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## Weather



TODAY:  
LIGHT SNOW

HIGH OF 8  
LOW OF 6



TUESDAY:  
SHOWERS

HIGH OF 9  
LOW OF -9



WEDNESDAY:  
CLOUDY

HIGH OF -4  
LOW OF -11



THURSDAY:  
MIX OF SUN  
AND CLOUDS

HIGH OF -12  
LOW OF -17



FRIDAY:  
MIX OF SUN  
AND CLOUDS

HIGH OF -5  
LOW OF -8

# Memphremagog Users Committee: At the heart of your rights



## THE SCOOP MABLE HASTINGS

On Wednesday, November 27 the Missisquoi North Volunteer Centre (CABMN) in Mansonville received a visit from Daniel Blais, member of the CSSS (Centre Services Sociaux) Memphremagog/CIUSSSE de l'Estrie CHUS, "Users Committee," accompanied by sub-committee member, Andrea Fairchild who represents the satellite committee in the Potton area.

The Memphremagog Users Committee is a team of five volunteers that includes Daniel Blais and is attached to the CSSS Memphremagog facility of the CIUSSSE de l'Estrie-CHUS. The group are the guardians of your rights as the network's citizen's voice. The committee is established by the Act respecting health and social services and it supports, informs and accompanies users when necessary to ensure that all users of the CSSS de Memphremagog facility are treated with the greatest respect in regards to their rights.

The mandate of the committee is to be aware of rights and obligations in regards to health services, to promote the improvement in the quality of life and living conditions of individuals, to evaluate the level of satisfaction in the services obtained, to defend collective and individual rights and interests and to accompany and assist, upon request, in actions taken, including the filing of a complaint in regards to health or social services.

"With 50,000 users in the region, 14% of which is Anglophone, it is vital that



PHOTO: COURTESY  
Andrea Fairchild and Daniel Blais who represent the Memphremagog CIUSSSE-CHUS "Users Committee"

we inform them of their rights in regards to the health and social services provided," explained Blais. "People are often not concerned about the quality of services until they are affected personally," he added.

English-speaking users are entitled to receive health and social services in the English language, in keeping with the organizational structure and financial resources of the institutions providing such services and to the extent provided by an access program. The Anglophone population may not realize that it is within the rights of all to receive health and social services in their mother tongue. It is vital, especially in matters of health and wellness that, a person obtain service and communicate in their own language.

It is specified that the rights of all within the health and social services system are the following:

The right to be informed, the right to access your confidential file, the right to life, security, inviolability and freedom,

the right to dignity, the right to consent to the care you require, the right to participate in decisions, the right to be accompanied and assisted, the right to be represented, the right to receive lodging services, the right to file a complaint, the right to recourse, the right to choose the institution or professional, the right to receive care in case of emergency, the right to receive services and the right to receive services in English

"We would like to hear comments on the quality of health care and services received," shared Andrea Fairchild. "Satisfaction is at the heart of our mission. The users committee is represented on the CIUSSSE-CHUS Board of Directors and this means that any concerns expressed can be shared with decision makers."

For more information about the Users Committee email resource person, Andrea Fairchild at: [users.committee.english@gmail.com](mailto:users.committee.english@gmail.com)

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## Ben by Daniel Shelton

