

Legal basis

User committees are constituted under the Act Respecting Health Services and Social Services (ARHSSS). Every health and social services institution must set up a committee for the users of its services.

Our committee covers the area served by the *Centre intégré de santé et de services sociaux du Bas-Saint-Laurent*, **La Mitis facilities**:

- CLSC, CHSLD, Emergency
- Maison des naissances Colette-Julien
- Pavillon Luceville (intermediate resource)
- Villa St-Rémi de Price (intermediate resource)
- L'InterAction

Service users

A **user** is a person who has received or is currently receiving health and/or social services (including in-home services or services from intermediate resources).

A **resident** is a user who lives in the residential and long-term care centre (CHSLD).

A **legal representative** is a person who represents a user in the exercise of their rights, within the meaning set out in the ARHSSS and the Civil Code.

The **Users and Residents Committee of La Mitis** is convinced that rights are respected insofar as a person or group of persons recognizes the responsibility to promote and defend them.

Our mandate:

1. Ensure that users are treated with **respect** for their dignity and **recognition** of their rights.
2. Assume a **supporting** role for users and their legal representatives.
3. Work in **partnership** with the various institutions.
4. Be **independent** in carrying out this mandate, represent all users and act as a **spokesperson** in communications with the institutions' management.



Contact us:

Users and Residents Committee of La Mitis

800, avenue du Sanatorium
Mont-Joli, QC G5H 3K6
Office 1110, 1st floor, southeast wing

418-775-7261, ext. 4153

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The Users Committee is...

An **independent** resource made up of a team of **volunteers** committed to **informing, representing** and **supporting** users with regard to respect for their rights. The members are elected by all the users and act in your interest.

To help improve services, you can...

- Inform the staff involved and the Users Committee of any situation that you consider unacceptable.
- Make your opinion and experience known to the appropriate authorities.
- Become a member of the Users and Residents Committee.



Talking to you is good...
Listening to you is better...

**Understanding you
is even better !**

Ensuring respect for your rights and responsibilities

As a user, you have the right to:

- seek care and receive information;
- receive appropriate services;
- choose your professional or institution;
- receive the care your condition requires;
- accept or refuse treatment;
- participate in decisions;
- be guided, assisted and represented;
- accommodation;
- receive services in English;
- see your user file;
- your user file remaining confidential;
- make complaints.*

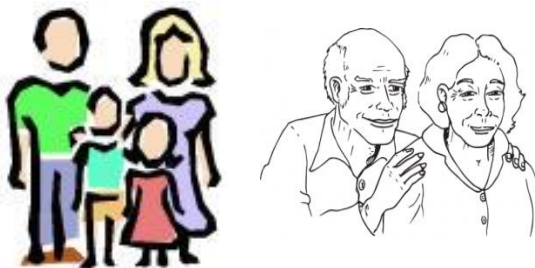
*The *commissaire aux plaintes et à la qualité des services* (complaints and service quality agent) receives complaints and responds within 45 days, as required by law.

Would you like to make a complaint or do you have questions? Just one number for the Bas-Saint-Laurent:

1-844-255-7568

As a user, you are responsible for:

- behaving as a good citizen who respects others and follows the rules;
- asking for the explanations you need to better understand your care and services;
- providing the information needed to maintain or improve your health;
- expressing your opinion about the care and treatments that affect your health;
- actively participating in the treatments offered to preserve or restore your health;
- maintaining respectful relationships with all personnel.



The *Centre intégré de santé et de services sociaux (CISSS) du Bas-Saint-Laurent, La Mitis Facilities*, believes that it is essential that user rights and responsibilities are recognized and respected by all the professionals who provide care and services to users, regardless of who they are.



Users and Residents Committee of La Mitis



HELP
LISTENING
INFORMATION
SUPPORT

**Users have no age:
they're you and me,
they're all of us.**