

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 – APRIL 2024

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!

UPDATE on Bill 15

***Act to make the health and social services system
more effective***

Section of Bill	Adopted version	Subject	COMMENTS AND IMPROVEMENTS OBTAINED BY THE CPM
31	35	Seats for Users' Committee members on the Board of Directors of Santé Québec	One seat is allocated to a person appointed after consulting organizations representing User's Committee members (UC).
37	42	Territorial institutions	The UCs of the former CIUSSS and CISSS will become the UCs of the territorial institutions.
68	86	Membership of the National Users' Committee	At least three members are selected from UCs, and three others are selected from a list provided by the organizations representing the UCs. The mandate of these individuals is four years and renewable for a single term.

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69	88	National Committee mandate	No longer <u>supervising committees</u> but <u>assisting the committees</u> .
107	133	Seats on the Institutional Board of Directors	One seat was secured for a CU member. The CPM had requested two. Two users chosen by the Santé Québec Board of Directors, which makes up 3 seats for users.
108	134	Advisory role of the UC in the appointment of the two users to the Institutional Board of Directors	The CEO consults the UC and the regional committee formed for the health and social services under section 417 before drawing up the list of candidates from which the Board of Directors of Santé Québec will choose the users.
122	157	Seat on the Watchdog (Vigilance) Committee	One seat is secured for the person appointed by the UC to the Institutional Board of Directors.
139	175	Seat on the Risk Management Committee	Despite the CPM's request, no seat was obtained for a member appointed by the UC. Only users will be represented.
146	182	Membership of a Users' Committee	At least seven elected members, including one person from each residents' committee.
147	183	Eligibility requirements for membership on a residents' or users' committee	When a majority of users or residents is impossible to form, any other person of their choice may be elected, provided that this person does not work for Santé Québec or practice his or her profession within the institution.

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149	185	The role of the Resident Committee	New role: Assist and support a resident in formulating a complaint, etc.
151	187	Efficient performance, financial resources, etc.	The CPM requests for better funding of Residents' committees
580	681	Delay in responding to a non-medical complaint	In a forthcoming regulation, the current 45-day deadline for complaints not involving medical procedures will be shortened.
1094	1501	Existing committees	They are all maintained

CLASS ACTION: SEARCH FOR A RESIDENT IN A LONG-TERM CARE FACILITY

In its class action filed in 2018 against Quebec's public Long-Term Care Centres on the grounds of mistreatment, **the CPM is looking for a resident who resides (or has resided) in a public long-term care facility (CHSLD) in the period from July 11, 2015, to today.** Recruiting such a candidate is necessary for the class action to continue and go to trial on behalf of thousands of residents. This resident will replace Daniel Pilote, who recently passed away, and act as co-plaintiff. The new co-plaintiff will be assisted and supported by the CPM and the attorney on the case. Please let us know if you or someone you know is interested with your contact information.

BOARD RECRUITMENT

In view of the Annual General Meeting to take place on June 13, the CPM wishes to inform you that four vacancies are to be filled on the Board of Directors for the following regions:

- Quebec
- North Shore
- Abitibi
- Outaouais
- Laurentians (term of office coming to an end)

You will receive the convocation notice shortly. Then, a nomination form will be provided for you to present your application.

RESIDENTS' COMMITTEE FUNDING AND AUTONOMY

On February 22, 2024, the CPM adopted a motion calling on the MSSS to improve funding for residents' committees, which has been several years since it has been reviewed. This recommendation is part of the CPM's action plan.

All committees are invited to ratify this resolution and forward it to the institution's administration, as well as to the Ministers of Health, Mr. Christian Dubé and Ms. Sonia Bélanger:

ministre@msss.gouv.qc.ca;

ministre.deleguee@msss.gouv.qc.ca

Here is an excerpt from the motion:

Considering the financial challenges regularly faced by residents' committees,

Considering that the vast majority of residents' committees only receive \$1,000 per year and that this is not sufficient,

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Considering that the role of residents' committees has been enhanced by the assistance and accompaniment mandate now entrusted to them (amended section 149 of Bill 15),

Considering that funding for residents' committees has not been reviewed for some twenty years,

Considering that the Minister of Health himself stated publicly on April 20, 2023, in a parliamentary committee during the consideration of Bill 15, that the issue of committee funding can be easily solved;

Be it resolved that this motion be submitted to the Minister of Health and Social Services, Mr. Christian Dubé, and the Minister responsible for Seniors and delegate Minister of Health, Mrs. Sonia Bélanger:

That funding for residents' committees in public and private long-term care facilities under agreement, be based and allocated **annually and directly** to residents' committees based on the number of residents covered by the permit in the following way:

Number of residents in the facility	Basic amount for a residents' committee in a long-term care facility [Support Program for the Autonomy of Seniors (SAPA)]	Additional amount of \$1,500 for increments of 100 residents	Total
10 à 100 residents	1 000 \$	1 500 \$	2 500 \$ minimum
101 à 200 residents	1 000 \$	3 000 \$	4 000 \$ minimum
201 à 300 residents	1 000 \$	4 500 \$	5 500 \$ minimum
301 residents and more	1 000 \$	5 500 \$	6 000 \$ minimum

The CPM is also asking for a second resource person to better support the residents' committees, particularly in view of the new role in assisting and accompanying complaints.

