

I cultivate rights

The right to information

Mobilized by a collective will to maintain a culture of rights, Vigi Santé and its Residents' Committees have chosen to unite their efforts for the 2011 edition towards the promotion and the protection of the **RIGHT TO INFORMATION**.

Cultivating the **"Right to information"** combines the obligation to inform with the responsibility of informing ourselves. It is also ensuring the efficiency of our practices and procedures as well as our attitudes as they relate to communications so that the information exchanged may mutually influence our actions and decisions. Quality information is the starting point of a judicious use of health services and an optimal participation with regards to ones own health needs.

This week dedicated to the **"Right to information"** is an invitation to residents, families, employees and volunteers to reflect on the subject, to evaluate ourselves, to talk about it and to improve our abilities in this area: Where, when and how do we inform ourselves? To whom do we enquire? Am I listened to? And do I listen? Is the information received or transmitted clear, accurate, sufficient, accessible? What can we do better?

Watch for the September programming within your facility and be informed on the main activities.

"He who meets with most success in life is the one best informed."

Benjamin Disraeli, british writer and statesman (1804-1881)



BRIEF INFORMATION

RIGHTS WEEK ... AIM HIGH!

From September 25th to October 1st 2011, the provincial group of Users' Committees (RPCU) will hold its first edition of the USERS RIGHTS WEEK. Inspired by our initiative, the RPCU is putting on the event to develop on a larger scale a promotional tool aimed at a broader publishing of health and social services user rights and to make known the involvement of the users and residents committees. On the theme the RIGHT TO INFORMATION, the RPCU associates itself with Vigi Santé who is now in its fourth edition. The organization will make available to all, brochures, posters and a website, as well as blogs, social networks and will establish links with the appropriate media. Be on the lookout for different activities throughout Quebec or consult their website at www.rpcu.qc.ca



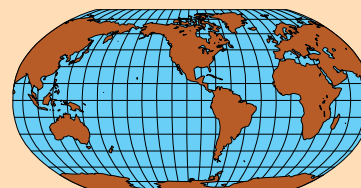
THE RIGHT TO KNOW DAY

Since 2002, September 28th is dedicated to the right to know and is celebrated in more than 60 countries. This event started in Bulgaria during an international meeting of people upholding the right to information who proposed an international day dedicated to the promotion of free access to information throughout the world.

Among the many principles put forth as a basis for the Right to Know Day we find: access to information is a universal right; access is the rule, secret is the exception; demand procedures need to be simple, fast and free.

To find out more about this event go to:

www.righttoknow.ca



INFORMATION, A PREREQUISITE TO PARTICIPATION

“Everyone has the right to be informed of the existence of services and available health and social services resources in his community and how to access these services and resources.” (LSSS, 1991, c.42, a.4)

In consideration of such, Vigi Santé makes available, at resident admission, its revised welcome guide; this guide contains the information most susceptible to better acquaint one with his or her new living environment in order to facilitate the integration and the participation of everyone.



“INFORMING ON RIGHTS AND CREATING AWARENESS TO HEALTH RESPONSIBILITIES”

In December 2010, following a large citizen participation on the issue, the Health and Welfare Commissioner made public a notice he sent to the health minister and to the health and care facilities of the province. This notice contains several recommendations addressing four main fields of action namely:

- Put into place effective information and awareness mechanisms
- Optimize some existing structures and practices
- Give added support to certain resources in their endeavor to inform and accompany (Ex.: Residents' Committees and their work)
- Support the staff and managers.



To find out more on this you may consult the commissioner's website at: www.csbe.gouv.qc.ca

THE COMMUNICATION EXPERIENCE, A MAJOR SATISFACTION CRITERION

On the topic of the right to information, we have selected some of the appreciative comments received during the past year through our satisfaction evaluation procedures.

- Ease of communicating with the staff
- Listening to the resident and to the family
- Receiving continual updates and a follow-ups on my parent's health condition
- I am informed when something unexpected comes up
- I very much appreciate being kept informed

These are among the most appreciated criteria and those that most affect the experience. Individual experiences explain why these facts are mentioned as the most satisfying. They may however, if lacking, prove to be the most unsatisfying. We recognize communication between staff, residents and families as a fundamental value. Information must circulate freely and easily, it is the basis for successful resident and family participation in the care and services that are offered. This is particularly important when elaborating or revising the resident's intervention plan.

Generally:

- 95% say they are satisfied with the time invested by the staff to answer their questions and their requests during the admission process.
- 92% say they are satisfied with the relevance and usefulness of the information transmitted through the printed media (Bulletins "Did You Know", leisure activity programs, etc).

OUR PARTNERS SPEAK UP A WORD FROM THE COMMISSIONER

Information is an essential prerequisite to the respect and to the exercise of most rights such as: the right for a resident or his representative to participate in any decisions concerning himself; the right to free and informed consent; the right to be represented, assisted, accompanied; the right to access his file; the right to privacy; the right to file a complaint, etc. Therefore never hesitate to get informed!

I take the opportunity to remind you of my availability should you be unable to obtain satisfaction with regards to some of your information seeking preoccupations.

Denis Chaput

Local Complaints and Service Quality Commissioner
514 684-0930 extension 1439

A WORD FROM THE VIGILANCE AND QUALITY COMMITTEE

The fourth edition of Rights Week is an important step forward for Vigi Santé as to the influence such an event can have on how services are performed within care facilities.

As a matter of fact, this endeavor was recognized as a leading practice by Accreditation Canada in 2010. The coming to life of this fourth week confirms to us once again, that as we contribute to a better understanding of each and everyone's role in the daily respect and exercise of rights, we develop the ability to better take into account the needs, the expectations and the desires of the residents and of their representatives. Listening and communicating are essential to quality care and services.

We salute the staff for their humane qualities and sincerely congratulate the Residents' Committees for this initiative which favors a higher level of exchange and reflections of significant value.

Masculin is used in this publication for the sole purpose of ease of reading and without any discrimination.

Distribution of this publication is made possible thanks to the involvement of the following internal partners:

- 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
- Residents' Committee of the CHSLD Vigi l'Orchidée blanche
- Residents' Committee of the CHSLD Vigi de l'Outaouais
- Residents' Committee of the CHSLD Vigi Pierrefonds
- Residents' Committee of the CHSLD Vigi Reine-Élisabeth
- Residents' Committee of the CHSLD Vigi Saint-Augustin
- Residents' Committee of the CHSLD Vigi Shermont
- Residents' Committee of the CHSLD Vigi Yves-Blais
- Residents' Committee of the CHSLD Vigi Marie-Claret
- Vigi Santé's Users Committee
- Your CHSLD's Residents' Counsellor
- Your CHSLD's Complaints and Service Quality Commissioner
- Vigi Santé's Vigilance and Quality Committee
- Vigi Santé's General Management



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Une version française de ce feuillet est disponible sur demande.

"I cultivate the right to information"

Theme of Rights Week in
all Vigi Santé's CHSLDs
September 2011

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

VISIT OUR WEBSITE AT:

www.vigisante.com

News, publications, and other information are available.

Do not hesitate to contact
your Residents' Committee.
We are here to inform you,
to represent you and
to accompany you.

Ask for a copy of VIGI SANTÉ's brochure
"Your satisfaction is important to us"

If necessary, you can communicate with Denis Chaput,
Local Complaints and Service Quality Commissioner,
at 514 684-0930 extension 1439.

Solution of the Secret quotation:

It reassures me to know what to expect even if there are risks to be taken.