

CHSLD BUSSEY USERS' COMMITTEE

Telephone: 514-637-1127

Fax: 514-637-1129

Email: comiteusagerbussey@gmail.com

2069 boulevard St-Joseph, Lachine H8S 4B7

THE USERS' COMMITTEE IS THERE TO HELP YOU IF:

- You need information about your rights
- You would like to make a suggestion to improve services
- You wish to express your dissatisfaction
- You would like some help lodge a complaint or make a request for assistance

ROLE AND MANDATE:

The Users' Committee is...the voice, eyes and ears of all residents:

- The Users' Committee represents all residents before the institution's management
- It is there to listen to you and to inform you

The Act respecting health services and social services defines the main functions of the Users' Committee as follows:

- It must inform residents about their rights and obligations
- It must promote and evaluate the quality of the residents' living conditions
- It must defend the collective rights and interests of the residents
- It must, on request, accompany and assist residents in any initiative they wish to pursue, including filing a complaint

The Users' Committee reports to the institution's Board of Directors. It is composed of six individuals elected by all users and serves a three-year mandate.

