



Bonjour
GUIDE CHSLD

CIUSSS du Centre-Sud-de-l'Île-de-Montréal

Québec 

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DEAR RESIDENT,

Today you are moving into your new living environment. The centre's team is very happy to welcome you to make you feel at home.

Over the next few weeks, you will discover your new space. You will get to know your living environment, which we hope you will find friendly and safe. In your new living environment, qualified dedicated attentive staff members are here for you. They are conscious of the quality of services they offer.

You will go through an adaptation period, since this is a major change in your life. Staff members can help you during this transition period. Don't hesitate to talk to us about your needs, projects and desires. Our commitment is to personalize your care and services. We aim to make your experience in our residence as satisfying as possible while also taking into account the needs of everyone who lives in our facility.

Every effort will be made to ensure your period of adaptation goes as smoothly as possible. We invite you and your loved ones to take advantage of services and activities, as well as indoor and outdoor spaces offered to you because... here, you're at home!



I hope you find your new living environment a pleasant place to be.

Sincerely,

Geneviève Archambault
Director, Program to support seniors' independence (SAPA) – Housing

SECTION 1

CIUSSS
du Centre-Sud-de-l'Île-de-Montréal



Our vision and values

OUR VISION

Our vision is to provide accessible care adapted to your needs and to the realities of a living environment.

Essentially, we strive to deliver excellent care and services. Our organization is open to change and to new ideas. Our approach aims to develop a partnership with you so we can create a positive human experience

OUR VALUES

Each decision we make and action we take are based on the following values:



RESPECT

In residential centres, respect is central to your development and that of the living environment. Respect fosters listening, open-mindedness and empathy towards you and your loved ones. It prompts us to recognize everyone's strengths and differences, and allows you to exercise your right to choose and freedom of speech.



COLLABORATION

We wish to work as a team with you and your loved ones. This partnership is centred on your projects, needs, care and services so they can be delivered in the context of a community living setting. Through clear, adapted communication, we want to enable you to participate in discussions with various health professionals..



COMMITMENT

The health professionals are committed in their desire to excel. The team strives to continually improve the living environment to meet your needs and expectations, and to ensure that you feel safe .



PASSION

Passion encompasses enthusiasm, as well as a will to innovate, develop new practices and carry them out enthusiastically. This entails creating a living environment that is a reflection of you and that evolves in accordance with everyone's involvement.

Our residential centres

The CCSMTL has **17 long-term residential care centres** in **3 sectors of the city**. Each centre has its own distinctive features and history. The indoor and outdoor spaces of these living environments are adapted to accommodate people with significant loss of autonomy.

17

DES FAUBOURGS, PLATEAU MONT-ROYAL AND SAINT-LOUIS-DU-PARC SECTOR

- Centre d'hébergement Émilie-Gamelin
- Centre d'hébergement Armand-Lavergne
- Centre d'hébergement du Manoir-de-l'Âge-d'Or
- Centre d'hébergement Jean-De La Lande
- Centre d'hébergement Ernest-Routhier
- Centre d'hébergement Paul-Bruchési
- Centre d'hébergement Paul-Émile-Léger
- Hôpital chinois de Montréal

DE VERDUN, CÔTE-SAINT-PAUL, SAINT-HENRI AND POINTE-SAINT- CHARLES SECTOR

- Centre d'hébergement Champlain
- Centre d'hébergement de Saint-Henri
- Centre d'hébergement de Verdun
- Centre d'hébergement des Seigneurs
- Centre d'hébergement Louis-Riel
- Centre d'hébergement Réal-Morel
- Centre d'hébergement Yvon-Brunet

CIUSSS DU CENTRE-OUEST-DE-L'ÎLE-DE-MONTRÉAL SECTOR

- Centre d'hébergement Alfred-Desrochers
- Institut universitaire de gériatrie de Montréal (IUGM), Pavillon Côte-des-Neiges

