



Centre d'hébergement Idola-Saint-Jean's Residents' Committee

Mandate of the Residents' Committee

- 1. **To inform** the residents about their rights and obligations
- 2. **To foster the improvement** of the quality of life of the residents and to assess the degree of satisfaction of the residents with regard to the services obtained from the facility
- 3. **To defend** the common rights and interests of residents, or, at the request of a resident, his rights and interests as a resident before the facility or any competent authority
- 4. **To establish** its rules and regulations
(section 105 of Bill 83 and section 212 of the AHSSS)

It should be noticed that a member of the Residents' Committee is also a member of the Laval CSSS Users' Committee. He can therefore share with the Centre d'hébergement Idola-Saint-Jean's residents the information gathered through the participation to the Users' Committee, in particular the information regarding the defence of residents' rights.



To reach us
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Si vous désirez recevoir la **version française** de ce dépliant, composez le 450 668-1803, poste 3100.

Centre de santé et de services sociaux
de Laval

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Composition of the **committee**

Three to nine members, including at least three elected residents. Among the elected members are the three Committee officers: president, vice-president and secretary-treasurer. Non-residents can be invited representatives. The person in charge from the residence's administration attends the meetings (as support for the residents). A budget is assigned to the Residents' Committee to enable it to reach its objectives.

Term of **mandate**

The mandate of Residents' Committee members is a maximum of three years. However, it can be renewed. In the event a member resigns during his/her mandate, the other committee members can replace him/her by cooptation.

Its means of **action**

- Transmission of information and the organisation of various activities to make residents secure in their environment
- Handling your questions, suggestions, or occasionally, your dissatisfaction
- Determining your degree of satisfaction by means of a satisfaction survey
- Active participation and involvement in the Living Environment Committee (Comité Milieu de Vie)

The Centre d'hébergement Idola-Saint-Jean Residents' Committee:

- **Listens**
- **Informs**
- **Defends** the resident and their families and representatives
- **Protects** their rights in order to improve their quality of life and the quality of the services that they receive from Centre d'hébergement Idola-Saint-Jean

Rest assured that someone is available to help you



*Centre d'hébergement
Idola-Saint-Jean*