

# I cultivate



Following the vast consultation surrounding the revision of its Code of Ethics and its launch in May 2007, Vigi Santé has decided to dedicate a week to the promotion and protection of residents' rights. While reminding us of our commitment to the Code of Ethics, this week reaffirms the status of those who live in CHLSDs as individuals with full rights. In addition, this week is an occasion to remember that the existence of rights and freedoms entails the recognition of the responsibilities and obligations which ensure their respect.

It is with great pride that Vigi Santé's Residents' Counsellors, in collaboration with the Residents' Committee and the interim Complaint and Quality of Services Commissioner, invite you to participate in this special week devoted to the promotion and the protection of residents' rights. The theme of this year's week is "I cultivate rights"!

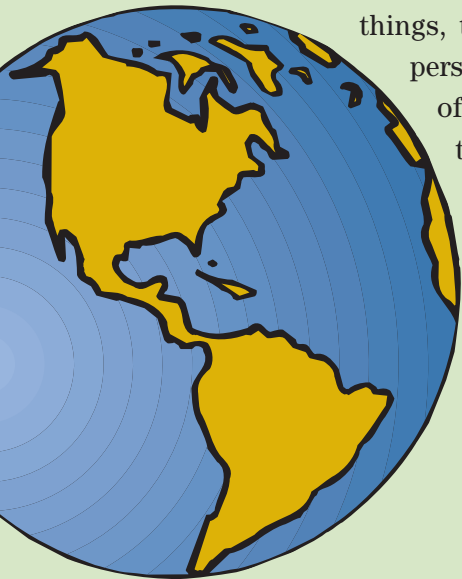
Through various activities, we hope this week brings about reflection on the recognition of all the residents' rights, as well as those of the people around them. We also wish it will facilitate the exercise of those rights. We invite you to consult the week's program available in each long term care facility of Vigi Santé.



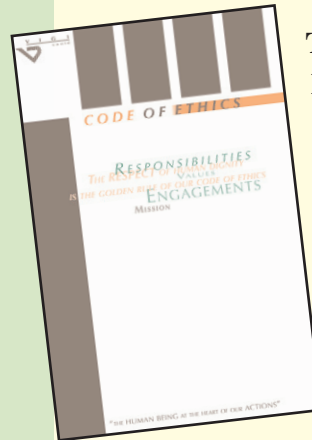
**“ALL HUMAN BEINGS ARE BORN FREE AND EQUAL IN DIGNITY AND RIGHTS”<sup>1</sup>**

The proclamation of the universal Declaration of human rights<sup>1</sup> by the United Nations in 1948 constituted the turning point of an international movement for the recognition of the rights of the individual. The early 1980s were marked by the adoption of the Canadian Charter of rights and freedoms, as well the Charter of rights and freedoms by the government of Quebec. These documents reiterate, among other

things, the right of any person to the respect of his private life, the right to the safeguard of his dignity and reputation, as well as the right to equality, without discrimination.



**“THE RESPECT OF HUMAN DIGNITY: THE GOLDEN RULE OF OUR CODE OF ETHICS”**



The basis of all rights is the inviolability of human dignity.

In our society, we recognize through a series of legal measures the frailty of the person's rights, especially in the case of the most vulnerable people.

Recognizing the vulnerability of people living in long term care facilities, it is our duty to protect them from any form of exploitation, negligence, or abuse. The Code of Ethics of Vigi Santé is the reflection of our individual and collective commitment to adopt practices and behaviours which ensure a safe and peaceful living environment for the residents. Therefore, the respect of residents' rights includes attitudes of mutual respect and the provision of suitable care and services.

**DOES LIFE IN LONG TERM CARE REQUIRE YOU TO GIVE UP YOUR RIGHTS AS A CITIZEN?**

No. Living in a long term care facility does not entail in any way the renouncement to your most fundamental rights. On the contrary, the Law on health and social services is based on these same basic rights in order to define the rights of the people who receive care and services in health establishments.