Our approaches

“LIVING ENVIRONMENT” APPROACH

The “living environment” approach aims to offer a warm reassuring and dynamic quality setting, where there are opportunities for you to make choices regarding both your private and community life

FOUNDATIONS OF THE “LIVING ENVIRONMENT” APPROACH

- Recognize each person as a holistic being
- Recognize the fact that residents are at home here
- A service organization where residents can have power and control over their lives, in line with their capacities to do so
- Preserve the respect and dignity of the residents
- Compassion and empathy at the core of each gesture and at the heart of each decision

The “living environment” approach also refers to creating a reassuring and trusting relationship from the very first contact and throughout your stay at the centre.

“PALLIATIVE” APPROACH

The “palliative” approach is a partner in your life course trajectory. You will be accompanied in your last moments by health professionals from all fields to ensure your needs are met. We will respond to the needs you express and those we will have identified. Our palliative care program includes medication to relieve pain and suffering that may arise during the last moments..

“ALL IN WITH YOU” APPROACH (DE TOUT CŒUR AVEC VOUS)

The “all in with you” approach seeks to ensure all our actions are filled with empathy and compassion. We hope that together we will develop the best relationship possible so that your living experience at the residential centre is a positive one.

“GROUPING RESIDENTS ACCORDING TO THEIR HEALTH” APPROACH (MICRO SETTINGS)

Our residential centres welcome people with different profiles. Some residents are living with physical loss of autonomy or with cognitive loss. Others have difficulties adapting, which can provoke disruptive behaviours. A few have intellectual disabilities. All these people need very specific approaches to ensure their needs are met. This is why in our residential centres, there are specialized units we call “micro settings”.

Our Code of Ethics

Centre intégré universitaire
de santé et des services sociaux
du Centre-Sud-de-l'Île-de-Montréal

PLUS FORT
AVEC VOUS



The CCSMTL has adopted a code of ethics that confirms our commitment to you. It guides how we conduct ourselves in our desire to offer quality services and entertain healthy relationships. Our Code of Ethics informs you and your loved ones of your rights. It also identifies actions that you and your loved ones can take to improve your care and services experience.

Québec 

SECTION 2

The Residential Centre



Welcome to your residential centre

The day you arrive here is an important event for you and your loved ones. It is also an important one for us. Here is a list of people who will help make your arrival in the residential centre smoother:

BENEFICIARY ATTENDANT (PAB)

- This person welcomes you to the centre. They are the link between you, your loved ones and the team members. They ensure that everyone is aware of your lifestyle habits.
- The beneficiary attendant (PAB) will give you a document entitled “Life Story”. You can take the time to fill it out in the days following your arrival. The attendant can help you fill it out, if needed.
- They can help you settle in and introduce you to your neighbours as well as to staff members on your living unit.

YOUR REPRESENTATIVE

- This is a person you are close to (e.g., friend, brother, sister, child) that you designate in the first few days and who will monitor your arrival at the centre.
- This person will guide us when making decisions that concern you, if you are temporarily or permanently unable to do so.
- If you have legally mandated someone, it is important to tell your nurse. She will enter this information in your file.



Your life story helps us to know you better. It allows us to talk with you about topics you are really interested in and to personalize our care and services. For example, you can inform us of the time you like to get up and when you like to go to bed.

The different staff members

Our team is there to accompany you in your daily life. Here is a list of the team members and the roles they will have in your new living environment :

MANAGEMENT TEAM

ADMINISTRATOR IN CHARGE OF THE RESIDENTIAL CENTRE

- The administrator in charge of the site is the person responsible for planning, coordinating and controlling all care and services delivered in the residential centre. This person ensures that the living environment is safe for you and the other residents, and that you are getting the quality care and services your need on an ongoing basis.

UNIT HEAD

- The unit head is responsible 24/7 for the unit where you live.
- This person oversees the quality of care and services, risk management and respect for the current standards.
- He or she is first in line to answer your questions and respond to your requests, welcome suggestions and complaints, and provide follow-up.

