

## USERS RIGHTS AND RESPONSIBILITIES

All users of the Health and Social Services network have rights and responsibilities.

### Right to:

- Receive services, appropriate care according to one's health status
- Choose a professional or an institution
- Consent to care or refuse care
- Participate in decision-making
- Be accompanied, assisted and represented
- Have shelter and accommodation
- Obtain services in English
- Access one's user file
- Have confidentiality of one's user file
- Lodge a complaint
- Assert one's rights

## Responsibilities and Expected Behaviors:

- Participate in care, services, and in meetings to build intervention plan
- Live through their commitments and appointments
- Express needs and expectations regarding care and services
- Collaborate with staff
- Prepare adequately for tests and treatments
- Ask for explanations
- Respect staff, users, and property at all times
- Abide by the establishment's regulations and policies
- Exercise discretion towards services rendered to other users
- Store personal belongings to avoid theft, loss or breakage
- Use appropriate means to ensure one's and others' safety
- Leave the establishment after obtaining medical leave

## What To Do?

The user must contact the right person within the care facility: the person who is responsible for care and services, to clarify the situation and ask for an explanation.

Communication, exchange, and dialogue with the right person will help to solve the problem.

If the issue is not resolved to the user's satisfaction, contact UTHC Service Quality and Complaints Commissioner for assistance.

[complaints.kuujjuaq@ssss.gouv.qc.ca](mailto:complaints.kuujjuaq@ssss.gouv.qc.ca)  
819 964-2905 ext. 509

If the user is not satisfied with the response given by the institution or measures put in, one can contact the Québec Ombudsman: 1 800 463-5070  
[protecteurducitoyen.qc.ca](http://protecteurducitoyen.qc.ca)



# The Complaints Review Process

Working For You and With You

[complaints.kuujjuaq@ssss.gouv.qc.ca](mailto:complaints.kuujjuaq@ssss.gouv.qc.ca)  
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UNGAVA TULATTAVIK HEALTH CENTER  
CENTRE DE SANTÉ TULATTAVIK DE L'UNGAVA

## IMPROVING THE QUALITY OF CARE AND SERVICES

When informed of a situation in which a user is involved, or if a person is not satisfied, UTHC's management and employees can take corrective actions to remedy these situations.

The primary goal is to improve the quality of care and services for the complainant or for all users that could be concerned in the future.

The Act respecting Health Services and Social Services (LSSSS) provides a mechanism through which a user can state a view, be heard, understood, and respected.

### What is a Complaints Commissioner?

The Complaints Commissioner acts under an oath guaranteeing confidentiality and impartiality. Appointed by the Board of Directors, they are accountable directly to the Board.

They are independent from management and free of their practice and judgment. The Commissioners report to the Board of Directors periodically and to the Ministry once a year.

## Resolving the Issue

Before addressing a complaint, it is possible for a user to try to solve the issue with the service staff or its manager.

**Complaints may relate to all the services offered by UTHC** including medical and social services, DYP, dentistry, pharmaceutical and midwifery issues.

A complaint can be made verbally, in person, by phone, in a written form, by letter, by email, or by UTHC form. As requested by law, a written complaint commands a written answer by the Commissioners.



## What Is the Process?

The Commissioner verifies the facts of a complaint made by a user. Emotions will not be considered.

Good faith complaints are welcomed. They are helpful. They help improve quality service and practices.

This process is based on values that give perspective and permits growth to all the parties involved:

- Awareness of oneself and of one's real needs in a service environment
- Respect of oneself and of the care givers, and of the possibilities and limits of the organization
- Reciprocity engagement to a conciliation and mediation process with a give and take attitude
- Responsibility on each part

## Commissioner's Power of Recommendation

While in process or ending it, the Commissioner will, within 45 days:

- Share conclusions with the complainant
- Recommend corrective measures that will improve the quality service for all users

Conciliation, mediation, and recommendations will ensure bettering of the quality service and guaranteeing the user's rights.

