



# I cultivate rights

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## *The right to participate in decisions*

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6<sup>th</sup> edition 2013

For the sixth consecutive year, Vigi Santé and its Residents' Committees, in collaboration with the Provincial Association of Users' Committees (RPCU), are motivated by a desire to promote the rights of residents during the Users' Rights Week and, specifically this year : the RIGHT TO PARTICIPATE IN DECISIONS.

The right to participate in decisions in a CHSLD can take many forms and reflects a desire to customize services to the residents' interests and concerns. This right, supported by the Act respecting health services and social services, ensures that services are provided in accordance with the identity and values of each resident and recognizes their right to self-determination.

Requesting your participation in decisions that concern you is a way to get your opinion about the services you receive, to obtain your involvement in discussions that relate to your health condition, to offer you choices on every day various aspects of your life, to obtain your consent before proposing an intervention, and to verify your expectations regarding the evolution of your situation.

See your centre's programming to learn about the various activities that will be taking place.

## HOW TO EXERCISE THIS RIGHT IN THE CENTRE?

Section 10 of the Act respecting health services and social services recognizes the right to participate in decisions affecting the user's health and well-being, with respect and recognition of their self-determination. Opportunities to participate in decisions in the centre are numerous, and here are a few examples.

### → **Interdisciplinary care plan**

During a stay in a CHSLD, the ideal time to exercise this right is during the development of your interdisciplinary care plan. At that time, members of the health care team will discuss your expectations and your needs with you to make your experience in the centre a most pleasant one. Obviously, you are invited to ask them questions in order to make informed decisions and understand all the issues related to them. In addition, they will share with you the intentions of the interdisciplinary team in regards to the services you receive and verify whether you agree or disagree with these elements.

The Act respecting health services and social services specifies that this intervention plan must be developed and reviewed every three months with the user who receives the services.

### → **Satisfaction assessment**

At Vigi Santé, residents or their representatives are contacted to complete a satisfaction survey following admission, at random during the stay, as well as after termination of services. This survey is a way to verify your satisfaction with the services, which can then be adjusted according to your expectations. It also allows management to become aware of your concerns as a resident of the centre. All concerned greatly value the comments received during this process.

### → **Residents' Committee**

Becoming a member of the Residents' Committee is one of the ways to get involved in decisions that have a direct impact on the residents' quality of life. Indeed, through their privileged status as a partner of the centre as well as through the recognition of the functions of the Committee granted by the Act respecting health services and social services, the men and women who offer care are at the forefront of the various initiatives that are put forward for quality improvement and can suggest ways to achieve it. It is their duty to represent all residents in regards to their concerns; they act as their voices, in some respect.

On the other hand, if you do not want to get involved as a member, correspondence boxes are available in your centre to allow you to share your concerns directly with members of the Residents' Committee, at any time.

### → **Medical intervention levels**

When you are admitted, and if your condition changes during your stay, the medical team and the nursing staff will discuss your expectations with you in terms of medical intervention, pain relief and comfort care. Cardiopulmonary resuscitation will also be addressed at that time. Obviously, this decision is set in a range of nuances and refers to your health condition. The events of the past year have also elevated this reflection to the national level and have led to a social and values debate.

## → Menu selections and enjoyment of meals

Since meals represent a favoured moment in the lives of residents in the centres, all those involved and more specifically the clinical nutrition services and food services have your satisfaction at heart. Consequently, the menu choice should be selected with you, taking into account your likes and dislikes, so as to make the meals enjoyable.

In addition, to ensure that the general food supply meets all the needs of the residents, you are invited to fill a meals and snacks satisfaction form, which is available in the dining rooms of the centre. This document seeks to gather your comments and suggestions to improve the food offer.

## → Daily decisions

When it comes to making decisions on whether or not to participate in an activity, on your clothes or your schedule, or even whether or not to have a snack, the staff accompanying you every day must strive to obtain your opinion and respect it whenever possible.

Obviously, the staff is also motivated by a desire to see that you are actively involved in the life of the centre and may regularly invite you to participate in activities or eat in the dining room, for example, but these discussions should be tinged with respect and thoughtfulness towards you.

## IF I BECOME INCAPABLE

When someone is incapable of giving their opinion on a decision, family members become those consulted when decisions need to be made. However, though the person is unable to clearly express their position, one must take into account the signals that reflect their opinion. For example, they may have a positive reaction when eating a certain meal or express a sign of discomfort with some action. These clues are of great value to the staff and family of the resident. Some elements of their personal history can also guide us in order to come as close as possible to the decision that would have been taken by the resident. It must be remembered that the decision should strive to respect the identity and values of the person concerned and seek their best interest.