A living unit is the area where your room and the rooms of other people living there are located.

PERSON IN CHARGE OF EVENING, NIGHT AND WEEKEND ACTIVITIES

- When the unit head is absent, this person ensures that the clinical activities and care given by professionals are maintained.

CLINICAL TEAM

ASSISTANT NURSE TO THE IMMEDIATE SUPERIOR (ASI)

- The person who assists the unit head.
- This person plans, supervises and coordinates the activities on the living unit.
- She is in charge of organizing the services offered to you.

HEAD NURSE OF THE TEAM

- This person assesses your health, provides care and ensures the quality of the care and services you receive.

AUXILIARY NURSE

- This person helps the nurse assess your health and delivers your care and treatment (medications, bandages, various treatments).

PERSONAL SUPPORT WORKER (PAB)

- This person provides support and accompanies you in your daily activities (e.g., bath, personal hygiene, diet, getting around).
- The PAB continually makes sure that you are comfortable by ensuring your various needs are met. She or he works in collaboration with the care and services team.

DOCTOR FOR THE LIVING UNIT

- This person provides medical follow-up based on your state of health.
- A doctor is on-call 24/7.
- The doctor consults with you to determine your level of medical intervention and cardiopulmonary resuscitation.

Don't forget to tell your doctor and your nurse if you take over-the-counter medications or natural products, which can sometimes have adverse effects when taken with prescription medications.

PHARMACIST

- The pharmacist is responsible for medical prescriptions, and for preservation, control and proper use of medications.
- This person works closely with the doctor and the care team.
- Each centre has its own pharmacy service.



Medications listed on the Régie de l'assurance maladie du Québec (RAMQ) form are included in your accommodation fees. If you are prescribed a medication that is not on the RAMQ form, the pharmacist will suggest a substitute, if your doctor agrees. If a substitute is not possible, you will have to pay for that medication. We will notify you should this be the case.

REHABILITATION TEAM

- The team is composed of physiotherapists and occupational therapists. The team will meet with you to assess your physical capacities (e.g., walking, getting out of bed, standing up and sitting).
- The team recommends certain technical aids, if you need them, and loans out the equipment (e.g., cane, walker, wheelchair).
- Your personal environment could be adapted to facilitate your spatial orientation and ensure you can move around safely.



If you already have a technical aid

You can bring it with you when you move into the centre. Rehabilitation team members will ensure that your technical aid is well adjusted for you, and that it enhances your autonomy and safety as well as that of the professionals working with you.

DENTAL HYGIENISTS

- They collaborate with the care team and with dentists and denturologists who work in our residential centres.
- They provide preventive services (e.g., cleaning, teeth scaling and dental prostheses).
- They support the care team when evaluating dental health and daily oral hygiene care.

NUTRITION TEAM

- It is composed of nutrition technicians and nutritionists.
- The nutrition technician makes sure that the menu corresponds to your tastes and preferences.
- The nutritionist evaluates your nutritional status and recommends appropriate treatment (food textures) that corresponds to your needs.

PSYCHOSOCIAL TEAM

- The team is composed of social workers and specialized educators.
- The psychosocial professional works to address personal or behavioural difficulties you might experience.
- He or she will support you and your loved ones if you have difficulty adjusting to your new living environment, difficulties linked to loss of physical or mental capacities, or in case of conflicts with your loved ones.
- The social worker is the professional who will support you should you need legal protection (e.g., instituting a protection regime).

SPIRITUAL CARE TEAM

- Spiritual care practitioners offer support for spiritual life and, if needed, religious life. This service is for you as well as for your loved ones, and is designed to respect each person's values and beliefs.

