

I cultivate rights

*The right to file a complaint,
a culture of trust*



The year 2016 will be the host of the 9th Users' Rights Week. Its mission of promoting the rights, quality of life and wellbeing of the residents has remained unchanged over the years. It is an opportunity for us all to get informed and learn about our shared responsibility to ensure that these residents' rights are respected. This year's theme focuses on the right of residents to express their dissatisfaction, calling on everyone intervening in their living environment to be open to this feedback. It also aims to increase residents' awareness of their rights and recourse if they are dissatisfied with the measures proposed in the search for solutions. Together, we become partners and collaborators in quality. Should residents be dissatisfied with the proposed solutions, they can choose to exercise their right to lodge a complaint in complete confidence and without fear of retaliation. This culture is well established at Vigi Santé and is shared by all Residents' Committees in every centre. They are renewing their union as partners to nurture, enhance and maintain this culture of confidence.

"Trust is the invisible cement that leads a team to win."

Bud Wilkinson



A CULTURE OF TRUST BASED ON COMMUNICATION

To maintain and constantly improve the quality of our services and care, the satisfaction of our residents and their respondents is of paramount importance to us. However, despite our best efforts, you may wish to share comments, questions, suggestions or even a dissatisfaction concerning services rendered. Our approach is positive, constructive and based on trust. We believe that good communication and a relationship of confidence can often be the answer to uncomfortable, disappointing or frustrating situations.

Rest assured that if you wish to inform us of any dissatisfaction, you will be welcomed openly and compassionately. First, please speak with your nurse or with the Director of Care and Coordinator of Clientele Services. In a very large proportion of cases, we can explain or take corrective action as soon as we become aware of the situation.

However, if you believe the response or corrective action to be unsatisfactory, you can report the situation and file a complaint to the Complaints and Quality of Services Commissioner.

Your dissatisfaction then becomes a complaint.

Under the Act respecting health services and social services, any residents dissatisfied with the care or services they received or should have received, have the right to make a verbal or written complaint. A resident's representative, or the heir or legal power of attorney of a deceased resident, can also file a complaint. In addition, the Act states that no person shall take reprisals in any manner against any person who makes or intends to make a complaint.

Beyond the legal provisions, remember that we view a complaint as an opportunity to improve the quality of our services. We accordingly recognize your right of resorting to the complaint process in complete confidence.

Lastly, if you wish, the individual or organization of your choice can support you throughout the process. Your local CAAP – Centre d'assistance et d'accompagnement aux plaintes, Residents' Committee or the Complaints and Quality of Services Commissioner are just some of the appropriate resources in this regard.

We want to keep the process for expressing dissatisfaction and voicing a complaint simple, effective, quick and confidential.

Your satisfaction is important to us!

Section 73 (Act respecting health services and social services)

No person shall take reprisals or attempt to take reprisals in any manner whatever against any person who makes or intends to make a complaint under the Act respecting health services and social services.

The person responsible for examining the complaint must intervene without delay upon being apprised of reprisals or of an attempt to take reprisals.

1991, c. 42, s. 73; 1998, c. 39, s. 32;
2001, c. 43, s. 41.



From September 22 to 30, 2016, the **Regroupement provincial des comités des usagers – RPCU** will host the Health and Social Services Network Users' Rights Week. Each year, the RPCU uses this opportunity to highlight various users' rights initiatives. This year, various network-wide activities will be organized under the theme of the right to lodge a complaint.

Vigi Santé is a proud partner of this event. For more details, visit www.rcpu.qc.ca

*Peace of mind
is knowing that I can file
a complaint without fear
of retaliation.*



BUILDING A CULTURE OF TRUST

Whether you are a resident or a family member, it is important to be confident about our care, services and day-to-day efforts to make the experience of living in a CHSLD as comforting and pleasant as possible. When entrusting us with a loved one, confidence is key in establishing the relationship and striking a balance between service expectations and reality. An unmet need or unanswered question can prompt dissatisfaction or frustration and can cause you to lose confidence in our ability to care for your loved one. The opposite is also true: trust is earned and strengthened when services meet expectations and instill a sense of satisfaction.