Such discussions must be held in a climate of collaboration between the health care team and the resident's representative. Both sides must recognize the expertise of everyone involved in the situation; on the one hand, the expertise of a professional in terms of their training and specific knowledge and, on the other hand, the expertise of a close one who knows the history and characteristics of the resident concerned. As a family member, by effectively sharing the personal life story of the resident, you allow the team to better understand their reality and values. It is through communication and partnership that choices deemed fair will be made.



This year, the Regroupement provincial des comités des usagers (Provincial Association of Users' Committees) is organizing the 3rd Health Services and Social Services Users' Rights Week, to be held from September 27 to October 4. Throughout the province, activities will be organized to promote the right to participate in decisions and the RPCU is taking advantage of this week to raise awareness of the various initiatives in the field.

**Vigi Santé is proud to be a partner of the event. For more information on the RPCU programming, visit [www.rpcu.qc.ca](http://www.rpcu.qc.ca).**

## VOX POPULI

Allow residents to exercise their right to participate in decisions that affect them. Everyone can contribute in their own way.

- *“We are not only seen every three months for the revision of the interdisciplinary care plan, but also regularly for changes in medication, lifestyle, and participation in leisure activities... This is a very compassionate environment. There is great collaboration between staff, residents and family members.”*  
Resident and his spouse, CHSLD Vigi Notre-Dame de Lourdes
- *“In the morning, I always present 3 or 4 pieces of clothing to the residents, which I describe so they can decide what they feel like wearing. For any kind of situation, I always ask them their opinion: this is important, it is them who decide.”*  
Carole Desrosiers, Personal Care Attendant, CHSLD Vigi Marie-Claret
- *“We meet each resident following their admission to take note of their food preferences and dislikes and to customize their menu. Moreover, in their day to day life, residents are encouraged to change their menu choices with the kitchen if they wish to do so.”*  
Sophie Doucet and Élizabeth Silveira, Clinical Dietitians, CHSLD Vigi Mont-Royal
- *“The resident's main responsibility is to speak up, express their concerns and their needs, even if it is not always easy to do so. In addition, the staff must be attentive to what is being expressed, take it into account and respect it.”*  
Residents, CHSLD Vigi Deux-Montagnes
- *“The Residents' Committee feels involved in the decision-making process regarding the residents' living environment thanks to collaboration with local management. In addition, its role is to inform residents and families of their rights, including the right to participate in decisions that affect them.”*  
Residents' Committee, CHSLD Vigi Marie-Claret

# GAME

Link the person in the centre with the role they can play in the right to participate in decisions.

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|--|---|
| <b>A</b> Nursing and Nursing Assistant | <b>1</b> Advocates the concerns reported by residents and their representatives to local management.                  |
| <b>B</b> Personal Care Attendant       | <b>2</b> Sends customer satisfaction surveys and ensures the necessary follow-up with those concerned                 |
| <b>C</b> Resident's Representative     | <b>3</b> Discusses expectations related to the interdisciplinary care plan with the resident or their representative. |
| <b>D</b> Physician                     | <b>4</b> Discusses the level of medical intervention desired with the resident or their representative.               |
| <b>E</b> Residents' Committee          | <b>5</b> Shares the resident's personal history when they are unable to do so themselves.                             |
| <b>F</b> Residents' Counsellor         | <b>6</b> Asks the residents what clothes they would like to wear.   |
| <b>G</b> Resident                      | <b>7</b> Consults professionals on their health condition to be able to make free and informed choices.               |

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

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- 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
- Vigi Santé's Complaints and Service Quality Commissioner
- Vigi Santé's Vigilance and Quality Committee
- Vigi Santé's Director of Quality and General Management



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*Une version française de ce feuillet est disponible sur demande.*

# “I cultivate my rights to participate in decisions”

## Theme of Rights Week in all Vigi Santé's CHSLDs Fall 2013

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

VISIT OUR WEBSITE AT:

[www.vigisante.com](http://www.vigisante.com)

News, publications, and other information are available.

The Residents' Committee of the CHSLD is there to contribute to the promotion and respect of your rights. Do not hesitate to call upon it!



Local Complaints and  
Service Quality Commissioner:  
Nicole Gariépy : 514 684-0930



For more information, ask for our brochure  
“Your satisfaction is important to us”

Answers: A - 3; B - 6; C-5; D-4 ; E-1 ; F-2 ; G-7