ACTIVITIES AND RECREATION TEAM

- The team helps create a stimulating living environment. It proposes various activities offered in a program that changes each month.
- To learn about the recreational activities offered in CHSLDs, go to the CCSMTL website and enter the name of the centre in the search engine to see the centre's page, where you can then look at the program

VOLUNTEERS

- In our 17 long-term care facilities, volunteers work with local practitioners to maximize your well-being and personal growth.

TRAINEES

- Our values include commitment and collaboration, which are implemented through various training activities. Therefore, it is possible that trainees assist professionals when delivering your care and services. Trainees are continually supervised and the care and services they deliver are adapted to their skill levels. So you can rest assured that they are providing safe, quality care.

SECTION 3

Personal Effects
and Useful Information



Your personal effects

We recommend that you bring enough clothes for a period of at least 10 days. Make sure these items are adapted to the season (e.g., to go to a medical appointments or out on the terrace). Choose clothes that are easy to wash (can be washed in water and don't require ironing). Example of clothes:

- Shirts or sweaters
- Bathrobe
- Sleepwear
- Dresses or pants
- Sockettes or slippers
- Shoes, boots and/or slippers with nonslip soles
- Underwear
- Jacket
- Spring or winter coat, hat, gloves or mitts, scarf



MAINTENANCE AND IDENTIFICATION OF YOUR CLOTHES

- Each item of clothing must be identified with a label.
- Each label must have your first and last names as well as your room number.
- You are responsible for putting on and paying for the labels. We can give you a list of resources that can do this job for you.
- A free laundry service is available. Delicate clothes requiring dry cleaning or hand washing must be sent out, and you must cover the cost.
- If you wish, your loved ones can do your laundry.
- In our residential centres, there are washers and driers that you can use at no cost. Find out how you can do this in your living unit.

The residential centre provides and cleans bedding, towels and facecloths. However, to personalize your room, you can bring personal effects like a bedspread or other decorative objects. If you choose to bring these items, you should be aware that the centre is not responsible for their maintenance because it does not want to risk losing your personal effects.

PERSONAL HYGIENE ITEMS PROVIDED BY THE CENTRE

- Toothbrush
- Denture brush
- Toothpaste for dentures
- Toothpaste for natural teeth
- Mouthwash
- Denture case
- Deodorant
- Shampoo
- Body lotion
- Paper tissues
- Shaving creme
- Disposable razor (when an electric razor can't be used)
- Body soap

The centre buys products in bulk. There is no choice as to the brands of products provided. If you want to use specific products or brands, you have to buy them yourself.

IDENTIFICATION OF INDEPENDENT LIVING AIDS

Our dental hygienists and professionals such as hearing aid practitioners and optometrists offer engraving services to identify items.

Arranging your room



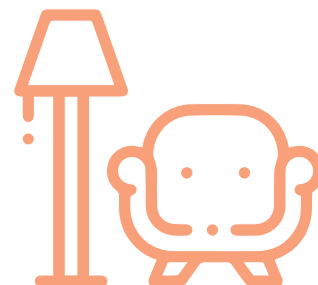
Your mobility, physical condition and available space determine what furniture goes in your room. Usually, a bed, night table, tea cart, armchair and armoire are provided.

Our furniture includes a drawer that locks with a key. Make sure you use it for your valuable objects.

We encourage you to make your room your own. Decorate it as you wish, with objects and souvenirs that are dear to you.

For example, you can bring

- A radio
- An alarm clock
- A small table
- A bedside lamp
- A television
- A fan
- Framed pictures



Your new environment will be assessed to make sure you and the people working with you are safe. It is important to know that for safety reasons, any additional piece of furniture must be authorized by your unit head.

FOR YOUR SAFETY

- Fastening objects to a wall or floor is forbidden. Electric equipment, extension cords or power-bars must be checked by our physical facilities service.
- The following articles are not allowed in rooms: kettle, microwave, coffee maker, toaster, hot-plate, toaster oven, cooking appliance, large refrigerator (a fridge measuring a maximum of 4.2 cubic feet is allowed). The unit head can give you more information about possibilities for your room.
- Red electric outlets are strictly reserved for medical devices. You must never use them.

