

Under the Act respecting health services and social services, you are entitled to:

1. **Ensure a secure protection** of your confidential file.
2. **Have access to and obtain** a copy of your confidential file.
3. **Have access to housing** – even after you have been discharged – until your health allows you to return home or be placed in another facility such as IR, FTR, PSR or any other institution.
4. **Choose/change professional or institution** according to available resources.
5. **Consent or refuse care in a free and informed manner**, by yourself or through your representative.
6. **Be accompanied and assisted by the person of your choice** when you wish to obtain information on services.
7. **Be informed about your health**, treatment options, risks, consequences and warnings.
8. **Be informed**, as soon as possible, about any **incident or accident** having occurred during the provision of services or care.
9. **Be informed about the complaint procedure** and, if necessary, to be accompanied or assisted throughout the entire process.
10. **Be informed about existing services related to your needs and how to get access to them:** material and professional resources, departmental programs.
11. **Be represented to give your consent** for all your recognised rights if you were temporarily or permanently incapable.
12. **Be treated with courtesy**, fairness and understanding, and with respect for your dignity, autonomy, safety, and needs.
13. **Take part in decisions** that concern you.
14. **File a complaint without risk** of reprisals.
15. **Receive adequate services** on an ongoing, personalized and safe basis.
16. **Receive services in English – if you are an English-speaking person** – through the government access program.
17. **Receive emergency care.**
18. **Acknowledge advance medical directives** determined by the full age capable person and follow them if the user becomes incapable (*Act respecting end-of-life care*).
19. **Receive end-of-life care** considering your state of health, to relieve your suffering until death ensues (*Act respecting end-of-life care*).

The health and social services network complaint examination system



— Île de Montréal —

Free, confidential and personalized services

- **Information, reference, guidance and support**
- **Assistance and accompaniment** to any person, their representative or heir, who wishes to file a complaint within the health and social services network.
- **Help and guidance** to anyone who wishes to know more about the health and social services network complaint examination system.

CAAP-Île de Montréal is a **regional community organization mandated** by the Ministry of Health and Social Services.

514 861-5998

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The Act respecting health services and social services has introduced the complaint examination system so that anyone may file a complaint or report a situation:

- If he is not satisfied with the health services or social services he has received, should have received, is receiving or requires.
- If he believes his rights have not been respected.

What does filing a complaint means?

- Filing a complaint means expressing your dissatisfaction and contributing to reaching your satisfaction. **Quality of service is everyone's business.**

Why file a complaint?

- To **ensure everyone's rights** are respected in the health services and social services network.
- To **improve the quality** of services.
- To **prevent** and **correct** a problem.



What CAAP can do for you :

- **Inform** you about your rights.
- **Explain** how the complaint examination system works.
- **Help identify and clarify** the grounds of your complaint, your dissatisfactions and expectations.
- **Write or review** your complaint letter.
- **Accompany you** to meetings with those reviewing complaints within the Health services and social services network.
- **Assist you** throughout the complaint process.

CAAP-Île de Montréal can inform and assist you in filing a complaint or reporting wrongdoing.

Our staff has flexible working hours, please make an appointment before coming to our office.

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Institutions and organizations subject to the Complaint examination system:

- Integrated university health and social services centre (CIUSSS)
- Hospital
- Residential and long-term care centre (CHSLD)
- Youth centre
- Local community services centre (CLSC)
- Specialized rehabilitation centre for people with physical disability (PD), intellectual disabilities (ID) and autism spectrum disorders (ASD), etc.
- Family-type resource (FTR)
- Community organization (MSSS)
- Housing resources for individuals with pathological gambling and substance addiction
- Intermediate resource (IR)
- Private residence
- Private seniors' residence (PSR) (certification standards and criteria)
- Ambulance service (Urgences - Santé)
- Any other person, agency, company or organization with which the health and social services facilities collaborate through a service agreement
- 811 for Info-Santé, Info-Social and Primary Care Access Point (GAP – Guichet d'accès à la première ligne)