



USERS COMMITTEE
OF THE LAVAL HEALTH AND
SOCIAL SERVICES CENTER



You have rights!

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Our mandate :

(art. 212 LSSS)

- 1** Informing users of their rights and obligations.
- 2** Fostering the improvement of the quality of living conditions et assess the users satisfaction level with regard to the services obtained from these institutions.
- 3** Defending the common rights and interests of users or upon a user's request defend his rights and interests against any public health establishment or competent authority.
- 4** Upon request, accompanying and assisting a user in any action in regards to services obtained, including filing a complaint under sections I, II & III of chapter III, sub section II of the Health and Social Services Act or the Health and Social Services Ombudsman Act (chapter P-31.1).
- 5** Ensuring the proper functioning of each Residents' Committee and making sure that they have the necessary resources for the exercise of their duties.

Want to help?

The action of the Users' Committee seems useful to you?

Would you like to support our action?

You could have a few hours / week to get involved in a concrete project?

Contact us or visit our website to learn more about our projects.

Our rights under the Quebec Charter of Rights and Freedoms

As users of the health and social services network, we have rights recognized by the Act respecting health services and social services (LSSS). To define these rights, the LSSS relies on the fundamental rights of the person as defined in the Quebec Charter of Human Rights and Freedoms, notably:

- the right to life, to integrity;
- the right to safeguard one's dignity;
- the right to respect for one's private life;
- the right to respect for professional secrecy;
- the right to integrity and inviolability;
- the right to equality.

The Civil Code also provides for rights, as does the End-of-Life Care Act, which provides for access to palliative care, the right to medical assistance in dying and the ability to draft advance medical directives.

What are our rights in health and social services?

- 1 Right to be informed
- 2 Right to receive services
- 3 Right to choose the institution or professional
- 4 Right to receive care in case of emergency
- 5 Right to consent or refuse care
- 6 Right to participate in decisions
- 7 Right to be accompanied, assisted or represented
- 8 Right to receive lodging services
- 9 Right to receive services in English
- 10 Right of access to your record
- 11 Right to confidentiality of his user record
- 12 Right to file a complaint

1 Right to be informed

(LSSSS, article 7)

It is the right to be informed about one's state of physical and mental health, about possible treatments with risks and consequences. It is also the right to be informed about the services available in one's environment, as well as the way in which one can obtain these services.

2 Right to receive services

(LSSSS, articles 5, 13 et 100)

It is the right to receive the care and services that one needs, such as exams, samples, care, treatment or any other intervention. This right is limited given the resources available to the institutions. Services must be of high quality, continuous, safe, personalized and adapted to their state of health.

3 Right to choose the institution or professional

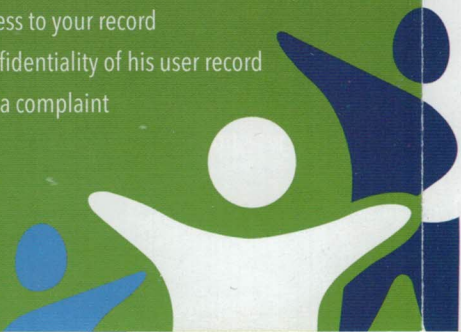
(LSSSS, articles 6 et 13)

It's the right to choose your professional. It is also the right to choose the establishment where you want to receive services. When an institution does not provide the required services, it must accommodate the user as best as possible.

4 Right to receive care in case of emergency

(LSSSS, article 7)

It is the right to receive the care that one's state of health requires when one's life is in danger. In case of emergency, a person who is not able to give consent will still receive care. Institutional staff is authorized to do so, except where there is an indication to the contrary.



5 Right to consent or refuse care

(LSSSS, articles 8, 9 et 12)

It is the right to say yes or to say no to care, treatment or examinations. No one can be subjected to treatment without his consent. Professionals have the obligation to provide clear and complete information so that the decision of the user is made with full knowledge of the facts. When the user is incapable or unfit, consent must be obtained from another person on his behalf in accordance with the provisions of the law.

6 Right to participate in decisions

(LSSSS, article 10)

It is the right to participate in any decision concerning one's state of health or mental and physical well-being, to participate in the setting up and modification of the proposed intervention plan.

