

Nearly 50 years of experience in advocating and advancing the rights of Quebec citizens to receive decent and adequate healthcare services

CPM EXPRESS — January 2023

**TO AFFILIATED USERS' AND RESIDENTS' COMMITTEES,
AND PROTECTION SANTÉ MEMBERS**

USERS' RIGHTS ARE A YEAR-ROUND ISSUE AT THE CPM

The CPM takes care of the world's number-one health rights: YOUR health rights!

HAPPY NEW YEAR EVERYONE!

Here is an update on various actions and advocacy by the CPM following complaints from residents, family members, and users' committees:

M U L T I P L E C O M P L A I N T S R E G A R D I N G H O M E C A R E

Ministers Christian Dubé and Sonia Bédard will soon be made aware of the many complaints regarding home care:

- Intervention plan or personalized service plan drafted without the patient's participation or his family contravenes the right to consent, to participate and to be informed about the proposed care or intervention plan.
- Cuts in home care services, housekeeping, meals and respite for the family caregiver, without consultation, without warning, without proposed alternatives.

- Insufficient skills of staff coming into the home and health and safety hazards for patients
- Tendency to drive users requiring multiple care into private Seniors' Residences or CHSLDs

Despite the very encouraging announcements regarding home care by our ministers, many users complain about long waits, or worse, service cuts. It is as if, to give more to all, we give less and not enough to all. Also, by cutting respite hours, the caregiver who is often also very old, becomes at risk. By doing so, two people, rather than one, risk hospitalization.

ABOLITION OF DAY CENTRES IN SEVERAL REGIONS

For several months, Day Centres in several regions (Montreal, Outaouais, Eastern Townships, Montérégie, Bas-St-Laurent) have been closing or being replaced by community service centers. The day centres welcomed thousands of users and provided:

- Various professional care services.
- Thus maintaining their autonomy and their physical and intellectual capacities.
- Preventing their need to join a long-term care facility.

While obviously well-intentioned, the staff of these centres often need more professional skills to equal the care formerly provided by the Day Centres. The contact persons of our affiliated committees are invited to report on this situation so that we can raise the issue with the ministries concerned.

USERS' AND RESIDENTS' COMMITTEES ARE STILL LITTLE KNOWN IN MANY PLACES

The CPM has been receiving complaints about the low consideration given by some CIUSSS, CISSS or local administrators to promote the committees and assist them in their operations. Committee members should not be shy about reminding administrations of their legal duties in this regard:

An Act Respecting Health and Social Services Act:

211. *The executive director of the institution must foster the proper functioning of the users' committee and of any in-patients' committee and inform, in writing, every user of the existence of the committees.*

He must make a room available for the committees' activities and make it possible for their records to be kept confidential.

TRAINING ALWAYS AVAILABLE TO AFFILIATED COMMITTEES AND ORGANIZATIONS (\$500 + EXPENSES)

The proper role of a Users' or Residents' Committee

As defined by law, by the MSSS Framework on Users' Committees, and in the literature, and not according to everyone's wishes (M^e Paul Brunet).

How to be a patient advocate within a committee

Make your volunteer work rewarding by doing something meaningful and useful for patients, residents, and their families or loved ones (Mr. Benoit Racette).

Standard efficient procedures for direct action in long-term care facilities (LTC)

Introducing oneself, informing authorities of the role a committee and its members play within the institution and with the administration, and respecting the law and the authorities without complacency (M^e Paul Brunet).

Why and how to make use of a camera in an LTC facility

Facing inaction or the absence of any answer to their requests or complaints, users or their families desperately resort to this drastic solution (M^e Paul Brunet).

The right to medical assistance in dying (M^e Paul Brunet).

HOW TO ASSIST patients and residents in the complaint procedure (Mr. Benoit Racette).

The confidentiality of a patient's record (M^e Paul Brunet).

THANK YOU FOR YOUR LOYALTY

THE CPM TEAM

- M^e Paul G. Brunet, President, Chief Executive Officer, and Chairman of the Board – Montreal
- Mr. Pierre Hurteau, Vice-Chairman, affiliated Users' Committee Residents' Committee of the CHSLD Camille-Lefebvre – Lachine
- Ms. Micheline Boucher-Granger, Treasurer Co-opted member – Laval
- Ms. Ginette Boisvert, Secretary, affiliated Users' Committee Centre d'hébergement Christ-Roi – Mauricie and Centre-du-Québec
- Ms. Nicole Johnson, Administrator Co-opted member – Gaspé
- Ms. Marielle Raymond, Administrator, affiliated Users' Committee Centre hospitalier régional du Grand-Portage – Rivière-du-Loup
- Mr. Daniel Pilote, Administrator Co-opted member – St-Jean-sur-Richelieu
- Ms. Nicole Trottier, Administrator Co-opted member – Abitibi-Témiscamingue
- Ms. Seeta Ramdass, Administrator, affiliated Users' Committee McGill University Health Centre (MUHC) – Montreal
- Ms. Ginette Desmarais, Administrator, affiliated Residents' Committee Hôpital et centre d'hébergement d'Youville – Sherbrooke
- Ms. Claire Morin, Administrator, affiliated Users' Committee Hôpital de Chicoutimi – Saguenay
- Ms. Francine Leroux, Administrator, affiliated Users' Committee Lake of two Mountains Users' Committee – Laurentians
- Mr. Benoit Turcotte, office manager and webmaster
- Me Stéphanie Yanakis, lawyer
- Me Nancy Piché, lawyer
- Me Céline Dauphinais, lawyer

TEL.: (514) 861-5922
WEBSITE www.cpm.qc.ca
EMAIL info@cpm.qc.ca