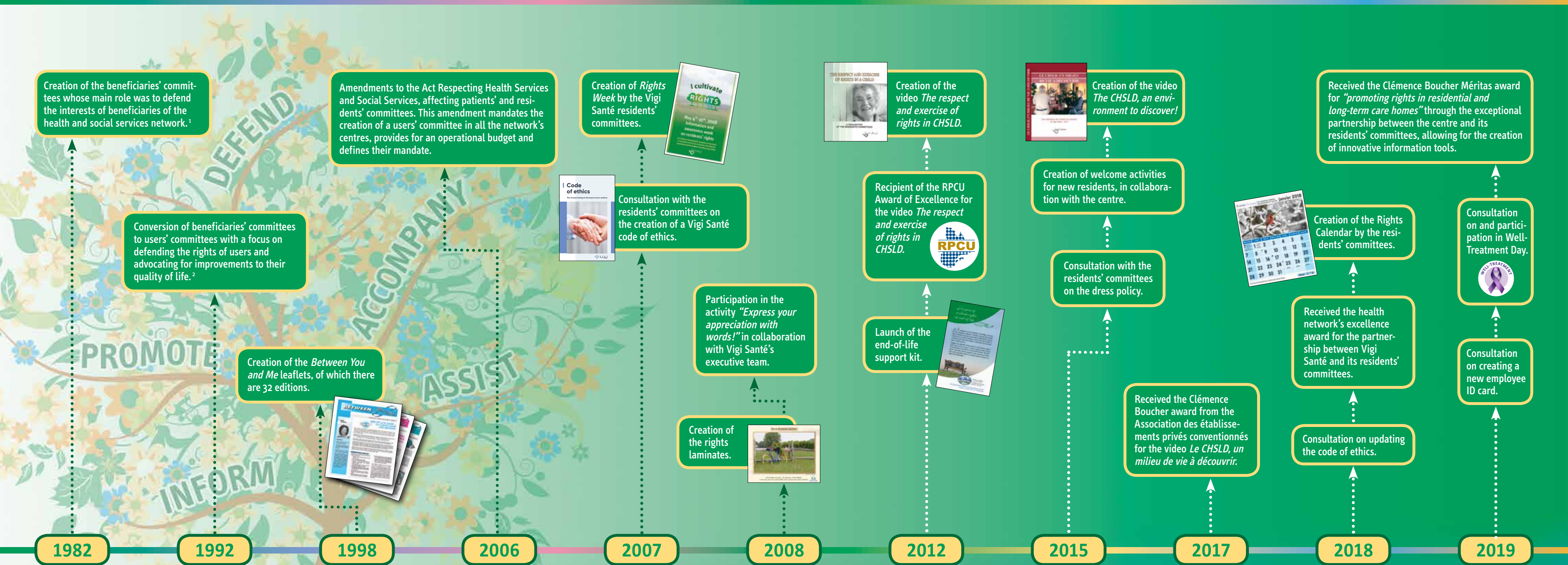


... A TIMELINE OF VIGI SANTÉ'S RESIDENTS' COMMITTEES ...



^{1,2} Reference Framework for Users' Committees and In-Patient Committees, MSSS, 2018.

THE RESIDENTS' COMMITTEE, THE RESIDENTS' COUNSELLOR AND SERVICE QUALITY AND COMPLAINTS COMMISSIONER: YOUR ESSENTIAL PARTNERS

In its quest for excellence and to reiterate its prioritization of high-quality care and services provided in a humane, safe and high-quality environment, Vigi Santé relies on numerous partners. With their complementary mandates, the residents' committee, the residents' counsellor and the Service Quality and Complaints Commissioner play important roles at the residence, and each contribute to improving the quality of care and services and advocating for residents' rights.

This complementary structure promotes a solution-seeking approach and, above all, creates space for listening, understanding and support.

Since its creation, Rights Week has become an ideal opportunity to forge collaborative links between residents' committees, residents' counsellors and the Service Quality and Complaints Commissioner and to put residents first in all initiatives, while encouraging concrete actions to ensure their well-being.

Changes to the law

On June 1, 2021, the *Act to strengthen the complaint examination process of the health and social services network, in particular for users receiving services from private institutions* (Act 52, 2020, chapter 24) came into effect. This Act applies to CHSLD privés conventionnés, like Vigi Santé.

As a result, all complaints, including medical complaints and reports of mistreatment in Vigi Santé's 15 facilities, now fall under the responsibility of the service quality and complaints commissioners of the regional integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS).

We would like to thank Bonnie Helwer, who has served as Vigi Santé's Service Quality and Complaints Commissioner since 2014. Ms. Helwer has always demonstrated rigour and impartiality in her role.



