allow people—particularly the elderly and the handicapped—to get out of the cold, rain, or snow while waiting for their appointment.

- Within **the des Sources Users' Committee**, comments and complaints are processed as quickly as possible. The committee is pleased with the fantastic cooperation and understanding of the institution, which followed up on all concerns of which it was made aware, either by correcting the situation or by explaining the reasons why changes could not be made. The committee ensured proper follow-ups and communicated with everyone who had provided their contact information.

- **The Centre Jeunesse de l'Estrie Users' Committee** offers an accompaniment service, whereby a committee member participates in meetings between a teen and a youth centre worker. The member's presence eases tensions by reassuring users and encouraging support workers to be more tactful. The member also meets with users on a one-on-one basis to help them understand their file. Sometimes, simply informing the teen's parents before an assessment meeting can be very beneficial: the parents' change of attitude that follows a better understanding of the situation allows them to gain more time with their child, and it rebuilds their trust in their child and in the system.

R7 THE RIGHT TO BE ACCOMPANIED, ASSISTED AND REPRESENTED

If an individual no longer has the ability, either temporarily or permanently, to consent to care, they have the right to be represented by someone who can consent on their behalf.

Example

An elderly woman has an appointment with an endocrinologist. This young doctor continually uses very scientific terms and the woman remembers nothing when she leaves the appointment. She has the right to be accompanied by her daughter.

R8 THE RIGHT TO ACCOMMODATION

An establishment can cease to provide accommodations for a user who has been released if:

- their condition allows them to return or be re-integrated into their home;
- a place has been made for them at another facility or another resource that offers the services their condition requires.

Example

After a long hospitalization, a user can be transferred to a CHSLD (residential long term care centre) because they are no longer autonomous. Unfortunately, there are no places available in the region's CHSLD's, so the patient will remain in the hospital until a space becomes available.

R9 THE RIGHT TO RECEIVE SERVICES IN ENGLISH

All English speakers have the right to receive health and social services in their mother tongue. To do this, the establishment must be accredited by a governmental access program to take into account the available human, material and financial resources.

Example

An Anglophone client is being followed by an at-home social worker, who, unfortunately, doesn't speak any English. The user has the right to ask to be followed by someone who can provide services in their mother tongue.

R10 THE RIGHT OF A USER TO ACCESS THEIR FILE

Did you know that any user aged 14 or older has a right to access their file and to obtain a copy? The user has the right to be helped by someone who can explain the contents of their file.

Example

During an emergency hospitalization a user is given a medication that gives them intense nausea. Even though the doctor gave them the name of this medication, they don't remember it. They may make a request to the archives service to have access to their file.



R11 THE RIGHT TO PRIVACY OF THE USER'S FILE (ARTICLE 19);

The user's file is confidential and no one may access it without their consent.

Example

A user has been followed by a psychologist for a few months. They realize their psychologist is their boss's golf partner. Even though they have been friends for a long time, the psychologist has no right to reveal the information in the user's file, because it is confidential.

R12 THE RIGHT TO FILE A COMPLAINT

Did you know that a person can file a complaint against a health and social services facility if they are unsatisfied with the care and services received, without risk of reprisal?

The service quality and complaints commissioner, the facility's user's committee as well as the organizations CAAP-Estrie and Pro-Def Estrie can help you with this.

Example

A Youth Centre client believes they are the victim of discrimination by their caseworker. They have the right to file a complaint.

We make the difference!

"Our commitment is motivated by the knowledge that we are working to improve the services offered in our area, as well as by the opportunity to participate in certain CIUSSS committees to better represent local interests."

- Volunteers from the Coaticook Users' Committee

THE COMMITTEES DEFEND YOUR RIGHTS

The Coaticook Users' Committee members are highly dedicated to improving the quality of care. Their participation in various meetings, their presence among users and the authorities to represent them allowed them to better understand the needs of users, which are often very different from those of the administration.

OUR COMMITTEES ACT FOR YOU

HELPING FAMILIES CREATE A COCOON AROUND A LOVED ONE

How can we best support families who are accompanying a very ill or dying loved one? How can we recreate an environment as warm and comfortable as one's home in a health care institution? The La Pommeraié Users' Committee launched the "Valise de confort"—"Cozy suitcase"—project. Each "suitcase" contains a small radio, CDs, essential oils to create a soothing atmosphere, massage oil, an information leaflet with the contact information of several religious organizations in the area, a small battery-powered lamp, and a comfortable recliner to sleep on, thus helping to create an ambiance that makes every member of the family feel at home, day and night. No one should die alone, and this cozy suitcase allows families to be comfortable and to stay by their loved one's side at all times.

