

Residents' Rights Week 2018

I'm building a living environment,
filled with **RESPECT**... one piece at a time.



Respect is an important pillar in our society; it guides our actions and enables us to live in collectivity. We make reference to it in many laws: the Charter of Rights and Freedoms, the Quebec Civil Code and naturally, the Act respecting Health Services and Social Services. It must be seen as a mutual exchange where the person who will feel respected will tend towards demonstrating respect in return.

This year, the Residents' Committees, Residents' Counsellors and the Quality Services and Complaints Commissioner have decided to promote the right to respect by reminding everyone that it is, before anything else, a shared responsibility between everyone gravitating in a living environment. Every gesture done on a daily basis should be tinted with consideration towards others and, consequently, encourage reciprocity.

RESPECT OF MY PERSON

It is when I feel by the attitude adopted towards me that people are interested in who I am and what I need, when people address me in a polite way by using mister or misses, that this word states all the consideration offered to me, that the care and every step of the services are explained, that we seek for my consent, that I feel that the actions taken towards me are done with kindness, that I feel confident and secure.

RESPECT OF MY BELIEFS AND VALUES

It is recognizing my past, my present and my future: my life story. It is when we take into account my choices and convictions, without judgement. It is to participate according to my condition and capacity in the discussions leading to decisions concerning my health, in a welcoming and open-minded manner. If I can no longer participate in such discussions, I trust that the person I designated to represent me will ensure, with the team, of maintaining my integrity, self-esteem, and dignity.

RESPECT OF MY AUTONOMY

It is when I can participate in my care, according to my capacities. When it is understood that I can accept the risks related to my condition when I am fully informed. That I can refuse a care or a treatment, even if it is offered for my safety (for example: food texture, diet, control measures, etc.). That it is accepted that I take decisions according to my values and convictions because they concern my health.

RESPECT OF MY RHYTHM

It's taking into account my habits, the person that I am and my story. It's taking care of me while considering my physical capacities, the way I can contribute to my care and ensuring that I don't feel rushed in the unfolding of my day.

RESPECT OF MY DESIRES (CHOICES AND PREFERENCES)

For my will, my choices and my tastes to be respected, I have to let them be known. During my stay, many opportunities are offered to me: during the interdisciplinary meeting where my condition is discussed with the centre's professionals, in the satisfaction surveys, in the leisure committee, in the *Milieu de vie* committee, or, on a daily basis, when I have comments on the services, I can express myself to the person concerned. If I can no longer express my will, I hope I can count on my relatives who know my desires and have heard me express my opinion. They will take decisions according to what I would have wanted.

Test your knowledge ...

Scratch to discover the answer



If I am unable to take decisions regarding my condition, what would happen if I express a refusal for a care that is offered to me?

The law recognizes the value of a categorical refusal, even for a person who is unable to consent. The team and my relatives will consider the refusal.

Who are the people I can refer to if I don't feel respected in the care and services that I receive?

- The nurse or the *intervenant accompagnateur*
- The Head of the Unit or Coordinators
- Director of Care and Coordinator of Client Services
- The Residents' Counsellor
- *Le Centre d'accompagnement et d'assistance aux plaintes*

- The Residents' Committee
- Service Quality and Complaints Commissioner

Who has the responsibility to ensure that the resident's will is respected and that the care is provided according to their values?



END-OF-LIFE WISHES

Respect for the resident at the end-of-life and recognition of his rights and freedoms must inspire every act performed in his regard. (Act respecting end-of-life care).

As a resident, I transmit to my relative and my entourage my values and my living wills. If my condition doesn't allow me to do so, I count on the person that I have designated to ensure that they will be respected.

As a staff member, I consult the resident regarding their will, I make sure to offer all the information that will guide their reflection and make an informed decision. I set up an end-of-life committee that will reunite every person of the interdisciplinary team who will accompany the resident in their journey, their entourage as well as the doctor.

As a doctor, I must inform the resident on their condition. I inquire about their will and inform them on the options that are offered to them according to their values and beliefs.

As a volunteer, accompanied by the team, I remain attentive to the resident's needs as well as their relative's needs and I offer support with consideration and respect of their dignity.