

In 2024, the CPM will celebrate 50 years of advocating and advancing the rights of Quebec citizens to receive decent and adequate healthcare services.



CPM EXPRESS – DECEMBER 2023

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

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

AN UPDATE ON BILL 15

Here's another brief update on Minister Dubé's proposed Bill 15 of the healthcare network and the CPM's requests for the committees' consideration. We expect further confirmations by the time this CPM express is released.

Representation of users' and residents' committees in various Santé Québec bodies

Whereas the CPM lamented the fact that the Bill did not secure mandatory seats for representatives of users' committees or residents' committees to sit on the Board of directors of the new Agence Santé Québec, nor the institution councils, the vigilance committees and the risk management committees, here are some encouraging developments:

- At least one seat will be reserved for a user committee member delegated by their committee to become a full member of the institution council. **A GAIN OBTAINED BY THE CPM**
- At least one seat will be reserved for a user committee member delegated by their committee to become a full member of the Vigilance Committee. **A GAIN OBTAINED BY THE CPM**
- We are still waiting for a decision on the Risk Management Committee.

Comments on sections 117 a) and 119

The Bill deprives users' committees of the role of independently assessing user satisfaction. Oddly, it would leave the institution to be the only one to evaluate the services it provides to users. Some committee members we met are disappointed and see this as a loss of the external, impartial and benevolent viewpoint of users and their committees. Once more, committees are pushed aside.

Comment on amended section 147

The CPM has successfully argued that individuals acting as family caregivers to residents of a public long-term care facility where they work should not be allowed to serve on the residents' committee of that facility. **A CPM GAIN.**

Comment on the amended section 148

Section 148 of Bill 15 will continue to allow committee members to renew their mandate as often as they wish. **A CPM GAIN.**

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Comment on amended section 149

This section describes the functions shared between residents' and users' committees. The CPM proposed adding the role of assistance (rather than accompaniment) for residents' committees, i.e.:

*To assist, upon request, a user in any action he undertakes, including when he wishes to make a complaint under the provisions of Part VII of this Act or the Act respecting the Health and Social Services Ombudsman. **A CPM GAIN***

Comment on the delay in processing a complaint where clinical acts are not involved (section 580)

- The CPM is asking for a 15-day deadline instead of the 45 days (requested in our brief).
- Minister Dubé agreed to our request in a parliamentary committee.
- We are still waiting for a decision.

Proximity between the Complaints Commissioner's Office and the Executive Office

The CPM maintains its request that the office of the Commissioner for Complaints not be situated in the same area as the Executive Office. The Minister's Office has promised the CPM this requirement will be included in the regulations following the adoption of Bill 15. — **A CPM GAIN**

Comment on section 659 concerning the spouse's financial contribution when the other spouse is admitted to a CHSLD

The CPM requests that, upon admission to a CHSLD, the administration consider the often modest financial means of the spouse to determine the contribution to the lodging of the spouse admitted.

Pending.

Comment on proposed section 1094

According to the latest amendment, the Minister's Office proposed that all existing user committees will continue to exist. — **A CPM GAIN**

MANAGEMENT MAKES DECISIONS
WITHOUT JUSTIFICATION OR
CONSULTATION WITH USERS OR
USERS' COMMITTEES

Several complaints have arisen about various living conditions in CHSLDs that directly affect users or their environment. In a recent meeting with the Office of the Minister responsible for seniors, the CPM asked that management be made aware of the issue: before making a decision, please consult and explain the situation and the reasons to users, families and especially committees working in the establishment or facility.

LAVAL USERS' AND RESIDENTS'
COMMITTEES ARE INVITED TO
JOIN THE CPM



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CPM Chairman Brunet was given a tour of the new *Maison des aînés de Chomedey* in Laval over the past few days. He is pictured here with Caroline Delisle, SAPA Director, and Julie, the facility manager.

It appears to be a superb facility, in line with the vision of former Minister for Seniors Marguerite Blais, and a place where families flock to visit their loved ones. A facility fully staffed and which, during the CPM visit, looked to be carried out by competent, compassionate professionals. It vows that a caring organization that is attentive to the needs of its staff and users can make a big difference in a time of workforce shortage. Mr. Brunet invited all Laval committees to consider joining the CPM and benefiting from its fast and efficient committee support services.

THE STRIKE AND ITS IMPACT ON USERS OF THE HEALTHCARE NETWORK: THE CPM ASKS THE COURT TO MONITOR BOTH THE EMPLOYER AND THE UNIONS

The CPM has always insisted that healthcare network administrators respect and treat caregivers and users with dignity. Following the strike announcements by various unions representing workers in the healthcare network, the CPM invites committees, resource persons, users or their families to report any situation in which users are deprived of care or essential services in hospitals or long-term care centres.

Whether the employer or the union takes the actions, the CPM has always defended users, notably before the Labour Court, so that users can receive the care and services that their condition requires and prescribed by the rules governing essential services. The CPM recently intervened before the Labour Court to ensure that essential services are respected.

Don't hesitate to contact the CPM with any information you may have, knowing that the confidentiality of any communication received will be protected.

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

AN OVERVIEW OF THE DUBÉ REFORM, BILL 15.

A brief review of the provisions governing users' rights and the functioning of users' and residents' committees.

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 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^e Paul Brunet).

HOW TO ASSIST PATIENTS AND RESIDENTS IN THE COMPLAINT PROCEDURE (MR. BENOIT RACETTE).

THE RIGHT TO MEDICAL ASSISTANCE IN DYING (M^e PAUL BRUNET).

THE CONFIDENTIALITY OF A PATIENT'S RECORD (M^e PAUL BRUNET).

OTHER MATTERS CPM IS CURRENTLY ADVOCATING

- For a more efficient system of home care employment-service paycheque, for which we are still waiting to hear from the Ministry of Health.
- Following information from a committee on the island of Montréal, please inform us of any unilateral decision by which CHSLDs are twinned with hospitals, regardless of location or regardless of where or with which healthcare professional the resident is already registered.
- Free parking for users undergoing treatment in oncology, dialysis and neonatal care. Something that CIUSSS and CISSS CEOs still refuse to grant.
- For a solid public health network and against private agencies.
- For home care, including medical visits.

UPCOMING EVENTS

- Virtual CPM Annual General Meeting on Thursday, June 13, 2024
- In-person celebrations for the 50th anniversary of the founding of the Conseil pour la protection des malades on September 24, 2024 (an initiative of the Claude-Brunet Foundation).

Take some time out for yourself during the holiday season. Visit a relative or friend in a hospital, long-term care facility, a private Seniors' Home or Intermediate Resource while observing the prescribed sanitary precautions. It's always well appreciated by the residents or patients.

*KEEP US INFORMED
ABUSE AND THE NEEDS OF THE USERS REQUIRE
ACTION ALL YEAR LONG.*

THANK YOU FOR
YOUR LOYALTY!

The Conseil pour la protection des malades Team

- M^e 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. Seeta Ramdass, Administrator, Users' Committee Lethbridge Layton-Mackay — **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 — **Laurentians**
- Mr. Benoit Turcotte, office manager and webmaster
- Me Stéphanie Yanakis, lawyer
- Me Nancy Piché, lawyer
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