

Modèle pour la rédaction du rapport d'activité

Le comité des usagers du CIUSSS de l'Estrie-CHUS souhaite vous offrir la possibilité d'utiliser cet outil. Suite à la parution de la nouvelle circulaire budgétaire en juin 2015, nous avons reçu de nouvelles consignes quant à la rédaction des rapports annuels et financiers. Afin de vous appuyer dans cette transition, le CUCI a préparé ce document pour faciliter la reddition de compte.

Il faudra transmettre vos rapports annuels au Président du comité des usagers au plus tard le 25 avril 2019.

Nous vous remercions de votre collaboration et vous invitons à communiquer avec nous si vous avez besoin d'informations supplémentaires.

1. Identification de votre comité des usagers

Nom du comité des résidents(par ex. Comité des usagers de Memphrémagog)
Comité des résidents – CHSLD Sutton
Nom de votre établissement
Centre intégré universitaire de santé et de services sociaux de l'Estrie – CHUS
Coordonnées de votre comité
Adresse postale 50 rue Western, Sutton QC JOE 2K0
Numéro de téléphone (450) 538-3332
Courriel salliechislett@hotmail.com
Inscrivez, s'il y a lieu, le nom des comités de résidents
1. ...

2. Mot du président

** Dans cette section, le président ou la présidente présente le rapport d'activité de son comité des usagers. Il explique aussi quels sont les grands enjeux auxquels son comité a été confronté au cours de la dernière année. Finalement, il présente les résultats qu'il a atteints. C'est aussi à cet endroit que l'on peut remercier les collaborateurs qui nous ont appuyés au cours de la dernière année.*

Once again, I take the opportunity to inform anyone concerned of the activities undertaken by the residents committee of the CHSLD Sutton in this last year.

As I mentioned last year changes in the health care system have been difficult to experience and restrictions on the kinds of activities permitted eliminates many possible projects. For instance, in July 2018 the residents committee organised a strawberry social for the residents and their families. We served strawberries in all forms, sliced, whole, with ice cream and short bread. Individual dietary restrictions were respected. Preparation for this event was done by the residents committee as well as donating the shortbread.

During the event we were entertained by a trio of local musicians and great time was had by all. Unfortunately the harmonized meal plan and severe control as to who can feed the residents (personnel only) this very pleasant and agreeable activity will not take place this year thus the residents loses the opportunity to enjoy this wonderful seasonal fresh fruit.

We were unable to fulfill all of our commitments to human touch campaign . We were able to provide bouquets of flowers for each floor during the summer; those were provided and arranged by a residents committee member Lyse Lefebvre. Again at Christmas time this same member provided a

bouquet for the staff lunch room.

Members of the residents committee visit the CHSLD Sutton regularly to speak with the residents and any family members who hoped to be present.

This year the residents committee produced a calendar of pictures and activities at the CHSLD Sutton and every resident and responsible family member were given a calendar. This activity required many hours of work and was realized by two members of the committee, with an outside assistance from a computer technician and one photo from staff. There has been an on going campaign to recruit new members to the committee but so far no candidates have come forward.

This year the residents committee working with the director created and equipped office space for the committee. The residents committee has also paid for the service of WIFI and TV for the residents by the company AXION. This service will continue for one more year until the establishments service is up and running efficiently.

- Last year the residents approach the local green houses in the area for donations of plants for the back garden donations of plants for the back garden
- We received a generous contribution of hanging baskets from the daughter of a former resident;
- We also received plants from the Grannies Womens Group;
- We have several community members and the volunteer committee help out with the planting;
- Rhubarb from the garden was used to make preserves to be sold at the annual fall bake sale. This was realized by the resident committee president. Unfortunately the idea of asking for the names of employees who deserved extra recognition was not realized during this year.
- Many efforts have been made during this year to recruit more members to the residents committee, but sadly without any success.
- Employee appreciation, Xmas cards and scratch lotto tickets were given to every employee in December;
- Cookies were delivered to the residents who are able to come to the dining room and to the staff on Xmas day;
- Participated in the Hospital Health Workshop in Knowlton; The president of the residents committee attended regular meetings of the users committee. The residents committee participated in survey on resident satisfaction.
- Massage for residents and employees were offered;
- Next year's proposed projects should be to increase number of members on the residents committee. Organize workshops possibly in collaboration of the FADOQ.

