



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

## **CPM EXPRESS – February 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!**

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   H O M E   C A R E C O M P L A I N T S**

UPDATE as of February 15, 2023

The CPM recently met Ministers Christian Dubé and Sonia Bélanger or their entourage and discussed the frequent complaints received about home care.

Thus, contrary to what some CLSC representatives claimed, the Minister of Health and Seniors, Ms. Bélanger, reassured the CPM that the Ministry had in no way decided or authorized any cuts to the home care services that people needed and

still need. Committees and Protection Santé members can quote the CPM with the updated information.

## CLOSURE OF DAY CENTERS IN SEVERAL REGIONS

UPDATE as of February 15, 2023:

With the reports obtained about daycare centers, the CPM gathered material from at least six affiliated committees. According to this information, the situation varies from one place to another.

In fact, some day centers have been purely closed, thus abandoning many of their users. Elsewhere, they have sometimes reopened after being closed, or their services are offered instead by community organizations. As we stated in December, the staff of these organizations, while well-intentioned, often do not have the clinical skills to deliver the care formerly provided in the day centers. The CPM will continue monitoring the current situation. Please communicate any pertinent information to the CPM so that, in turn, we can report to the authorities the current situation users experience. An updated picture of the situation is available for those interested.

## THE EFFICIENCY OF THE GAP AND 811 CALL IS STILL BEING QUESTIONED

Several reports are coming in from all over, including from the authorities, about the GAP (Primary Care Access Point on the Ministry of Health website) and the 811-call number to use when we need to see a professional for non-urgent care.

The CPM continues to receive users' complaints who have difficulty getting an appointment using these two tools, leading them to the emergency room.

If you have any information about the situation in your area or your family, whether the issue was good or not so good, once again, please let us know. The CPM is often

the only advocacy group to report the situation on the ground in the various regions of Quebec to the Ministry of Health.

## SUPPORT FOR USERS WHOSE PLACE OF WORSHIP IS CLOSING IN SOME LONG-TERM CARE (LTC) FACILITIES



Certain regions of Quebec are contemplating offering religious celebrations no longer. However, for many LTC residents, religion still plays a significant role in their lives. The CPM was present during a Eucharistic celebration to support their claim to prevent this from happening.

# 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<sup>e</sup> 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<sup>e</sup> Paul Brunet).
- **Why and how to make use of a camera in a 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<sup>e</sup> Paul Brunet).
- **The right to medical assistance in dying** (M<sup>e</sup> Paul Brunet).
- **How to assist patients and residents in the complaint procedure** (Mr. Benoit Racette).
- **The confidentiality of a patient's record** (M<sup>e</sup> Paul Brunet).

# THANK YOU FOR YOUR LOYALTY

## THE CPM TEAM

- M<sup>e</sup> Paul G. Brunet, President, Chief Executive Officer, and Chairman of the Board – Montréal
- 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) – Montréal
- 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
- M<sup>e</sup> Stéphanie Yanakis, lawyer
- M<sup>e</sup> Nancy Piché, lawyer
- M<sup>e</sup> Céline Dauphinais, lawyer

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