TOOLS TO MAKE LIFE IN A CHSLD EASIER

The Saint-Vincent Residents' Committee created a bedside journal, available on request. Residents can use it themselves or their families can use it, either to note changes the resident is undergoing or simply to write a short note for the resident. It can also be used to record the final moments of the resident's life.





RESOURCES TO HELP YOU

HERE ARE THREE OTHER ORGANIZATIONS THAT SERVE USERS. THE INFORMATION BELOW EXPLAINS WHAT EACH ONE OFFERS AND HOW THEY CAN HELP YOU.

SERVICE QUALITY AND COMPLAINTS OFFICE

The Estrie Integrated University Health and Social Services Centre - Centre hospitalier universitaire de Sherbrooke (CIUSSS de l'Estrie - CHUS) has a service quality and complaints commissioner, five deputy service quality and complaints commissioners, and eight medical examiners, all of whom are appointed by the CIUSSS de l'Estrie - CHUS' board of directors.

The service quality and complaints team is able to adequately serve the whole Estrie region, which extends to the territories of the former La Pommerai and Haute-Yamaska CSSSs, which used to be part of the Montérégie network. The commissioners are based in one of two service points located in Granby and Sherbrooke.

The team of commissioners processes complaints about the care and services offered in health and social services institutions across the territory of the CIUSSS de l'Estrie - CHUS. This mandate includes complaints filed about substance abuse or pathological gambling resources, private seniors' residences, community organizations, and pre-hospital emergency services. Such complaints were formerly processed by the Agence de la santé et des services sociaux de l'Estrie. Those who are dissatisfied with a commissioner's conclusions may appeal to the Protecteur du citoyen (Québec Ombudsman).

The team of medical examiners (médecins examinateurs) processes complaints filed against a physician, dentist, pharmacist, or medical resident practicing within the CIUSSS de l'Estrie - CHUS. Those who are dissatisfied with the conclusions of a medical examiner may appeal to the CIUSSS de l'Estrie - CHUS review committee.

To reach the service quality and complaints office

Toll-free: 1 866 917-7903

CAAP-ESTRIE

CAAP-Estrie is an organization that helps and supports users who wish to file a complaint with the CIUSSS de l'Estrie - CHUS health and social services institutions (CHUS, hospital, rehabilitation centre, youth centre, CHSLD, CLSC), community organizations, ambulance transport services, certified private seniors' residences, intermediate resources, or the Québec Ombudsman.

CAAP-Estrie's mission is to inform and guide you according to your needs; to listen to you and to determine the scope of your complaint; to help you put together your file and to draft your complaint if required; and to help and support you through the whole process.

These services are free and confidential.

Once you are well informed of your rights, you will be able to choose a course of action among those available. Whether through mediation or a complaint process, the goal is to meet your needs and to promote improved quality of services. CAAP-Estrie's counsellors will guide you through the drafting of your complaint, inform you of each step's relevant deadlines, and present the alternative solutions available to you.

To reach CAAP-Estrie

Contact us: 819 823-2047
Toll-free: 1 877-767-2227
www.caapestrie.org



une douzaine
DE DROITS POUR VOUS

PRO-DEF ESTRIE

Pro-Def Estrie is a regional community organization whose mission is to help people with mental health problems (past or present) ensure their rights are respected or seek a remedy or compensation.

How can we help you?

To support you in your efforts pertaining to your rights, the counsellor can help you write a letter or fill out a form, accompany you to appointments, etc. Help is offered in hospital, in your home, or at Pro-Def Estrie's office, and is available by phone or in person.

Making a difference, together

Regional Meetings began in 2000. They allow those who use our services to discuss the structure of mental health services in their area and to listen to invited speakers present mental health services and best practices.

The following is the testimony of a guest speaker: "My presentation quickly became a lively discussion, a dialogue between our separate realities—that of the user of services and that of a public health and social services professional."

To contact us:

Sherbrooke area: 819 822-0363
Elsewhere in Estrie: 1 800 561-0363
prodef@aide-internet.org