Moving to another room

Insofar as possible, you will not change rooms during your stay unless you request it. If your room does not meet your expectations, you can forward a request to your unit head asking to change rooms.

However, sometimes we have to move some residents to other rooms to meet particular needs. Although we strive to avoid this type of situation, should this happen, we will inform you ahead of time.

Telephone, television and Internet

- You can have a television in your room.
- A flat-screen TV must be installed with a wall mount by the centre's technical services team (free of charge). It is important to verify the maximum size of the television set before bringing it with you.
- You are responsible for the costs of having a cable TV or telephone service installed in your room. If you wish to subscribe to these services, contact a service provider (e.g., Videotron, Bell).
- WIFI is available for free in our residential centres.

There are televisions in all community rooms on living units.
A telephone is available on each living unit for specific needs.





Personal outings and visits

- You can have visitors whenever you like at times that suit you and in a relaxed atmosphere, while also being respectful of the other residents.
- Living rooms, activity rooms and common spaces are well laid out to welcome your visitors.
- When you are planning an outing, we ask you to notify your unit nurse as soon as possible; this allows us to organize the practical aspects of your outing, such as preparing your medications.
- If needed, we can help you organize transportation, but we cannot pay for it.

Some health conditions could limit your travel. The care team can work with you to assess your health conditions and identify solutions.

Medical appointments

- The centre can organize return transportation for you when you have to go to a medical appointment requested by your doctor.
- We prefer that a family member accompany you, but if this isn't possible, a care provider will go to your appointment with you.

Mail and newspapers

- You can receive your mail and newspapers at the residential centre.
- These can be delivered to your room or left at the reception desk.
- If a loved one takes care of your mail, we suggest you have it forwarded to his or her home.

Pets

- Unfortunately, it is not possible to have pets when living at the residential centre.
- However, your loved ones can bring a pet with them when they visit you. For reasons of health, safety and collective rights, the animal must be kept on a leash or in a cage when walking around the facility.
- Pet therapy activities are organized in your centre.

Parking

- Parking is managed by a private company and must be paid for at all times.
- Depending on the centre's location, the number of spaces may be limited.
- However, if your loved ones plan on coming to the centre several times a week, they can register to have access to free parking. Talk to the person at the reception desk to find out more.



Hearing aid practitioner, dentist, denturologist and optometrist

- Residential centres have established agreements with various specialists to meet the needs of residents who are unable to travel.
- There is a grant program to meet special needs related to purchasing or replacing your prosthesis or glasses. RAMQ determines the percentage you will pay.
- For more information, direct your questions to your nurse or see the pamphlet "Guide d'accueil – comptabilité".



Hairdressing

- Hairdressing services are available in all residential centres.
- You will be informed of the schedule and cost when you first arrive.
- Talk to your beneficiary attendant (PAB) to find out how to book an appointment.

Private resources

If you choose to receive private services—such as a person to keep you company or other services—tell your nurse she can explain to you the policy on rights and responsibilities that govern those services.

Gifts and tips

CHSLD teams appreciate all forms of verbal or written gratitude you or your family might express. However, staff members must refuse any benefits while performing their duties, as per our facility's policy. Therefore, tips and gifts for specific staff members, volunteers or trainees cannot be accepted. On the other hand, gifts for the whole team or treats to share can be authorized.

Freeing up the room

Before you came to live in the residence, you might have had to wait for a period that may have been quite long. To help make waiting times as short as possible for people on the list, we will ask your loved ones to collect your personal effects within 24 hours of your departure.

For most people living in the residential centre, this is their last home. When someone leaves us for good, family and friends go through a difficult period. We will be there for your family in those trying moments and will offer them our support during this final stage.