As such, it is important to:

- Clarify any ambiguous or unsatisfactory situation or information. What is important to you is important to us, because we want you to be satisfied.
- Ask for details or send us questions as soon as possible. The sooner we can clarify the situation, the sooner we can respond and provide reassurance.
- Speak with the person designated to address your needs, which is usually the nurse. Don't hesitate to follow up on any unanswered questions.
- Choose the right time to talk based on the nature and gravity of the discussion. The designated person may be busy handling an emergency or a task that requires their full concentration.
- Feel free to schedule an appointment. We can then take the time to sit down, discuss the subject in depth and understand each other well.
- Keep in mind that you can make a complaint at any time. We have a culture of confidence and want to support you.

Remember: If you are not telling us what is wrong, you are unintentionally telling us that all is well.

MESSAGE FROM THE COMPLAINTS AND QUALITY OF SERVICES COMMISSIONER

A CULTURE OF CONFIDENCE: FOLLOWING UP ON COMPLAINTS

Did you know that in its pursuit of excellence and to confirm the priority given to delivering first-rate care and services in a humane, safe and healthy environment, Vigi Santé relies on the Vigilance and Quality Committee? Alongside the Board of Directors, the Vigilance and Quality Committee at Vigi Santé is primarily responsible for following up on recommendations from the Complaints and Quality of Services Commissioner, medical examiner or Quebec Ombudsman about complaints or interventions at an institution. In so doing, the Vigilance and Quality Committee provides a link between the resident and the Board of Directors. Through the complaint, it represents the resident's point of view and perception of service delivery at the institution. It identifies frequent complaints in Vigi Santé facilities and determines possible ways to get involved in target areas.



The Vigilance and Quality Committee is also responsible for monitoring all institutional activities to exercise its responsibility in terms of the relevance, quality, safety and effectiveness of services rendered, check that residents' rights are respected and follow up on subsequent recommendations.

The Vigilance and Quality Committee:
another way to make your voice heard.

Did you know that when a complaint involves a physician, dentist or pharmacist, the Complaints and Quality of Services Commissioner first forwards it to the medical examiner, who then carefully and thoroughly investigates the complaint? Dr. Marie-Josée Saine is the medical examiner for Vigi Santé and is responsible for investigating complaints in her jurisdiction.



Quality is everyone's shared responsibility.

WORD SEARCH PUZZLE

10-LETTER WORD

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

COMMITTEE - COMPLAINT - DIRECTIONS - EMPLOYEE - FAMILY
FRIENDS - GUIDE - HELP - POLITICS - PROCESS - READ
RESIDENTS - RIGHT - VIGI - WEEKS

TRUE OR FALSE?

- 1** I am a family member and after filing a complaint, I felt that I became a victim of retaliation. There are forms of recourse available to me.
- 2** As a resident, I can get help lodging an official, confidential complaint with the Complaints and Quality of Services Commissioner.

True False



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- Residents' Committee of the CHSLD Vigi Brossard
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- 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 Quality of Services 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.

“The right to file a complaint, a culture of trust”

Theme of Rights Week in
all Vigi Santé's CHSLDs
Autumn 2016

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

VISIT OUR WEBSITE AT:

www.vigisante.com

News, publications and other information are available.

The Residents' Committee of the CHSLD contributes to the promotion and respect of your rights. Do not hesitate to ask for their assistance.



Complaints and Quality of Services Commissioner:
Bonnie Helwer

By telephone: 514 684-0930, ext. 1439

*By mail: 197 Thornhill Street, Dollard-des-Ormeaux
(Québec) H9B 3H8*



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

WORD SEARCH ANSWER: CONFIDENCE

ANSWERS - TRUE OR FALSE

1 TRUE: You can follow up with the Complaints and Quality of Services Commissioner or your local institution management at any time. If you are not fully satisfied, you can also consult the Quebec Ombudsman.

2 TRUE: Your Residents' Committee or local CAAP can assist you.