



**45 YEARS PROMOTING RIGHTS OF CITIZENS IN
ACCESSING ADEQUATE AND RESPECTFUL HEALTH SERVICES
CPM EXPRESS
OCTOBER 2020**

BETTER PROTECTION OF OUR USERS AND RESIDENTS' COMMITTEES AND ITS MEMBERS

We are preparing a draft of a proposed Charter of Rights of our committees to better protect them and their members, from administrative intervention in their work.

If you have any suggestions on the matter, please feel free to let us know.

FAMILY CARE GIVERS BACK AND RECOGNIZED BY HEALTH ADMINISTRATIONS

Users and families have noted that, at last, government and health establishments, for the second wave of COVID-19, have permitted the presence of one authorized family care giver per patient to back in each CHSLD. Thanks to users and families who are mainly responsible for driving this important change in government's and health administrations' attitude towards family care givers.

FOLLOW UP ON COMPLAINTS PENDING AT *THE QUEBEC HUMAN RIGHTS COMMISSION* (COMMISSION DES DROITS DE LA PERSONNE QUEBEC)

We are still waiting for the next steps for users and families who have joined the CPM complaint for violation of human rights and abuse of elders during the first wave of COVID-19. As soon as we get authorization from our lawyers, we will be getting in touch with you.

ANNUAL GENERAL ASSEMBLY OF CPM, IN PERSON AND VIA TELE-CONFERENCE

On the 17th of September 2020, CPM held its annual general assembly in person and via tele-conference. Different observations and discussions were held:

- Users and residents committees are generally equipped to do the job required by law, even though, in a lot of locations, administrations must improve their efforts to offer our committees better and more efficient support to do their job
- Efficiency in the follow up of complaints, quality and diversity in food, hygiene, amongst others, are still top the most numerous complaints
- Since the first wave of COVID-19, some committees still have not been able to totally regain access to their offices
- CPM was present in 200 media reports during COVID-19, between March and May 2020

Thanks for your support.

From your team at Conseil pour la protection des malades

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