SECTION 4

Administrative and Ancillary Services



Trusts, accounting and accommodation costs



A trustee service is available if you wish to have access to your financial resources on site. We offer the possibility of opening a trust account. See the document “Guide d'accueil – Comptabilité” in your welcome pack.

A member of the accounting team will contact you or your legal representative to determine the amount and payment method for your accommodation.

If you need more information about financial management services, please contact the trust service. You can find additional information in the document “Guide d'accueil – Comptabilité”.

Meals

- Food services prepare balanced meals that are closely matched to your tastes and lifestyle habits.
- The food services team participates in various thematic activities by offering menus suited to an event (e.g., sugar-shack meal, meals to celebrate the festive season).
- The menu changes with the seasons.
- A 3-week menu is offered, with a choice of 2 dishes for each meal. It is a cyclical menu, so it repeats at the end of the third week.
- 2 snacks a day are offered.
- The menu and meal times are posted on the dining room doors and living units.
- Your loved ones can eat with you. You can eat in your unit's dining room or the centre's dining room.
- Ask the residential centre's reception to find out how much a meal costs for visitors.

If you have comments or suggestions regarding the meals and snacks, we're glad to hear them!
Leave a message with the food services coordinator at 514 413-8721 or send us an email at servicesalimentaires.ccsmtl@ssss.gouv.qc.ca.

Hygiene and cleanliness

- The hygiene and cleanliness team ensures common areas and living units are clean and disinfected.
- The team plays an important role in infection prevention.
- You benefit from this free service since your room is cleaned regularly.

Physical facilities

- The physical facilities maintenance service is in charge of repairing, maintaining and organizing spaces to make sure you are safe and comfortable.
- If you wish to put up personalized decorative items in your room, ask your beneficiary attendant (PAB). They will get someone from the physical facilities maintenance service to help you.



SECTION 5

Your safety



Infection prevention

A living environment is a place where people mingle. Therefore, each individual has a role to ensure the safety of all:

- Visitors wash their hands upon arrival at the centre and when they leave it.
- Visitors do not visit their loved one if they have fever or symptoms that could be contagious: symptoms of the flu, COVID-19 or gastroenteritis.
- Employees apply universal preventive measure at all times.
- Everyone respects temporary infection control measures (visit restrictions, isolation, wearing a gown or mask, etc.)
- Everyone reads the notices issued by the centre and information posted on digital screens.

Protection of your property

We recommend that you keep your valuables (e.g., watch, jewelry, cash, official papers) in a locked drawer. You are responsible for the protection of your personal effects, unless your physical or mental health does not allow you to do so.

The residential centre is not responsible for lost or broken personal objects, except in situations where the centre or staff is shown to have been negligent or careless. You can file a claim by filling out a form available at the office on your living unit.

Smoke-free environment



We want to offer a smoke-free environment to everyone. However, the Tobacco Control Act allows CHSLDs to make available a room with a ventilation system reserved for residents who smoke.

- The smoking room is for residents only.
- It is strictly forbidden to smoke or use electronic cigarettes in your room or in the residence's common areas.
- It is forbidden to smoke or use electronic cigarettes within 9 metres of the doors (blue dots on the ground delineate the area).
- It is forbidden to use cannabis inside residential centres, including in smoking rooms and on the grounds of the centre.
- To reduce risks associated with tobacco use, including risks of fire or burns, only individuals assessed and deemed able to smoke safely by the interdisciplinary team can use the smoking room. Anyone using the smoking room must wear fire-retardant aprons.
- If you want to quit smoking, we can help you at no cost. For more information, talk to your nurse.

Call system

- Each bed and each bathroom has a call system.
- Use it if you need help from care staff; if you are not sure how to use it, don't hesitate to ask someone to show you how it works.

Anti-wandering system

- Care units are equipped with anti-wandering systems to improve the safety of individuals with cognitive disabilities while also ensuring their freedom of movement.
- We want to call your attention to the presence of these systems near the elevators and exits.
- Never hesitate to ask an employee for more information if you feel that access to outdoors for a person living in the residence seems risky.

