

RAPPORT D'ACTIVITÉS DU COMITÉ DES USAGERS DU

CHSLD WALES INC.
(PRIVÉ NON CONVENTIONNÉ)

ET DE LA

RÉSIDENCE WALES HOME
(RÉSIDENCE PRIVÉE POUR AÎNÉS)

506 ROUTE 243 NORD
CLEVELAND, QUÉBEC
JOB2 H0

POUR L'EXERCICE 2018-2019

MOT DU PRÉSIDENT

Report for fiscal year 2018-2019

In compliance with section 209 of the Act Respecting Health and Social Services (Article 209, LSSSS), the Users' Committee was created to defend the collective rights and interests of the CHSLD Wales Inc. and Résidence Wales Home's residents. This report encompasses the fiscal year ending March 31st, 2019, and identifies the measures taken by the Users' Committee to fulfill its role assigned by the Act.

The Users' Committee held eleven meetings during the year ending March 31st, 2019. The gatherings were attended by the Committee's eight members and invited guests, including the Executive Director, the Activity Coordinator, and the Human Resource Coordinator. The meetings' goals were to promote residents' rights and improve the quality of services and security. At each meeting, members communicated dissatisfactions that were brought to their attention and solutions were discussed at the subsequent conference.

In June, the Committee moved to shorten the Satisfaction Survey to two back-to-back pages to simplify analysis and improve response rates. The evaluation questions would be based on the ten Planetree components. Members also chose to enlarge the font and add an additional sheet for general comments. The results indicate residents are pleased with the care and services received despite the obstacles posed by renovations, and especially commend Food Service employees for their continuous good work.

In October, the Committee organized a comedy show on users' rights in collaboration with the Activity Department. This event was enjoyed by all last year as well and was thus a repeat success.

Irene Decoteau and Charles Goodfellow resigned from the Committee; the Committee wishes to thank them for their service and support.

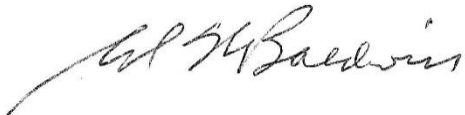
In December, the Committee voted against practice evacuations wherein residents must exit the building. Instead, all CIUSSS-mandated routine evacuations will be done by crossing two fire doors. This arrangement poses less risk for residents, as going outside increases the chance of falls and traffic issues.

The Users' Committee's roles, responsibilities, and mandate were published twice per year in the resident newsletter, the Chatter, a physical copy of which is distributed to all users. The Chatter is also sent electronically to many family members. Twice per year, during the Resident/Family meetings, the members of the Users' Committee were introduced to all in attendance. Once again, the Committee's mandate, responsibilities and user's rights were discussed.

Members of the Users' Committee:

- **Keith Baldwin**, President
- **Judy Laberee**, Vice-President
- **Elaine McElroy**, Secretary
- **John Luxton**, Treasurer
- **Dianne Burgess**, member
- **Irene Decoteau**, member (*resigned*)
- **Charles Goodfellow**, member (*resigned*)
- **Lena Ross**, member

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Keith Baldwin". The signature is written in a cursive style with a long, sweeping underline.

Keith Baldwin
President

PRIORITÉS ET RÉALISATIONS DE L'ANNÉE ÉCOULÉE

- Rédaction des nouvelles versions des sondages faits auprès des résidents et membres des familles concernant la satisfaction des usagers en lien avec leur milieu de vie, selon les principes mis de l'avant par Planetree
- Assistance aux résidents qui souhaitent de l'aide pour compléter les sondages en lien avec la satisfaction quant aux services reçus
- Révision des résultats des sondages et analyse des réponses/taux de réponse
- Mise en application continue de la rencontre d'un membre du comité des usagers avec tout nouveau résident lors d'une admission
- En continu, défense des droits des usagers selon l'article 209 de la Loi sur la santé et les services sociaux
- Révision et propositions de solutions concernant les insatisfactions rapportées au comité par ses membres
- Organisation d'activités en lien avec les droits des usagers

COMPOSITION ET PORTRAIT DES MEMBRES

Prénom, nom	Rôle	Type de membre	
		Usager	Autre
Keith Baldwin	president	X	
Judy Laberee	vice-president		X
Elaine McElroy	secretary	X	
John Luxton	treasurer	X	
Lena Ross	member	X	
Diane Burgess	member	X	
Brendalee Piironen	Resource		X

COORDONNÉES DES MEMBRES

Président	Keith Baldwin	819.826.3330
Responsable du dossier du Comité des usagers de l'établissement	Brendalee Piironen	819.826.3266 Poste 247
Personne-ressource	Brendalee Piironen	819.826.3266 Poste 247

TENUE DES RENCONTRES

Le comité des usagers du CHSLD Wales Inc. et de la Résidence Wales Home a tenu onze rencontres au cours de l'année fiscale 2018-2019.

RÉALISATIONS ET PROJETS PRÉVUS POUR L'ANNÉE PROCHAINE

- Révision du document « *Book of Users Rights* » remis à chaque résident dès son admission dans l'établissement
- Participer à l'élaboration de nouveau matériel informatif pour les usagers
- Continuer de défendre les droits des usagers