

# I cultivate rights

## *The right to receive appropriate care*

For a seventh consecutive year, the Residents' Rights Week represents an opportunity to promote the residents' rights, quality of life and well-being. Year after year, Vigi Santé and its partners are proud to renew this event, allowing us to reflect together on the rights of the residents and how to make them a reality within each facility. This year Vigi Santé and the Residents' Committee of each facility, along with the Provincial Association of Users' Committees (RPCU), chose to unite their efforts to promote the **RIGHT TO RECEIVE APPROPRIATE CARE**.

In the law, this is referred as the right to receive care in an emergency and to be informed of treatment options and the risks involved. In our living environment, this right necessarily refers to the importance of receiving services tailored to your condition and your needs, continually making adjustments in accordance to your wishes, changes in your condition, and throughout your stay among us.

Keep an eye out for the complete programming within your facility, learn about the various activities that will take place and come cultivate with us!

*"The shoemaker may know how to make shoes,  
but only the wearer knows if they fit."*

Adaptation of a quote by John Dewey

## REGARDING THE RIGHT TO RECEIVE APPROPRIATE CARE

The right to receive appropriate care is recognized in the Act respecting health and social services.

- Article 5 of the law reaffirms the right of everyone to receive adequate health and social services on a scientific, human and social basis, with continuity and in a personalized and secure manner.
- Article 7 stipulates that any person whose life or integrity is in danger has the right to receive the care required by his/her condition.
- Article 101 of the same law stipulates that it is the duty of the institution to assess the needs of people requiring services, deliver those services or refer them to an institution that can do so while ensuring the continuity and complementarity of the services.

In the context of long-term care, this right is defined much more comprehensively. It involves offering services tailored to the needs of each resident and the wishes they express. It also means that the services will continuously be adapted throughout their stay and will evolve to follow their pace and condition all while respecting their wishes.

## AT VIGI SANTÉ

Providing services tailored to the needs of the residents is a collective commitment of the various workers in the living environment. This is reflected at various levels in the daily life of residents in long-term care facilities. At Vigi Santé, this intent is at the heart of our concerns, throughout the stay of the resident.

Upon admission, the residents receive a copy of the **Code of Ethics**, which will colour their experience in the long-term care facility setting, as well as the relationships they will forge with the workers who gravitate around them throughout their stay. The centre's commitments manifest themselves through this focus on the needs and expectations of the residents.

*“We remain attentive and sensitive to what residents feel and express to us so that we may understand them and provide them with the necessary assistance. At all times, we demonstrate flexibility in adapting our interventions in order to provide the quickest response possible to the needs of the resident.”*

*Vigi Santé’s Code of Ethics*



Another way to verify whether the services are appropriate and meet the needs of the residents during their stay is through the **interdisciplinary intervention plan**, which is reviewed every three months. Following a discussion with a resident or his/her representative, the interdisciplinary team meets and verifies whether the basic needs of the resident are met, based on expectations that the resident has expressed. Objectives are then developed with the agreement and input of the resident or his/her representative to improve the condition or well-being of the resident.

During the resident's stay, and if the condition of the resident changes, the doctor and health care team come to an agreement with the resident or his/her representative regarding the measures to be taken if an emergency occurs. The **level of medical intervention** is a way for the health care team to ensure that the care that will be provided during a critical situation will be appropriate and consistent with the expectations of the resident and his/her family. It is also an excellent opportunity for the resident to better understand the risks and possible options of different treatments available to him/her.

We invite you to view the video *"The respect and exercise of rights in a CHSLD"* (in French - Le respect et l'exercice des droits au CHSLD) available on Vigi Santé's website at [www.vigisante.com](http://www.vigisante.com)



## How do I exercise this right?

Exercising rights in a living environment happens through communication and collaboration between the resident or his/her representative and the staff of the facility. We invite you and your representative to inform yourselves and clarify the information necessary to your understanding and to making educated decisions. To this end, you may ask for explanations from the staff. In addition, you are invited to give staff all the necessary information so that your needs and expectations are clear and so that adjustments to the plan of care or the services you receive can be made. For example; your choice of meals, times when you receive services, your daily routine as well as leisure activities.

The **satisfaction assessment** performed upon admission, during the stay and upon ending the services is an opportunity to communicate your appreciation or needs for adjustments, as the case may be. It is an opportunity to review the services you receive and, together, find the most appropriate way to answer to your needs.