Fire prevention



- All residential centres have fire alarm systems that meet current standards.
- There is a smoke detector in every room.
- All our sites meet fire protection requirements, notably with regard to sprinkler systems.



IMPORTANT INFORMATION

- Open flame: “Bengal fires” and candles are prohibited in the residential centre since they can set off fire alarms or, even worse, cause a fire that can affect the safety of everyone.
- Decoration: If you want to decorate your room, we need you to know that it is prohibited to use decorations made of combustible materials, unless a fire retardant is applied (made fireproof).
- Extension cords and multioutlet powercords: If you need an extension cord to plug in your devices, you must use only CSA or ULC approved cords. Powercords without surge protectors are prohibited because they are likely to exceed the residence’s electrical capacity and can cause fires. We will also ensure that wires do not hinder your safety or the safety of staff members working with you.

Risk management

Although well-established protocols for risk prevention are in place, undesirable events may still occur in a care and services setting. An undesirable event is a situation that can endanger a person's health or safety. It is also an event that could have been avoided.

All undesirable events that arise while care and services are being delivered are reported and analyzed. Solutions are then proposed to improve our practices and prevent such an event from happening again. When an undesirable event occurs, the resident affected is

- given immediate care by the care teams
- informed of the consequences of the accident on his or her health condition
- informed and consulted about the preventive measures put in place to make sure this type of the event does not happen again

As a resident, you are our partner in this process. Your collaboration helps us proactively identify risky situations. Your collaboration enables us to put measures in place to prevent those situations and to better support you should an accident occur. This collaboration is essential to ensure similar events do not happen in the future.

Continuous improvement committee

Each residential centre has a continuous improvement committee formed of employees, administrators and members of the residents or users committee. Its role is to identify goals for continuous improvement of service quality, based on satisfaction surveys completed by the residents.



SECTION 6

Quality of Services



Residents/users committee



The residents/users committee is there to help you. It is made up of volunteers elected by the centre's residents. It functions independently and is officially recognized by the facility to which it is linked. Its values centre around listening to and respect for the residents, as well as their safety. The committee's main roles are to

- inform residents of their rights and obligations;
- work to improve the quality of residents' living conditions and assess their degree of satisfaction with services obtained from the facility;
- defend the collective rights and interests of the residents or, upon a resident's request, advocate with the facility or appropriate authority to support this person's rights and interests as a resident.

Dissatisfaction

Although all possible steps have been taken to ensure service quality and availability, you might sometimes feel you have not received the services to which you are entitled. Should this situation occur, you can express your dissatisfaction confidently.

- Start by discussing it with the unit head, since this is the main person responsible for your well-being.
- If you are not satisfied with the results of this process or think the situation necessitates it, you can file a verbal or written complaint.
- If you wish, the residents/users committee can help you to file the complaint.

The commissioner and his or her team make sure all complaints filed by users are assessed and addressed, and also support the users through the process so as to improve service quality.

Service quality and complaints commissioner



ROLE OF THE SERVICE QUALITY AND COMPLAINTS COMMISSIONER

The commissioner receives and deals with complaints of users who believe their rights have not been respected or are dissatisfied with the services received. The commissioner and his or her team evaluate and process all complaints filed by users and accompany them through the process so as to improve service quality.

WHO CAN FILE A COMPLAINT?

- You or your representative you can do so
- The heir or legal representative of a deceased user
- Anyone who notices that the rights of a user or group of users are not respected

HOW?

You can file a complaint with the service quality and complaints commissioner either orally or in writing at

1311 Sherbrooke East, Montréal (Qc) H2L 1M3

Telephone: 514-593-3600

Fax: 514-593-2106

Email: commissaireauxplaintes.ccsmtl@ssss.gouv.qc.ca