The CPM'S 50th anniversary
September 24, 2024 in Montréal !

**REGISTER NOW LIMITED
CAPACITY**

An initiative of the Claude-Brunet Foundation

Event powered by TACT intelligence-conseil

- Courtyard Hotel Downtown Montréal
 - 380 Blvd. René-Lévesque West, Montréal, QC, H2Z 0A6
- Host: Ms. Isabelle Maréchal, animator, actress, producer
- Presence of numerous political, health and corporate personalities
- A booklet about Claude Brunet's work and the CPM; a copy will be distributed during the cocktail party.
- Event open to the general public
- Limited seating: first come, first served!

Part 1. 11:30 a.m. to 2 p.m.: LUNCHTIME CONFERENCE WITH TABLE SERVICE

- Conference: Bill 15 and the future of advocating for patients' rights
- Speaker to be confirmed
- Price: **\$150**

Part 2. 5:00 p.m. to 8:00 p.m.: COCKTAIL PARTY

- A festive celebration
- Many distinguished guests from the worlds of politics, healthcare and business
- Price: **\$150**

Registration for two activities/package total = \$250 (\$50 discount)

Note: The chairperson of each affiliated committee in good standing since the 2023-2024 period and for the 2024-2025 year is a complimentary guest at the event. All you need to do is register and indicate your title as president.

Registration form attached.

**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 (Me Paul Brunet).

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 (Me 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 (Me Paul Brunet).

WHY AND HOW TO MAKE USE OF A CAMERA IN A LTC FACILITY (ME PAUL BRUNET)

Facing inaction or the absence of any answer to their requests or complaints, users or their families desperately resort to this drastic solution.

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

THE RIGHT TO MEDICAL ASSISTANCE IN DYING (ME PAUL BRUNET).

THE CONFIDENTIALITY OF A PATIENT'S RECORD (ME PAUL BRUNET).

TELL US ABOUT WHAT'S GOING WELL OR NOT SO WELL IN YOUR COMMUNITY

The CPM wants to hear about the positive and negative experiences its committees and members have had or have been made aware of in the healthcare network. These may be the focus of an article in a future CPM Express, shared with other peers, and the opportunity to be quoted in media appearances by the CPM or its president (with a photo if available, sent to info@cpm.qc.ca).

OTHER MATTERS CPM IS CURRENTLY ADVOCATING

- o For a more efficient system of homecare employment-service paycheque, for which we are still waiting to hear from the Ministry of Health.
- o Following information from a committee on the island of Montreal, please inform us of any unilateral decision by which LTC facilities are twinned with hospitals, regardless of location or regardless of where or with which healthcare professional the resident is already registered.
- o For a solid public health network and against private agencies.
- o For home care, including medical visits.

UPCOMING EVENTS

- o Virtual CPM Annual General Meeting on Thursday, June 13, 2024
- o 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). Registration is now open.

***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

- Me 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 Bécancour-Nicolet-Yamaska — **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**
- 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, Maison des Aînés de la rivière Saguenay — **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
- Me Céline Dauphinais, lawyer
- Mr. Benoit Racette, training

PHONE: (514) 861-5922
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EMAIL: info@cpm.qc.ca

Conseil pour la protection des malades
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REGISTRATION AND PAYMENT FORM



THE CPM'S 50TH ANNIVERSARY SEPTEMBER 24, 2024, IN MONTRÉAL

Event powered by TACT intelligence-conseil

- Courtyard Hotel Downtown Montréal
 - 380 Blvd. René-Lévesque West, Montréal, QC, H2Z 0A6
- Host: Ms. Isabelle Maréchal, animator, actress, producer
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Note: The chairperson of each affiliated committee in good standing SINCE THE 2023-2024 PERIOD AND FOR THE 2024-2025 YEAR is a complimentary guest at the event. All you need to do is register and indicate your title as president.

Participant:

Full name: _____

Title: _____

Home address : _____

Email: _____

Name of Committee (if applicable): _____

Event, Part 1: \$150 _____

Event, Part 2: \$150 _____

or

All-inclusive at \$250 _____

Registration with Mr. Benoit Turcotte

- bturcotte@cpm.qc.ca
- By mail: 3565 Rue Berri, Suite 230, Montréal, Québec, H2L 4G3
 - Cheque payable to Fondation Claude-Brunet
- By phone : 514-861-5922
- Online payment: description to follow

PLEASE MEET YOU THERE!