7 Right to be accompanied, assisted and represented

(LSSSS, articles 11 et 12)

It is the right to be accompanied or assisted by a person during appointments or when receiving care, if the situation permits. The accompanying person does not dictate the services or treatments required. She is there to support the user, in particular by helping him to obtain complete and clear information. It is also the right to be represented by a person of one's choice when one is unfit or incapable.

8 Right to receive lodging services

(LSSSS, article 14)

It is the right for the user to be accommodated in the establishment until his state of health allows him a return home or a place in another establishment is assured.

9 Right to receive services in English

(LSSSS, article 15)

It is the right for English-speaking users to communicate with them in English when they receive services.

10 Right of access to your user record

(LSSSS, articles 17 à 28)

It is the right for the user to have access to his file subject to certain conditions. This right also includes the possibility of being assisted by a professional in order to understand the information transmitted.

11 Right to confidentiality of his user record

(LSSSS, articles 19)

It is the user's right to demand that the information recorded in his medical file never be disclosed without his consent. The record of a user is confidential and no one can access it without the consent of the user or a person authorized by the user.

12 Right to file a complaint

(LSSSS, articles 34, 44, 53, 60 et 73)

It's the right to complain when you're dissatisfied with services. The complaint is addressed to the Laval CISSS Service Quality and Complaints Commissioner. The aim of this mechanism is to improve the quality of the services, the dissatisfaction of the user being considered as a positive contribution to this effect.

The declination of rights is inspired by a leaflet produced by the RPCU.

Our legitimacy

Section 209 of the Act respecting health and social services stipulates that each health care institution must set up a committee for the users of its services. These committees consist essentially of users elected by the users of the establishment.

Our mission

The mandate of the users' committee is to be the guardian of users' rights. These user committees must ensure that users are treated with respect for their dignity and in recognition of their rights and freedoms.

Respect for the rights of users, the quality of services and customer satisfaction are the foundations that guide their actions. They must have a particular concern towards the most vulnerable clientele and work to promote the improvement of the living conditions of the persons accommodated, as mentioned in the Framework of reference on the exercise of the functions to be assumed by members of user committees and resident committees, (MSSS, June 2006).



Our committee deals with the users of the following institutions:

HÔPITAL DE LA CITÉ-DE-LA-SANTÉ

1755, BOUL. RENÉ-LAENNEC, LAVAL, QC, H7M 3L9

CENTRE DE SERVICES AMBULATOIRES DE LAVAL

1515, BOUL. CHOMEDEY, LAVAL, QC, H7V 3Y7

CENTRE DE SERVICES AMBULATOIRES EN SANTÉ MENTALE RENÉ-LAENNEC

2008, BOUL. RENÉ-LAENNEC, LAVAL, QC, H7M 4J8

CENTRE D'HÉBERGEMENT FERNAND-LAROCQUE

5436, BOUL. LÉVESQUE EST, LAVAL, QC, H7C 1N7

CENTRE D'HÉBERGEMENT DE SAINTE-DOROTHÉE

350, BOUL. SAMSON OUEST, LAVAL, QC, H7X 1J4

CENTRE D'HÉBERGEMENT IDOLA-SAINT-JEAN

250, BOUL. CARTIER OUEST, LAVAL, QC, H7N 5S5

CENTRE D'HÉBERGEMENT LA PINIERE

4895, SAINT-JOSEPH, LAVAL, QC, H7C 1H6

CENTRE D'HÉBERGEMENT ROSE-DE-LIMA

280, BOUL. ROI-DU-NORD, LAVAL, QC, H7L 4L2

CLSC DU MARIGOT

1351, BOUL. DES LAURENTIDES, LAVAL, QC, H7M 2Y2

250, BOUL. CARTIER OUEST, LAVAL, QC, H7N 5S5

CLSC DES MILLE-ÎLES

4731, BOUL. LÉVESQUE EST, LAVAL, QC, H7C 1M9

CLSC DE L'OUEST-DE-L'ÎLE

4250, BOUL. DAGENAI OUEST, LAVAL, QC, H7R 1L4

CLSC DE SAINTE-ROSE

280, BOUL. ROI-DU-NORD, LAVAL, QC, H7L 4L2

CLSC DU RUISSEAU-PAPINEAU

1665, RUE DU COUVENT, LAVAL, QC, H7W 3A8

The CSSS Laval Users' Committee

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