## THE RESPECT OF THE RESIDENTS' RIGHTS, A CONCERN AT ALL TIMES

Vigi Santé has always shown a great interest in the promotion of rights and in the development of practices ensuring that the residents' rights be respected on a daily basis. Several measures have been taken to ensure this collective responsibility:

- Adhesion, by all the staff and volunteers, to Vigi Santé's Code of Ethics;
- Existence of residents' committees in each of its CHSLDs since 1980;
- Training "*The respect of rights in a home living environment context*" given to all the personnel since 1991 (program revised in 2005);
- Training activities intended for volunteers on the home living environment approach and the respect of the residents' rights;
- Strict application of the complaint policy by the local Complaint and Quality of Services Commissioner;
- Zero tolerance regarding any situation of abuse towards a resident;
- Investigation of any problem or difficult situation that is brought to our knowledge;
- Partnership and collaboration between all the actors involved in the promotion and protection of the residents' rights: Residents' Committees, Complaint and Quality of Services Commissioner, the administration, management team, care team, etc.;
- Continuous process to evaluate the clientele's satisfaction level;
- Continuous improvement of the quality of care and services taking into account the resources available;
- Publication, by the Residents' Committees, of the pamphlets "*Between You and I*".

While non-exhaustive, these measures enable a widened participation in the improvement of the quality of services, in the optimisation of the complaint processing and, in the end, support the protection of residents' rights.



## A BASIC PRINCIPLE: MUTUAL RESPECT

Rights and freedoms must also take into account our obligations and responsibilities. The quality of the home living environment rests on the principle of mutual respect and everyone's collaboration is essential.

## TEST YOUR KNOWLEDGE

### WHAT ARE MY RIGHTS?

Can you associate the following examples to the rights which they illustrate?

- |   |  |
|---|--|
| <b>1</b> The doctor goes to Mrs. Lemieux's room to recommend a change of medication and discuss it with her.  | <b>A</b> right to the respect of the person, of his rhythm, choices, tastes, and autonomy    |
| <b>2</b> Mr. Smith appreciates that the personnel knock on his door before entering his room.   | <b>B</b> right to participate in decisions which concern him.                                |
| <b>3</b> Mrs. Lachance likes her room, which is decorated according to her taste. She decides to stay in her room rather than go to her painting class today. | <b>C</b> right to the confidentiality of his medical file and all other personal information |
| <b>4</b> Mr. Lee is not feeling well today. The nurses' aid informs the nurse when she is alone with her.   | <b>D</b> right to the intimacy of his person, of his private life and personal space         |

ANSWERS : \_\_\_\_\_  
C 4 - 3A - 2D - 1B

## AN OUTLINE OF THE RIGHTS OF THE USERS ACCORDING TO THE LAW ON HEALTH AND SOCIAL SERVICES

- The **right to information**: on his health and well being; on the resources available and the means to access them; on the options available to him; on any accident which occurred and is susceptible to bring about consequences on his health and well being, the measures taken to counter the consequences or prevent a recurrence.
- The **right of consent** on the choice to accept or refuse care or treatments in a clear and enlightened manner.
- The **right to participate** in all decisions concerning his health and well being; to the elaboration or revision of his interdisciplinary intervention plan.
- The **right to be accompanied or assisted** and the **right to be represented** in the case of inaptitude, by a curator, representative, tutor, spouse, family member, or other, who will act only in the best interest of the person concerned.
- The **right to confidentiality of his file** and the **right to give access to it** only to those people authorized and to which the information is necessary in order to exercise their functions.
- The **right to lodging**, the **right to adequate services** on scientific, human, and social levels. The **right to receive the care** which his health requires, etc...