3. Réalisations et priorités du comité des résidents

** Dans cette section, il faut énumérer les plus grandes réalisations de votre comité selon les priorités que vous aviez mis de l'avant durant l'année.*

The largest projects of the residents committee for this year were as follows :

- Calendar with pictures of the CHLSD Sutton the surrounding area and of course the residents. Each page features one of the twelve users rights
- Strawberry event – residents and their families were invited, wome members the ersident prepared the food. Guest were met and the role of the committee and the twoeve users rights were explained to them.
- Gardening projects : donations from local greenhouses groups an individuals back gardens were planted along with flowerbeds and hanging baskets.
- Bake sale : cookies, fruit cakes, preserves and hand made Xmas trees were donated by the residents committee president and sold at the annual volunteer committee's sale in November

4. Les membres de votre comité

**Il s'agit de faire la liste des membres composant votre comité des usagers.*

Prénom	Nom	Usager	Autre	Rôle (président, vice-président, etc.)
Louis	Dandenault		X	Administrateur
Lynda	Hoyt		X	Trésorière
Lyse	Lefebvre		X	Administrateur
Hélène	Rajotte		X	Administrateur
Yvon	Tremblay	X		Administrateur

** si vous avez besoin de lignes supplémentaires, faites : clic-droit, insérer, insérer ligne en dessous.*

5. Coordonnées du président et de la personne ressource

Président	Prénom : Michel	Nom : Lafrance
	Téléphone : 450 525-5237	
	Courriel : lafranm@icloud.com	
	Adresse postale : 950 rue Principale, Cowansville QC J2K 1K3	
Personne-ressource, si applicable	Prénom : Louise	Nom : Girouard
	Téléphone : 450-266-4342 poste 35590	
	Courriel : louise.girouard.ciussse-chus@ssss.gouv.qc.ca	
	Adresse postale : 950 rue Principale, Cowansville QC J2K 1K3	

6. Bilan des activités

**Il s'agit de décrire les actions prises en lien avec les six fonctions du comité des usagers.*

6.1. Fonction 1 : Renseigner les usagers sur leurs droits et leurs obligations

- Calendars with user's rights created and distributed among the residents and families
- Participating to the Mental Health services information workshop in Knowlton
- Participating to the information session about the user's and resident's committees, role and responsibilities at the local radio station

6.2. Fonction 2a : Promouvoir l'amélioration de la qualité des conditions de vie des usagers et évaluer le degré de satisfaction des usagers à l'égard des services obtenus de l'établissement.

- Attendance at user's committee meetings
- Attendance residents committee meetings
- Les Grands rassemblements gathering in Magog by the CUCI
- Strawberry social event presented at the CHSLD Sutton
- Corn roast annual event at the CHSLD Sutton
- Accompanied residents on shopping outing
- Training on rules and responsibilities for members of the user's committee
- Annual bake sale
- Calendar project completed
- Creation of flower garden and hanging baskets
- Sondage sent out to families and residents

7. Tenue des rencontres

**Il s'agit d'indiquer le nombre total des réunions tenues durant l'année et, si désiré, indiquer la tenue des assemblées générales.*

Meetings for the year 2018-2019 : December 4, April 24, June 16 AGA, September 11 and November 13.

8. Réalisations et projets prévus pour l'année prochaine

**Décrivez les projets futurs que le comité des usagers compte déployer durant la prochaine année.*

- Create an information session for the families, population, residents and FADOQ, etc. on "end of life" subject
- Research the possibility of recruiting individual volunteers for tone on one support for individual residents on the M.V.A unit
- To participate to the "Welcoming session" upon arrival of new employees
- Activities for Milieu de vie – promote the term : Milieu de vie !

9. Conclusion

**Le président effectue un retour sur les réalisations, constats et recommandations de l'année.*

- Innovation is hard to keep on going by all the restrictions from the administration such as events that were very much appreciated, bake sale, strawberry festival, corn roast, etc. (food restrictions)
- The calendar creation and distribution well appreciated
- Difficult to recruit new members to join the residents committee

10. Enjeux et difficultés rencontrés par votre comité dans la réalisation de son mandat au cours de la dernière année.

11. Enjeux et difficultés rencontrés les usagers de votre installation au cours de la dernière année

12. Autres possibilités

**Il est aussi possible d'ajouter à votre rapport d'activité une autoévaluation de votre comité, le nombre d'heures de bénévolat réalisé et toute autre information que vous souhaitez partager.*

13. Signature

**Le président ou la présidente doit signer le rapport annuel*

Signature : _____

Date : _____