

## USER RIGHTS AND RESPONSIBILITIES

### YOUR RIGHTS

The institution recognizes that, as a user, you have the right to:

- Be respected as a person
- Be protected
- Receive services
- Be informed
- Participate in decisions
- Be supported and assisted by the person of your choice
- File a complaint if you are not satisfied
- Be represented

### YOUR RESPONSIBILITIES AS A USER

You are responsible for showing respect toward staff members and cooperating with them to the best of your ability.

#### Showing respect means:

- Communicating in a positive way.
- Treating people with courtesy and compassion.
- Following the institution's laws, policies and regulations.
- Upholding the right to safety of all staff who are working to help your child.

### When receiving services, you are responsible for:

- Cooperating with staff during the process to resolve a problem.
- Using the requested, recommended or prescribed services.
- Participating in the programs and services you receive.
- Becoming actively involved in the process to receive these services.
- Expressing your needs and expectations.
- Asking for more information.

If you want to know more about your rights and how to enact them, contact the Users' Committee.

For information or support or to get involved with the Users' Committee, contact the liaison officer.

308 Cartier Boulevard West,  
Laval, Quebec H7N 2J2  
**Phone: 450-975-3848**  
**Toll free: 1-888-975-4884**

Email: [comite.usagers@ssss.gouv.qc.ca](mailto:comite.usagers@ssss.gouv.qc.ca)

Website:  
[www.lavalensante.com/comites-des-usagers-et-de-residents](http://www.lavalensante.com/comites-des-usagers-et-de-residents)

Centre intégré  
de santé  
et de services sociaux  
de Laval

Québec 

# USERS' COMMITTEE OF THE CENTRE JEUNESSE DE LAVAL

and the Centre de réadaptation  
en dépendance Laval

LISTENING TO  
HELPING  
INFORMING  
RESPRESENTING  
SUPPORTING  
**YOU**

Québec 

## THE USERS' COMMITTEE:

### Provides support

- To parents receiving services from the Centre de protection de l'enfance et de la jeunesse de Laval.
- To minors staying at a residential resource or receiving at-home services.
- To people receiving addiction services from the Centre de réadaptation en dépendance de Laval.

### Provides information

- About your rights and responsibilities.
- About how services work.

### Listens to you

- The liaison officer of the Users' Committee will listen to you and support you throughout the service episode with full confidentiality.
- This officer is responsible for hearing any dissatisfactions you have and offering support, including if you want to make a complaint.
- This person can help find solutions to recreate a positive service-delivery environment.
- This person can help you during your appointments to clarify the situation and ensure that you understand the information given to you.

### The committee is also a group of dedicated users:

- The committee's members include users who are receiving or have received services from the Centre de protection de l'enfance et de la jeunesse or the Centre de réadaptation en dépendance de Laval.
- The committee represents all clients, such as parents, youths staying at home, and youths at residential resources.

The committee members want to help improve the quality of the institution's services. They share information and organize activities to raise awareness about users' rights and obligations.

Presentations are given to members, while guest speakers give talks on a variety of topics of concern to users. As the committee members are the spokespeople for all users, management considers their comments when making decisions.



### Residents' Committee

Any institution that offers residential resource services must set up a Residents' Committee. Young people on this committee discuss a range of topics, such as food, comfort, activities and relationships with staff. Their comments and suggestions are submitted to management, which can identify areas for improvement.

