

**CSSS de Papineau
Facilities**



Head office and CLSC
Vallée-de-la-Lièvre
578 Maclaren St East
Gatineau
J8L 2W1

819 986-3359



CLSC Vallée-de-la-
Lièvre
617 Buckingham Avenue
Gatineau
J8L 2H4

819 986-3359



CLSC Vallée-de-la-
Lièvre, Point of service
Val-des-Bois,
601 route 309,
Val-des-Bois
J0X 3C0

819 454-2355



Hôpital de Papineau
155 Maclaren St East
Gatineau
J8L 0C2

819 986-3341



Centre d'hébergement
Vallée-de-la-Lièvre
111 Gérard-Gauthier St
Gatineau
J8L 3C9

819 986-1043



CLSC et Centre d'hé-
bergement Petite-
Nation
14 Saint-André St
Saint-André-Avellin
J0V 1W0

819 983-7341

**USERS'
COMMITTEE**

U

819 986-9917
Voice mail 2398

Leave your contact information and a
Users's Committee member will call
you back as soon as possible.

*The mandate of the Users' Committee is
to be the guardian of users' rights. It
must see to it that users are treated
with respect for their dignity and
recognition of their rights and
freedoms. The committee is an
important spokesperson for the users
before the authorities of the institution.*

*The Users' Committee is assisted in its
role by the Residents Committees of the
Hôpital de Papineau, the Centre
d'hébergement Vallée-de-la-Lièvre and
the Centre d'hébergement Petite-
Nation.*

Centre de santé et de services sociaux
de Papineau

**USERS'
COMMITTEE**



U

*In mathematics, the symbol U
represents a set or whole.
The Users' Committee works for all
users of all facilities of the
CSSS de Papineau,
covering all the territory,
ie. the Vallée-de-la-Lièvre and the
Petite-Nation.*

Disponible en français

May 2008

The 5 fonctions of the Users' Committee

1. To inform:

The Users' Committee promotes awareness of and respect for users' rights in the institution or facilities. The Committee informs users of health-care services of their rights and obligations.

2. To foster and assess:

The Users' Committee observes situations or elements that need to be corrected and draws them to the attention of the institution, in order to improve the quality of the users' living conditions. The Users' Committee participates in assessing the degree of satisfaction of users with regard to the services received from the institution.

3. To defend users' rights:

The Users' Committee defends the rights of users and can accompany the user in whatever representations it considers necessary to the institution, the local service quality and complaints commissioner, or any other competent authority.

4. To accompany and assist:

The Users' Committee can accompany and assist a user, on request, in formulating a complaint or in any action he undertakes.

5. To ensure proper operation:

The Users' Committee should also see to the proper operation of the Residents' Committee.

The Act respecting health services and social services

The Charter of Human Rights and Freedoms, as well as the *Civil Code of Quebec*, sets forth fundamental human rights.

The *Act respecting health services and social services* draws on these fundamental rights to define the rights of users in healthcare institutions.

The guidelines of the *Act* are:

- The person requiring services is the reason for the very existence of those services;
- Respect for the user and recognition of his rights and freedoms must inspire every act performed in his regard;
- The user must be treated, in every

intervention, with courtesy, fairness and understanding, and with respect for his dignity, autonomy, needs and safety;

- The user must, as far as possible, play an active role in the care and services which concern him;
- The user must be encouraged, through the provision of adequate information, to use services in a judicious manner.

IN STRICT CONFIDENCE

Every member of the Users' Committee must respect confidentiality at all times, even outside of the institution and even after his term in the Users' Committee is completed.

Users' rights

Sections 4 to 28 and 34, 44, 53, 60 and 73 describe users' rights as follows:

- **Right to be informed;**
- **Right to receive services;**
- **Right to choose the professional or institution of his choice;**
- **Right to receive the care required by his condition;**
- **Right to consent to or refuse care;**
- **Right to participate in any decision concerning him;**
- **Right to be accompanied, assisted and represented;**
- **Right to lodging and necessary services;**
- **Right to receive services in the English language;**
- **Right of access to his record;**
- **Right to confidentiality of his record;**
- **Right to file a complaint.**