

# Users' and residents' committees have it “in the bag” working together for users' rights



THE SCOOP  
MABLE HASTINGS

Michèle Salvail, volunteer for the « Comité des usagers et des résidents de Memphremagog », Memphremagog Users' and Residents' Committee, stopped by the Missisquoi North Volunteer Centre (CABMN) on Dec. 6 to drop off some beautiful printed grocery bags advertising the logo of their organization in promotion of its services. This committee is one of 14 users' committees on the CIUSSE territory, from Cowansville to Lac Mégantic, and from Granby to Coaticook, recognized by the Law

on health and social services as the guardian of your rights. These rights are:

- Right to information
- Right to receive services
- Right to choose a professional or institution
- Right to receive appropriate care according to one's health status
- Right to consent to care or to refuse care
- Right to actively participate in decision-making
- Right to be accompanied, assisted and represented
- Right to shelter/accommodation
- Right to receive services in English
- Right to access one's User's file
- Right to the confidentiality of one's User's file
- Right to lodge a complaint

The users' and residents' committees are there to inform users of their rights, assist or accompany them when their rights are not respected in all the health and social services of the hospital, the CLSC, home care, and also of the residential centers so that the residents are treated with respect for

their dignity and in recognition of their rights and freedoms. They are one of the important spokespersons for users and residents with the establishment's authorities. The respect of users' rights, the quality of services and the satisfaction of the clientele constitute the foundations that guide their actions. The members of the users' committees and their residents' committees are particularly concerned about the most vulnerable clients who use the care and services of the establishment, and work to promote the improvement of the living conditions of the residents.

For Michele Salvail, a retired social worker and now volunteer, the quick visit to the CABMN provided the opportunity to meet the staff and make a connection while dropping off the bags to be used at the organizations discretion to promote the service.

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