

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

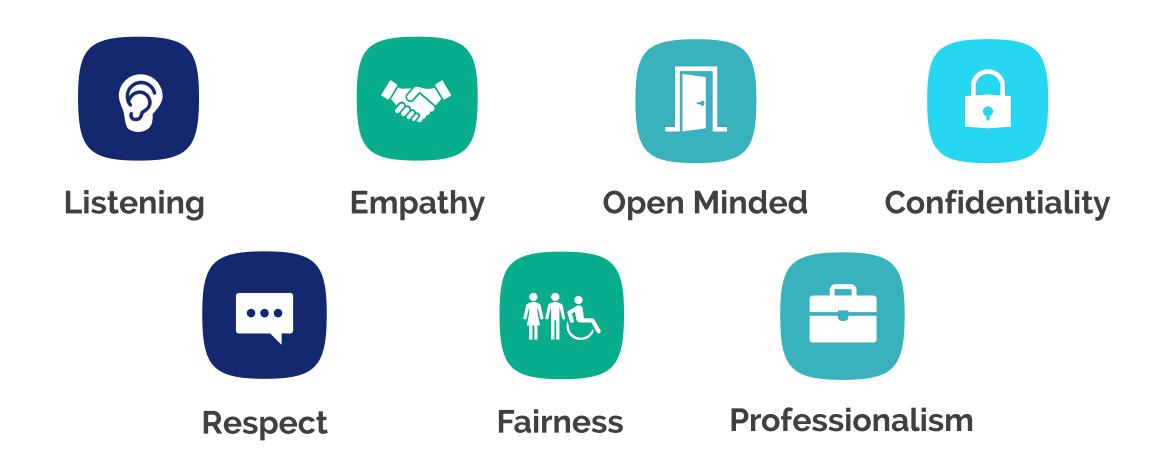


Who are we?

- 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



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



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)





Health Services and Social Services Act

Civil Code of Québec



Charter of Rights and Freedoms



- The right to access services
- Right to choose your professional or establishment
- The right to refuse care
- The right to participate in the decision-making process
- Right to lodge a complaint

- Right to receive services in English
- 7 The right to end of life care
- Right to receive the care required for your condition
- The right to access to your patient file
- Right to be accompanied, assisted or represented

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Right to medical accommodations

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Right to information







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



Barreau o

Criminal Judicial Process

Police intervention

Lawsuit

IVAC



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

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



Québec Ombudsman

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..



Centre d'assistance & d'accompagnement aux plaintes



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