

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

OTHER FREE AND CONFIDENTIAL RESOURCES

Complaint and quality of services commissioner

1 866 917-7903

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



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@sss.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

