

## YOU YOURSELF CAN CONTRIBUTE TO THE IMPROVEMENT OF SERVICES

- Report any incident you consider unacceptable to facility management.
- Inform your Users' Committee or Residents' Committee of your dissatisfaction and concerns.
- Express your point of view.

## THE 12 USERS' RIGHTS

1. The right to **information**.
2. The right to **services**.
3. The right to **choose** a professional or facility.
4. The right to receive the **care required** when one's life is in danger.
5. The right to **consent** to or to refuse medical care.
6. The right to **participate** in decision-making.
7. The right to be **accompanied** and **represented**.
8. The right to **accommodation**.
9. The right to receive services in **English**.
10. The right to access your **user file**.
11. The right to **confidentiality** of your user file.
12. The right to **complain**.

For more information on your rights in the health care system:  
[rpcu.qc.ca/en/vos-droits](http://rpcu.qc.ca/en/vos-droits)



## OTHER FREE AND CONFIDENTIAL RESOURCES

Complaint and quality of services commissioner

**1 866 917-7903**

[santeestrie.qc.ca/en/complaint](http://santeestrie.qc.ca/en/complaint)

Centre d'assistance et d'accompagnement aux plaintes de l'Estrie (CAAP - Estrie, complaint assistance center)

**819 823-4027**

[caap.quebec/caap-estrie](http://caap.quebec/caap-estrie)



## WELCOME AMONG US

- Do you want the voice of users and their families to be heard?
- Do you like being at the forefront of information?
- Do you have ideas you would like to share?

Maybe you should be part of our team!

### Contact us:

819 780-2220, ext. 40296

[comitedesusagers.csss-iugs@ssss.gouv.qc.ca](mailto:comitedesusagers.csss-iugs@ssss.gouv.qc.ca)

Comité des usagers  
CLSC - CHSLD de Sherbrooke - IUGS

Your ally, your voice



## WHO ARE WE?

A team of **volunteers** concerned about the quality of services in our health care system.

## OUR MISSION

The committee's mandate is to defend users' rights in the health care system and to promote continuous improvement in service quality. We are an important spokesperson within the institution.

## WE ARE HERE TO:

 **Inform you**  
Of your rights

 **Listen**  
To your comments, concerns, questions

 **Defend**  
Your rights

 **Help you**  
Assert your rights and needs

 **Collaborate**  
To improve services

## WHOM DO WE SERVE?

### You!

If you are waiting for a service, are receiving a service or have received a service in one of the following facilities:

- CLSCs located on Belvedere S., Camirand, King E., and Speid streets, including their home support
- Intermediate housing resources and family-type housing resources affiliated with the CLSCs
- Family medicine groups located at the Belvedere St. S. or King St. E. CLSC
- Sherbrooke's Senior and Alternative Housing
- Sherbrooke's long-term care facilities: Argyll, St-Vincent, St-Joseph, and D'Youville CHSLDs
- Sherbrooke's University Institute of Geriatrics, including its short term and intensive rehabilitation services as well as its day hospital

## WHAT DO WE DO?

- Carry out information activities.
- Promote the participation of users and their loved ones in improving services.
- Direct users to appropriate resources.
- Help users, particularly when they wish to file a complaint.
- Work in collaboration with managers to improve services.

## RESIDENTS' COMMITTEES

In each long-term care facility, you will find a residents' committee eager to inform, represent and accompany residents and their families in regards to their rights

To contact the Residents' Committee of Sherbrooke's **Senior and Alternative Housing facility**:

**819 347-3000, ext. 59141**  
**cr.mda-ma.sher.ciussse-chus@ssss.gouv.qc.ca**

To contact the Residents' Committees of Sherbrooke's **long-term care facilities (CHSLDs)**:

**819 780-2220**

**Argyll**  
**ext. 46113**  
**cdrargyll.csss-iugs@ssss.gouv.qc.ca**

**D'Youville**  
**ext. 45149**  
**cdryouville.csss-iugs@ssss.gouv.qc.ca**

**St-Vincent**  
**ext. 41409**  
**cdrstvincent.csss-iugs@ssss.gouv.qc.ca**

**St-Joseph**  
**ext. 40276**  
**cdrstjoseph.csss-iugs@ssss.gouv.qc.ca**

