

COMMITTEE OF USERS

**In the middle
of our
preoccupations :
the user**



Who are we?

The Users' Committees and Residents' Committees are composed of volunteers who are receiving or have received services in a CIUSSS de la Capitale-Nationale's institution, or was closely associated with a current or former recipient.

Our mandate

According to the Act respecting Health Services and Social Services, the Users' Committee has the main role to improve and defend the collective rights and interests of users.

Users' Committees and Residents' Committees are the guardians of the rights of CIUSSS de la Capitale-Nationale's users.

These committees must ensure that users are treated with respect and dignity and that rights and freedoms are recognized.

Roles and responsibilities of Users' Committees and Residents' Committees



Accompany and assist users, upon request, in any actions they undertake, including filing complaints.



Inform users about their rights and obligations.



Defend the collective rights and interests of users or, upon request, the rights and interests of an individual user, before the institution or any qualified authority.



Evaluate the level of user satisfaction with the services at the institution.



Help **improve** the quality of user's living conditions.



Yours users' responsibilities

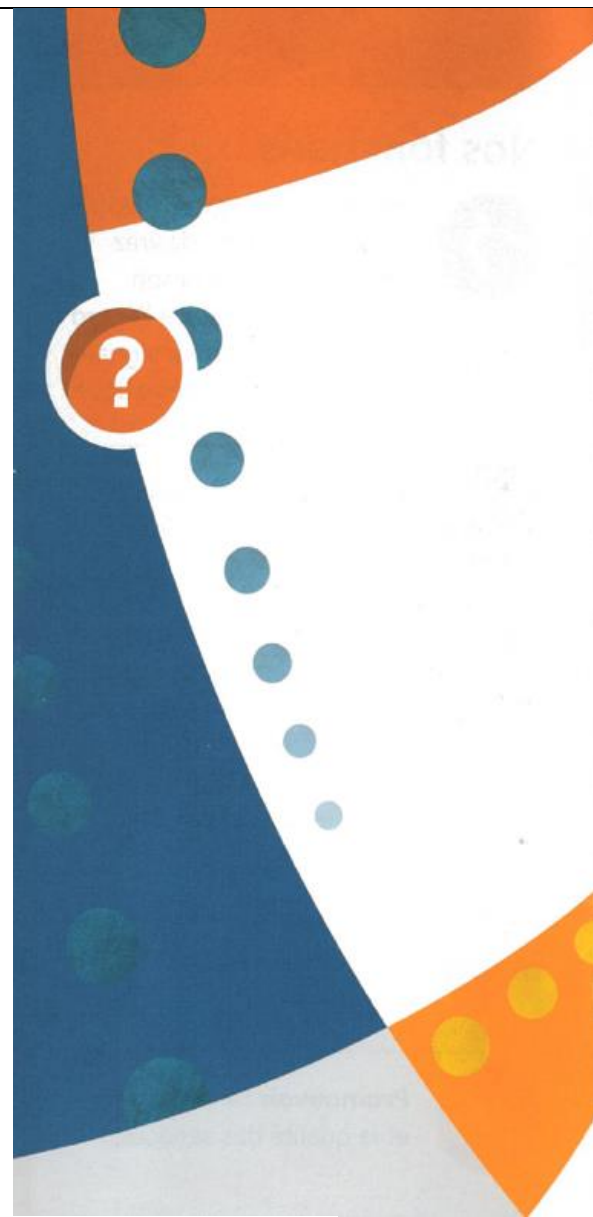
You have the rights to receive services and care with respect and dignity, whatever physical or mental health.

To your rights, add your responsibilities:

- . To use the services properly and appropriately.
- . To respect rules and policies of the institution frequented.
- . To cooperate with the institution's professionals and respect the care and treatment plan or personalized services put in place.
- . To divulge any information and noticeable change in your health condition to the professionals implicated in your care.

Yours rights

1. The right to information
2. The right to receive services in English
3. The right to choose a professional or institution
4. The right to receive the care your condition requires
5. The right to consent to care or refuse care
6. The right to access your user's file
7. The right to be accompanied, assisted and represented
8. The right to services
9. The right to complain
10. The right to participate in decisions
11. The right to confidentiality of the user's file
12. The right to accommodation
13. The right to receiver end-of-life care



Centre intégré
universitaire de santé
et de services sociaux
de la Capitale-Nationale