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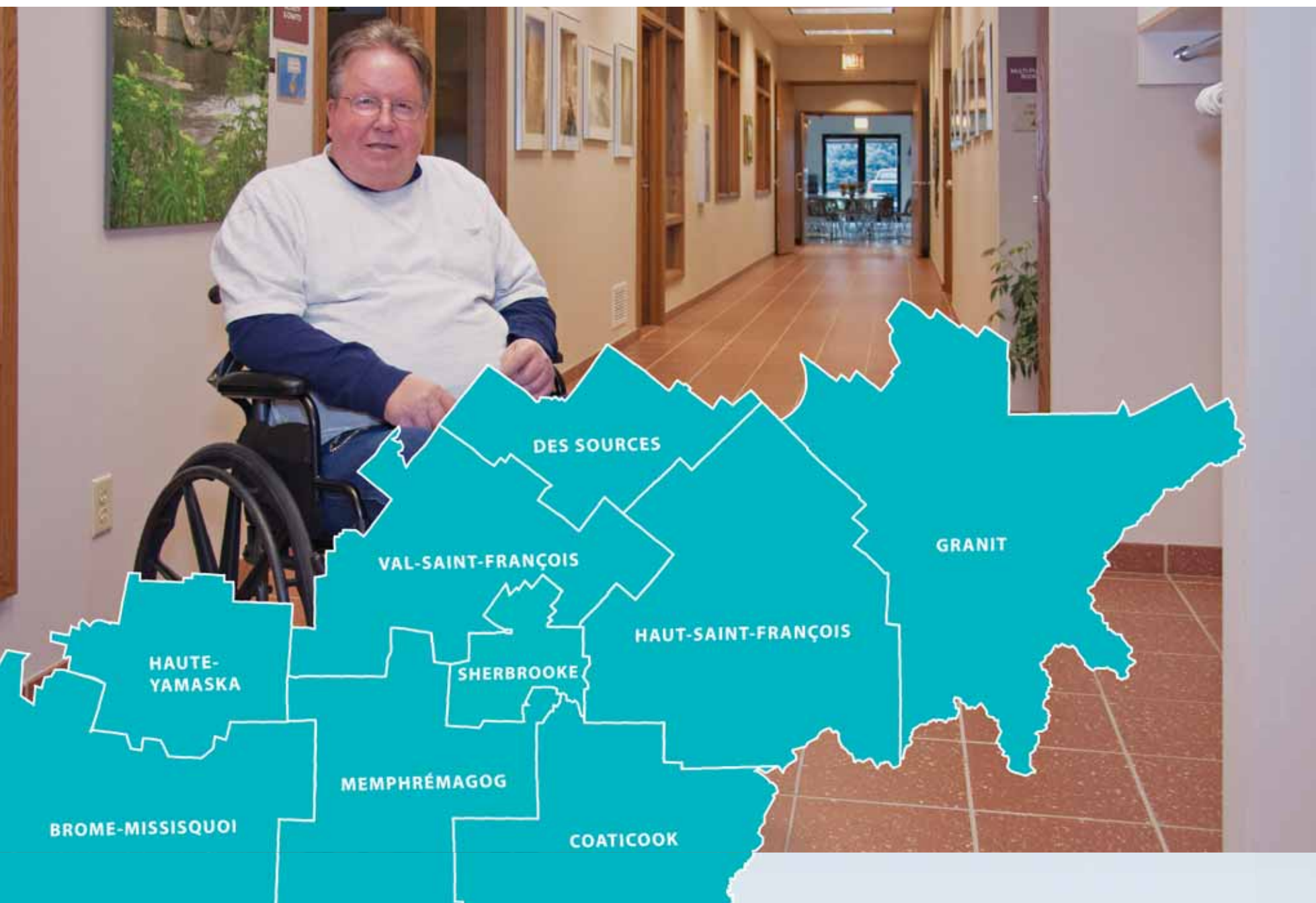


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Comité des usagers du Centre de réadaptation en dépendance de l'Estrie • 819-821-2555, ext. 2002

Comité des usagers des CLSC et CHSLD de Sherbrooke • 819-780-2220 ext. 40296 • Comitedesusagers.csss-iugs@ssss.gouv.qc.ca

Comité des usagers du Granit • 819 583-0330 ext. 2488 • comiteusagers.granit@ssss.gouv.qc.ca

Comité des usagers du Haut-Saint-François • 819-566-4893 • comiteusagers.hsf@ssss.gouv.qc.ca

Comité des usagers et résidents des Sources • 819 879-7158, ext. 39324

Comité des usagers du Centre jeunesse de l'Estrie • 819 564-9568 • contact@cucjestrie.ca

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Comité des usagers du Coaticook • 819 849-9102 ext. 57514

Comité des usagers de la Haute-Yamaska • 450 776-5222, ext. 425

Comité des usagers de Memphrémagog • 819 843-2572 ext, 2639 • cusagers.mm@ssss.gouv.qc.ca

Comité des usagers de La Pommeraiie • 450 266-4342, option 4, ext. 5590 • comite-usagers.cssslp16@ssss.gouv.qc.ca

Our partners



www.santeestrie.qc.ca