

« The Users' Committee is the guardian of respect for the rights of users of services in public institutions, according to the Act respecting health services and social services »



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Le Centre jeunesse
de la Montérégie

Rights and Responsibilities of Users



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I have rights!

And responsibilities...

The right to be treated with dignity and respect

The right to adequate, appropriate and personalized services, tailored to individual needs, the person's reality, and the situation

The right to be informed, listened to and consulted in any decision concerning the young person, which implies the participation of the parents

The right to give or refuse consent for any voluntary measures

The right to consult the patient file or be represented by a lawyer

The right to confidential communication and the right to confidentiality concerning the health situation and patient file

The right to be accommodated in an appropriate setting

The right to appeal any decision

The right to be assisted in making a complaint to the authorities

The right to be supported and accompanied

The responsibility to respect the caregiver or worker as person in his or her own right

The responsibility to become informed about existing services and resources

The responsibility of listening attentively to properly understand what is being said

The responsibility of speaking honestly

The responsibility of cooperating in the treatment plan

The responsibility of asking for explanations needed for a proper understanding

The responsibility of speaking to the caregiver or worker about any dissatisfaction

