

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



JOIN US IN A SPECIAL CELEBRATION



CPM EXPRESS – SEPTEMBER 2024

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

S U C C E S S S T O R I E S F R O M T H E I N S T I T U T
D E S A N T É M E N T A L E D E M O N T R É A L



Pictured left to right are a volunteer and Mr. Varisco (UC member); Suzanne Desbiens, coordinator; Alfonso Cota, volunteer; Patrick Cothenet, volunteer (and UC president of Hôpital Maisonneuve-Rosemont); Jacques Côté, UC president,

CPM EXPRESS

Diane Dumoulin, volunteer, Marie-Ange Binette, UC member, and Lauréanne de Verteuil, UC member.

A few weeks ago, the Users' Committee of the Institut Universitaire en santé mentale de Montréal shared some of its inspiring success stories with us:

- Air conditioning in rooms was non-existent in 2018, and since the committee's requests, the institution added 15 air conditioning units in rooms and nursing stations;
- Increased interest on the part of the Administration in the Committee's tours and reports, enabling it to have a detailed, up-to-date, and critical overview of various situations experienced by residents;
- Despite the Administration's smoking ban, five designated outdoor areas for smoking residents.

CPM'S PARTICIPATION IN THE MSSS MERIT AWARDS



On May 23, Ms. Claire Morin (right), a CPM Board member and Vice-President of the Chicoutimi Hospital Users' Committee, participated in the merit awards ceremony organized by MSSS. She also met and spoke with Santé Québec's new president and CEO, Ms. Geneviève Biron (left).

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 CPM and the attorney on the case will assist and support the new co-plaintiff. 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 resolution calling on the MSSS to improve funding for residents' committees, which has not been reviewed for several years. This concern is part of the CPM's action plan.

The CPM will shortly be meeting with the offices of the Ministers of Health, Christian Dubé and Sonia Bélanger. It would be important for all committees to adopt a resolution to this end and forward it to the institution's management, as well as to the Ministers of Health, Christian Dubé and 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.

In July 2024, the CPM received a letter from the Associate Deputy Minister of Health, Mr. Daniel Desharnais, acknowledging the receipt of our request and indicating that work was being done on the subject at the MSSS and that the dossier

was making significant progress—an overall encouraging response. Let's keep hoping for the best.

**THE CPM IS ACTIVELY
ADVOCATING FOR VARIOUS
ISSUES WITHIN THE
HEALTHCARE NETWORK**

- For a more efficient system of homecare 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 LTC facilities 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 Quebec police authorities recognize the criminal offence of abuse.

**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 mentioned in media appearances by the CPM or its president (with a photo, if available, sent to info@cpm.qc.ca).

**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 valuable 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

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

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

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

UPCOMING EVENTS

THE 50TH ANNIVERSARY!

- In-person celebrations for the 50th anniversary of the [Conseil pour la protection des malades](#) founding on September 24, 2024 (an initiative of the Claude-Brunet Foundation). There are still a **few remaining seats** for the event.
- Several partner presenters for the event, including the following, have agreed to support the event:
 - Ministère de la Santé et des Services sociaux
 - Mr. Christian Dubé, Minister of Health and Social Services, MNA for Laprairie
 - Ms. Sonia Bélanger, Deputy Minister of Health and Minister responsible for Seniors, MNA for Prévost
 - Fédération des médecins spécialistes du Québec
 - Fédération des médecins omnipraticiens du Québec
 - Incyte Biosciences Canada
 - AstraZeneca
 - Quebecor Media
 - Dunton Rainville avocats
 - Vertex Pharmaceuticals
 - Raymond Chabot Grant Thornton
 - Bausch Health

Just so you know, due to the 50th anniversary event on September 24, there will be no CPM meeting with contacts or committee chairs. However, rest assured that our regular meetings will resume in October. Thank you for your understanding.

ANOTHER CPM SYMPOSIUM IS BEING
PLANNED FOR EARLY 2025. STAY
TUNED!

KEEP US INFORMED!

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 — **Gaspésie**
- Ms. Marielle Raymond, Administrator, affiliated Users' Committee, Centre hospitalier régional du Grand-Portage, Rivière-du-Loup — **Bas-Saint-Laurent**
- 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 — **Estrie**
- Ms. Claire Morin, Administrator, affiliated Users' Committee, Maison des Aînés de la rivière Saguenay — **Saguenay— Lac-Saint-Jean**
- Ms. Francine Leroux, Administrator, affiliated Users' Committee, Lake of two Mountains — **Laurentians**
- Ms. Lise Dubé, Administrator, affiliated Users' Committee, Rouyn-Noranda — **Abitibi-Témiscamingue**
- 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

APPENDIX

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.