
What can the Users' Committee do for you?

- Inform you of your rights and responsibilities
- Assess your satisfaction regarding services
- Defend your rights and collective interests
- Support and assist you to file a complaint

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Comfort, Care and Countryside

The Wales Home Users' Committee

*Working together
for a
"Home of Choice"*

If you have any other questions or comments please do not hesitate to contact us at:

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THE WALES HOME USERS' COMMITTEE

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What is the Users' Committee?

In compliance with section 209 of the Act respecting health services and social services (art. 209, LSSSS), the Users' Committee of the Wales Home has been formed to defend the collective rights and interests of the residents.



Who are "Users"?

"Users" are to be considered persons receiving health or social services from the Wales Home (residents).

Mandate of the Committee

- ☑ To inform users of their rights and obligations
- ☑ To work toward improving the quality of the users' living conditions
- ☑ To assess the users' level of satisfaction with the services obtained
- ☑ To defend the users' rights and interests
- ☑ Accompany and assist, on request, users in conjunction with any steps they undertake, including lodging complaints when so desired



Rights of the Users

- ☑ Right to receive services
- ☑ Right to refuse services
- ☑ Right to be accompanied
- ☑ Right to be represented
- ☑ Right to be informed
- ☑ Right to file a complaint without fear of reprisal
- ☑ Right to be treated with courtesy and respect

Responsibilities of the Users

- ☑ To take part within the limits of one's capacity, in the care and services that are being offered
- ☑ Once well informed, to use appropriately the services and care provided by the Home
- ☑ To treat employees and fellow residents with respect

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