The use of the masculine gender in this publication is employed solely to facilitate reading and is used 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
- Vigi Santé's Vigilance and Quality Committee
- Vigi Santé's Quality Director
- Vigi Santé's General Director



Vigi Santé
197 Thornhill St., Dollard-des-Ormeaux
(Québec) H9B 3H8

VISIT OUR WEBSITE AT:

www.vigisante.com

News, publications and other information are available.

Une version française de ce feuillet est disponible sur demande.

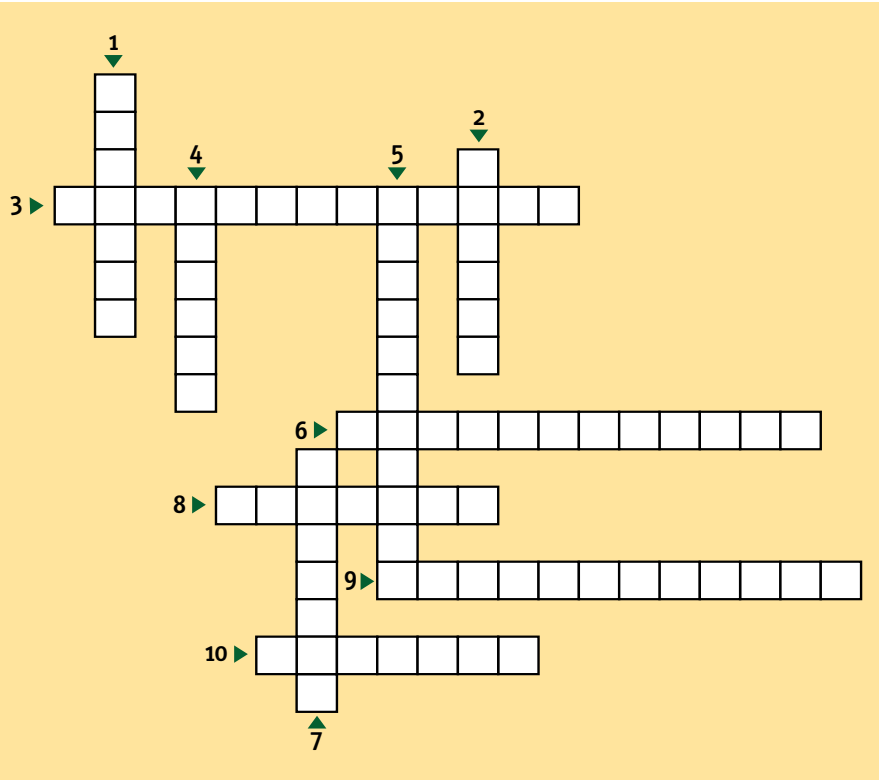
CROSSWORD: THE COMMITTEE'S MANDATE

VERTICAL

- 1 The residents' committee _____ residents of their rights and obligations.
- 4 The residents' committee is there to _____ to your needs.
- 7 The residents' committee acts as a _____ to help ensure provision of high-quality care and services.
- 5 Upon request, the residents' committee _____ or assists residents who wish to make a complaint.
- 2 The residents' committee protects your _____.

HORIZONTAL

- 3 The residents' committee primarily promotes a climate of _____ and confidence in the execution of its mandate.
- 6 The residents' committee measures residents' _____ with the services provided.
- 8 The residents' committee promotes improvements to the _____ of residents' living conditions.
- 9 The residents' committee is the main _____ for residents' needs and expectations.
- 10 The residents' committee _____ residents' collective rights and interests.



ANSWERS OF CROSSWORD: 1: informs 4: listen 7: partner 5: accompanies 2: rights 3: collaboration 6: satisfaction 8: quality 9: spokesperson 10: defends

Residents' Committees: IMPACT that Adds Value!



For this 14th edition of Rights Week, Vigi Santé, its residents' committees and their various partners would like to highlight the projects undertaken by the residents' committees throughout the year. This year's theme is **Residents' Committees: Impact that Adds Value!** and as you read this pamphlet, you'll see examples of how residents' committees help to improve residents' quality of life in collaboration with the residence directors. By passing along observations, verbal and written requests, and when applicable, working in collaboration with other bodies, the committees are active partners in ensuring residents' quality of life.

As you will see, the residents' committees have completed many projects since they were first established in 1992. Without the involvement of many residents, family members, volunteers and supporters, none of this would have been possible. Vigi Santé and the residents' committees would like to recognize the voluntary efforts of all of these contributors to improving living conditions for thousands of residents.

"We ourselves feel that what we are doing is just a drop in the ocean. But the ocean would be less because of that missing drop."
~ Mother Teresa



14th edition Rights Week