# HIDDEN WORDS

## THE 9 REMAINING LETTERS

is the reason for the very existence of our services

assistance  
 autonomy  
 care  
 chsld  
 communication  
 confidentiality  
 consent  
 dignity  
 ethics  
 information  
 integrity  
 intervention  
 intimacy  
 law  
 life  
 obligations  
 participation

protection  
 representation  
 respect  
 responsibility  
 rights  
 understanding  
 vigi  
 well-being

C	N	N	I	N	T	E	G	R	I	T	Y	O	R	R
O	O	O	E	N	F	A	E	R	Y	V	B	S	E	I
N	I	I	I	I	T	S	U	T	I	L	I	S	I	N
F	T	T	L	T	P	E	I	T	I	G	P	G	G	F
I	A	C	Y	E	A	N	R	G	O	O	H	N	I	O
D	P	E	C	C	G	C	A	V	N	N	I	T	C	R
E	I	T	S	I	A	T	I	S	E	E	O	O	S	M
N	C	O	D	C	I	M	A	N	B	N	N	M	C	A
T	I	R	E	O	I	B	I	L	U	S	T	H	Y	T
I	T	P	N	R	I	H	L	T	E	M	S	I	D	I
A	R	S	E	L	A	E	T	N	N	L	M	W	O	O
L	A	N	I	T	W	C	T	E	D	I	S	O	A	N
I	P	T	E	C	N	A	T	S	I	S	S	A	C	L
T	Y	U	N	D	E	R	S	T	A	N	D	I	N	G
Y	N	O	I	T	A	T	N	E	S	E	R	P	E	R

## DID YOU KNOW ?

Law 83, adopted by the government of Quebec in November 2005 reinforces the mechanisms of defence and protection of residents' rights:

- Residents' Committee as a partner of the establishment, exercising functions centred on the respect of rights and the improvement of the quality of services. One of these functions is to inform the residents on their rights and obligations.
- Complaint and Quality of Services Commissioner, who have a legal responsibility to diffuse information on the rights and obligations of the residents and on the Code of Ethics, as well as to assure the promotion and the application of the complaint analysis procedure. They work directly under the board of directors.
- Vigilance and Quality Committee, whose main responsibility is to ensure, within the board of directors, the follow-up of the recommendations of the local Complaint and Quality of Services Commissioner. It also coordinates all the activities pertaining to the respect of residents' rights and the pertinence, quality, security, and efficiency of the services.

In addition, for nearly 20 years, Vigi Santé has been promoting the quality of services, the continuous improvement of the home living environment and the respect of residents' rights via the Residents' Counsellors in each centre.

This pamphlet was produced in conformity with the provisions contained in the internal and external communication policies of Vigi Santé. The use of masculine is used without discrimination and aimed solely at facilitating the reading of the text.



Its distribution is made possible due to the participation of internal partners, namely:

Residents' committee of the CHSLD Vigi Brossard  
Residents' committee of the CHSLD Vigi Les Chutes  
Residents' committee of the CHSLD Vigi Deux-Montagnes  
Residents' committee of the CHSLD Vigi Dollard-des-Ormeaux  
Residents' committee of the CHSLD Vigi Montérégie  
Residents' committee of the CHSLD Vigi Mont-Royal  
Residents' committee of the CHSLD Vigi Notre-Dame de Lourdes  
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Residents' committee of the CHSLD Vigi Shermont  
Residents' committee of the CHSLD Vigi Yves-Blais  
Residents' counsellor of your CHSLD  
Local quality of services and complaint commissioner of your CHSLD  
Vigilance and quality committee of Vigi Santé  
General administration of Vigi Santé



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*Une version française de ce dépliant est disponible sur demande*

## “I cultivate rights”

Theme of Rights Week in all of Vigi Santé's CHSLDs from May 4<sup>th</sup> to 10<sup>th</sup>, 2008

**Come and cultivate with us, the harvest will only be better !**

Inform yourself at your CHSLD to obtain the names of the members of the Residents' Committee and the ways of contacting them.

Obtain a copy of Vigi Santé's pamphlet  
“Your satisfaction is important to us”  
You will find the name and coordinates of the your CHSLD's  
Complaint and Quality of Services Commissioner