

**On September 24, 2024, the CPM
will celebrate its 50th
anniversary!**

Join us in a special celebration!
CPM EXPRESS – MAY 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!



On April 10, CPM Chairman M^e Brunet met with various residents' committee and users' committee representatives in the presence of Diane Gagnon, President of the CUCI of Trois-Rivières. He animated a training session on [the actual role of committees](#). Pictured left to right are Suzanne Lefebvre, M^e Brunet, Johanne Pichette and Denis Lepage, President of the CHSLD Cook Residents' Committee. They offered M^e Brunet a special cap. He proudly wears it in the photo.

IMPORTANT REMINDER! 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. 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.

REMINDER: 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 not been reviewed for several years. 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

An extract from the resolution is available in the [appendix](#) for the reader's benefit.

APPOINTMENT OF MS. GENEVIÈVE BIRON, NEW PCD (PRESIDENT AND CEO) OF SANTÉ QUÉBEC

On April 30, Ms. Geneviève Biron, Santé Québec's new President and CEO, took up her duties after being appointed and presented by the Minister of Health and Social Services, Mr. Christian Dubé.

Interviewed by the media, CPM Chairman Me Brunet declared:

"Welcome, Ms. Biron,

I respectfully submit that your qualifications must include those of a results-oriented system operator, someone who - through the values of respect, dignity and collegiality that you yourself will demonstrate by the nature of what you are - will be able to bring about and secure the results expected by all those who work in the healthcare network. These outcomes include a significant reduction, WITHIN ONE YEAR, of the number of patients on the various following lists:

- waiting list to see a healthcare practitioner
- mental health waiting list
- elective surgery list
- home care waiting list
- CHSLD (Long-term care facility) waiting list."

Good luck Ms. Biron!

LAYOFFS OF PRIVATE AGENCY STAFF

Committee representatives have informed us that CIUSSSs and CISSSs are preparing to dismiss hundreds of private agency employees, even before these institutions have found and hired public-sector staff. Hundreds, if not thousands, of hours of care could be cut, creating service disruptions and worsening the situation of inadequate care in a majority of healthcare facilities. The CPM is asking committees to inform us of any such decisions, so that we can make the appropriate representations to the Ministry of Health and Social Services (MSSS).

PRODUCTIVE MEETING WITH MINISTER LIONEL CARMANT

Accompanied by M^e Nancy Piché ("Youth Rights" specialist from the DPJ) and Ms. Micheline Boucher Granger (who works to recruit youth committees), CPM's M^e Brunet recently met with Minister Carmant to discuss part of Bill 37 on the new Commissioner for Children's Well-Being and Rights. Suggestions were sent to the Minister.

FREE PARKING, ONCOLOGY, DIALYSIS AND NEONATAL CARE

With the help of committee representatives and CPM Board Member Ginette Desmarais, the CPM has worked to respond to certain CIUSSS and CISSS whose parking fees are still prohibitive for certain patients whose financial situation is precarious, and who need to access parking at various hospitals.

At least one CISSS CEO has taken the position that to obtain free parking, an individual request must be submitted by each user requesting it. The CPM proposes a simple form, specifying the user's illness, personal situation and length of prescribed treatment. Affiliated committees wishing to obtain this form can simply request it from the CPM, without further formality.

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, and may be shared with other peers, and also 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

- 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 where or with which healthcare professional the resident is already registered.
- For a solid public health network and against private agencies.
- For home care, including medical visits.
- To ensure that the criminal offence of abuse ends up being recognized by Quebec police authorities.

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).

U P C O M I N G E V E N T S

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). [You can already register.](#)

W O R K S H O P S , Q U I C K T R A I N I N G S F O R Y O U R M E E T I N G S A N D Q U E S T I O N P E R I O D S T A I L O R E D T O Y O U R N E E D S

Does your committee need a workshop on a topic not covered by our standard training program? Would you like to organize a working session led by a CPM member? Would you like to give your annual general meeting a fresh boost with a guest speaker?

The CPM can travel to your region for a more informal presentation or to support your committee in its work on a wide range of topics, according to your needs. For information on our availability, rates and cancellation policy, please contact the CPM:

- by email: info@cpm.qc.ca
- by telephone: 514-861-5922 or 1-877 276-2433

**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
WEBSITE: www.cpm.qc.ca
EMAIL: info@cpm.qc.ca

Conseil pour la protection des malades
3565 Berri St, suite 230
Montréal (Québec) H2L 4G3

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.**

REGISTRATION AND PAYMENT FORM



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

Event powered by TACT intelligence-conseil

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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: <https://evenement.cpm.qc.ca/50e/>

PLEASE MEET YOU THERE!

CPM EXPRESS

ANNEX

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,

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 to 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:*

Capacity	Basic amount for a residents' committee in a long-term care facility [Support Program for the Autonomy of Seniors (SAPA)]	An 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.