



# USERS HAVE RIGHTS

Information brochure for users



## WELCOME!

The Users Committee protects the rights of the users of the CHU Sainte-Justine and the Centre de réadaptation Marie-Enfant. It ensures that all users who receive care and services from the institution are treated with respect and dignity. In addition, it speaks for all users in their dealings with internal and external authorities.

The Users Committee's current, varied initiatives aim to improve quality of life for users. Respect for the rights of users, quality of services provided, and user satisfaction guide the Users Committee's actions, both in general and in specific cases such as a user's vulnerability.



Send your suggestions for improvement or comments to the Users Committee at:

514-345-4931 ext. 5902  
comitedesusagers.hsj@ssss.gouv.qc.ca  
chusj.org/usagers  
facebook.com/cdusaintejustine/  
linkedin.com/in/cdusainte-justine



Also available:  
**Service Quality and Complaints Commissioner of the CHU Sainte-Justine**  
Room A-921, near the large cafeteria  
514-345-4749  
commissaire.message.hsj@ssss.gouv.qc.ca chusj.org/plaintes

Collaboration: Users Committee (2019-09-18),  
CHU Sainte-Justine Printing Office, Brochure Committee  
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## THE USERS COMMITTEE IS COMMITTED TO RESPECTING THE USERS' RIGHTS

Below are the 12 rights that protect users of the CHU Sainte-Justine and the Centre de réadaptation Marie Enfant :

- Right to information
- Right to receive services
- Right to choose the professional or institution\*
- Right to receive care required by health condition
- Right to consent to or refuse care
- Right to participate in decision-making
- Right to be accompanied, assisted, and represented
- Right to lodging
- Right to receive services in English\*
- Right to access one's medical record
- Right to confidentiality
- Right to pursue a remedy

Ref: Act respecting health services and social services  
\* Depending on availability



## WHAT WE DO FOR OUR USERS

The Users Committee has a mandate to:

- Provide users with information about their rights and responsibilities;
- Help improve user experience at the institution;
- Participate in improving the quality of services provided at the institution;
- Evaluate user satisfaction with the services received from the institution;
- Advocate for the individual and collective rights and interests of users in their dealings with the institution or any other competent authority;
- Assist users in their actions, including lodging a complaint.



## COMPOSITION OF THE USERS COMMITTEE

The Users Committee must be comprised of at least five members, including a majority of users or their representatives (i.e., curator, guardian, parent, or an interested person).

If the applicant is not a user or representative, they must have previously demonstrated an interest in user rights.