

# Your **rights** and **recourse** in Health and Social Services





## Who are we?

- Our Values
- How we can help you
- What sets us apart



## What is the Health and Social Services networks?



## Your rights



## Your options when you're dissatisfied

- Communication
- Remedies
- The process of examining a complaint
- The intervention process

Centre d'assistance  
& d'accompagnement  
aux plaintes



**caap**  
Saguenay - Lac-Saint-Jean

## Who are we?

- Non-profit organization of the community health network
- Operates regionally
- Governed by a Board of Directors
- Help, assist, inform and supply support in two areas:
- Rights of users of health and social services (REP)
- Housing for residents in private seniors' residences



# Our Values



**Listening**



**Empathy**



**Open Minded**



**Confidentiality**



**Respect**



**Fairness**



**Professionalism**

Informing you about your rights, obligations and procedures, etc.



Evaluating your needs, your expectations and the results you want to achieve to guide you.



Filling out forms and documents with you. Together, we will help you express your concerns.



Acting as the liaison between you and the institution, doing the follow up on your behalf



# How can CAAP assist you?

# What sets us apart

A local service  
personalized to your  
individual  
experience

In-person meetings  
in your home are  
possible if  
necessary



Our services are  
100% free of charge

We operate  
independently from  
the health network  
and their appeal  
bodies.





# What is the Health and Social Services Network?

A light gray map of the Saguenay-Lac-Saint-Jean region is visible in the background, showing the outlines of the Saguenay and Lac-Saint-Jean basins and the surrounding municipalities.

### **CIUSSS Saguenay-Lac-Saint-Jean :**

- Centres hospitaliers (6) • CLSC (14) • CHSLD (16) • Maison des naissances (1)
- Centre de réadaptation en dépendances (1) • Centre de réadaptation en déficience physique (1)
  - Centre de réadaptation en déficience intellectuelle et trouble du spectre de l'autisme (15)
- Protection de l'enfance et de la jeunesse / réadaptation pour jeune en difficulté d'adaptation (8)

### **CHSLD privé conventionné :**

- Foyer Saint-François

### **Recognized / sub-agreement / certified external resources:**

- Organismes communautaires dont les activités sont liées à la santé et aux services sociaux (210) •  
Ressources intermédiaires et familiales
  - GMF (40) / GMF-U (2)
  - Service de santé du Centre de détention de Roberval
  - Résidences privées pour aînés (93)





**Your Rights** are part of  
provincial government  
legislation



## Health Services and Social Services Act



Civil Code  
of Québec



Charter of Rights  
and Freedoms



1

The right to access services

2

Right to choose your professional or establishment

3

The right to refuse care

4

The right to participate in the decision-making process

5

Right to lodge a complaint

6

Right to receive services in English

7

The right to end of life care

8

Right to receive the care required for your condition

9

The right to access to your patient file

10

Right to be accompanied, assisted or represented



11

Right to medical accommodations

12

Right to information





# Your options when you are dissatisfied





# Communicate

If you experience **dissatisfaction** with a service received by a health professional, you can report it immediately to the relevant staff or a service manager on duty

# When communicating dissatisfaction is not enough

Your possible remedies according to the situation experienced and your expectations



## Recourse towards institution

**\*\*Complaints Regime\*\***

Request for Intervention/Reporting

Aims to improve the quality of services

Allows you to get resolution

May be related to the fight against elder abuse / vulnerable adults

Complaint to the associated professional order

Aimed at the Protection of the Public

-Ethics

-Discipline

-Competence

**Human Rights Commission and Youth Rights**

Involving a violation of a charter right

Concerning a legal injury of a minor whose situation is or could be taken care of by the (DYP).

In relation to the exploitation of an elderly/disabled person

**Civil Resource (Trial)**

Compensation based  
Financial recourse for perceived damaged

**Criminal Judicial Process**

Police intervention  
Lawsuit  
IVAC



Barreau du Québec



# Your avenues for recourse

## The Complaints Regime (Users / Legal representatives)

The CIUSSS: CH, CLSC, CHSLD, CRDP, CRD, CJ, CRDITSA

- An intermediate or family-type resource
- A community organization
- A private residence for seniors (RPA)
- Pre-hospital emergency services (ambulance)

### Première instance

#### Service Quality and Complaints Commissioner

Processing time: 45 days

#### Medical Examiner

Administrative or organizational complaint, involving a physician, dentist, pharmacist or resident.

Processing time: 45 days

### Deuxième instance

#### Québec Ombudsman

#### Review Committee

Processing time: 60 days

If the Medical Examiner is unable to determine fault they will refer the complaint to the Disciplinary Committee

## The request for intervention / report

Service Quality and Complaints Commissioner

Québec Ombudsman

Processes reports of potential mistreatment involving a senior or adult in a vulnerable situation



Following a report from persons other than the user (e.g. a relative or employee), they may decide to use their power of intervention if they have reason to believe that the rights of a user or a group of users are not respected



Witnessing a situation that worries you or that seems to attest to flaws or injustices in public services, whether it is a department, an agency or an institution in the health and social services network, you can request the direct intervention of the Québec Ombudsman for the well-being of the persons concerned. Following the report, the Québec Ombudsman then decides whether or not to open an investigation..

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