This year, from September 26 to October 3, the Provincial Association of Users' Committees (RPCU) will be organizing the 4th Health and Social Services Users' Rights Week. At the provincial level, activities will be organized to promote the right to receive appropriate care and the RPCU is taking advantage of this week to showcase the various initiatives undertaken in the field.

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



*I am unique; the care required by my condition is given to me in a personalized and safe manner with courtesy and sensitivity.*

## A WORD FROM THE COMMISSIONER OF COMPLAINTS AND QUALITY OF SERVICES

### Dissatisfied with the right to receive appropriate care? ... What can you do?

It should be noted that the concept of “appropriate care” differs from one individual to the next. Appropriate according to whom? Based on what? Nothing is ever just black or white. In addition, every case is unique. The intensity of care also varies for each episode of care, which means that each situation must be examined distinctly. The very meaning of the word “*appropriate*” is based on “*what’s right for ...*”, “*suitable for ...*”. That’s why a conversation about the right to receive appropriate care and services is always associated with the state of the person in a specific context, their wishes as well as their free and informed consent.

We cannot stress enough the importance of communication. Certainly, being able to expose the reasons which led us to believe that the care is not, or was not appropriate implies that we first were able to discuss directly with the people involved, whether the nurse, the doctor, the professional involved, or the administration. Identifying the best interest of the resident through the clarification of roles and responsibilities, coupled with various indicators that often vary greatly, generally favours a more comprehensive consideration of available choices in order to reach the common objective, which is to do what is best for the individual.

After such a discussion, should you feel that your rights or those of your parent have not been respected, the Complaints Commissioner will review the situation in light of the particular condition of the resident, his/her needs, expectations and will, as well as the availability of resources, while taking into account the point of view of the health care team. From a medical standpoint, the case is reviewed by the medical examiner.

Communication takes time and effort from both sides when opinions differ, but mostly listening and respect. The key to ensuring the right to appropriate care and services is and will always be communication. EXPRESS YOURSELF!

## TRUE OR FALSE

	True	False
1 The interdisciplinary intervention plan is reviewed every three months by the interdisciplinary team and insists on the participation of the resident or his/her representative.	<input type="checkbox"/>	<input type="checkbox"/>
2 As a resident, I cannot change my level of medical intervention if it has already been signed.	<input type="checkbox"/>	<input type="checkbox"/>
3 As a representative, I can provide important details about end of life wishes that my father/mother shared with me while he/she was able to do so.	<input type="checkbox"/>	<input type="checkbox"/>

## CHARADES

**A** First word: a secret or numbers needed to access a facility.

Second word: a preposition.

Third word: a system that controls behaviour, especially based on ideas of right and wrong.

What am I? The document that serves as a reference for all those working at Vigi Santé, which defines the values and commitments of the organization and its staff towards residents.

\_\_\_\_\_

Answer

**B** First word: that which is suitable or right for a particular situation or occasion.

Second word: things that are done to keep someone healthy, safe, etc.

What am I? The theme of this year's Users' Rights Week.

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Answer

*The answers are at the back of this brochure*

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
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- Residents' Committee of the CHSLD Vigi Pierrefonds
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- Residents' Committee of the CHSLD Vigi Shermont
- Residents' Committee of the CHSLD Vigi Yves-Blais
- Residents' Committee of the CHSLD Vigi Marie-Clare
- 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 the right to receive appropriate care.”**

**Theme of Rights Week in all Vigi Santé's CHSLDs  
Automne 2014**

**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 contributes to the promotion and respect of your rights. Do not hesitate to ask for their assistance.



**Local Complaints and Service Quality**

**Commissioner: Nicole Gariépy**

*By telephone : 514 684-0930, ext. 1439*

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

#### ANSWERS - TRUE OR FALSE

- 1 TRUE :** The interdisciplinary team meets quarterly to review the status of the resident and propose interventions according to the expectations of the resident or their representative.
- 2 FALSE :** The medical intervention level can be changed at any time, in written or verbal form.
- 3 TRUE :** Relatives are invited to share with staff all the information necessary to understand the wishes and treatment guidelines of the resident.

ANSWERS - CHARADES : **A** Code of ethics **B** Appropriate care