



CPM EXPRESS – NOVEMBER 2024

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

The CPM takes care of the most essential health rights in the world. Yours!

AT CPM, USERS' RIGHTS WEEK IS ON EVERY DAY OF THE YEAR!

SECURITY GUARDS FOR PRETRIAGE IN THE ER

According to information we have received, the Thetford Mines Hospital has used security guards to pretriage the emergency room. The Sept-Îles and Lac-Mégantic Hospitals (to be confirmed) have likely used the same process. This is an unsafe practice for patients, given the staff's lack of clinical training and the potential danger posed by the instructions given to patients.

Committees are invited to identify and report to us any such practices in any region so that the CPM can assess the situation and, if necessary, request the intervention of a higher-ranking authority.

MEALS AND MENUS IN LONG-TERM CARE FACILITIES, A RADIO-CANADA STORY

How can you satisfy your appetite and taste buds when the daily amount spent in long-term care facilities on food is only \$0.57 more than in 2006 (\$2.48 per meal)? According to a Radio-Canada investigation, over the past 20 years, the amount spent on food for long-term care (CHSLD) residents has remained unchanged, despite Quebec's promises, even when half the Seniors in these facilities suffer from malnutrition. The Radio-Canada broadcast of *L'Épicerie* (30-10-2024) took a closer look at this issue. Despite all these years and exemplary projects and ideas, the residents' demands remain valid.

The CPM has proposed a way of addressing this issue, in response to several complaints. It is successful: have facility managers taste the food and meals served, which means taking turns and eating from time to time the same food served to the residents, meals for which they have allocated so meagre a budget for their preparation.

In facilities where managers eat, or at least occasionally taste the food, it's generally better. When committees become aware of complaints about the food, should they not ask the management of their facility to sample the meals?

Attached is a template for an e-mail letter to the food manager at your facility, urging them to take action.

Link to an article in French:

<https://ici.radio-canada.ca/nouvelle/2116133/repas-chsld-alimentation-cout-qualite>

HEALTH INSTITUTIONS REQUIRED TO CUT EXPENSES

In a recent instruction, Mr. Daniel Paré, Associate Deputy Minister at the Ministry of Health, required facilities to cut operating expenses without compromising care or services.

Having lived through this type of initiative in the past, we must all remain vigilant about what will happen to care and services that are already failing in many health facilities and home care.

You are therefore invited to let us know as swiftly as possible of any relevant information or documents to which you may have had access and which demonstrate that, in effect, some institutions are cutting back on care and services rather than administrative tasks.

OTHER MATTERS FOR WHICH CPM IS CURRENTLY ADVOCATING

- For a more efficient system of homecare employment-service paycheque, for which we are still waiting to hear from the Ministry of Health.
- 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 (M^E 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 (M^E PAUL BRUNET).

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).

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

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

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

In Montreal, another CPM symposium will be held in person and virtually on **Thursday, March 20, 2025**. The theme will be **"The Consequences and Negative Impacts of Long Waits for Surgery in the Healthcare Network."** Our colleague Pierre Hurteau, the CPM vice president, will chair the scientific committee. More details will follow soon. Save the date and don't miss this important event!



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

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APPENDIX TO CPM EXPRESS, NOVEMBER 2024

Proposal for an e-mail letter

This _____ (date)

Ms./Mr.

Manager in authority at the Center, with specific authority over food and meals

Long-term care center/hospital: _____

Subject: Meals and food in our institution

Dear Sir or Madam:

We, the _____ committee, have been made aware of a study conducted by Radio-Canada last October on the topic of meals and food served in long-term care facilities.

<https://ici.radio-canada.ca/nouvelle/2116133/repas-chsld-alimentation-cout-qualite>

Our committee would like to inform you that most residents at our facility regularly complain about either taste or options, which are virtually absent or, at the very least, unsatisfactory.

This situation has been raised for more than 20 years, not least by the *Conseil pour la protection des malades*, and we can safely say that all the fine plans and presentations of the past have failed to deliver the hoped-for results.

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So, one of the solutions we've heard about is to have our managers taste the food and meals served, which means taking turns and eating from time to time the same food as that served to the residents.

We are therefore convinced that this initiative by our CHSLD/ hospital managers will be instrumental in improving the meals and the food in general and will also be an additional sign of respect shown to our residents.

Thank you in anticipation for pursuing this matter.

Sender's name

Signature

Committee

cc Conseil pour la protection des malades