

« WHAT THE CAAP CAN DO FOR YOU ? »

An overview of the services offered by the *Centres d'assistance et d'accompagnement aux plaintes (CAAP)*

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Presentational overview

1. The CAAPs: who are we?

What the CAAPs can do to help YOU...

2. Regarding the complaint review system (CRS)

3. Regarding certified private seniors' residences (PSR)

4. Regarding acts of mistreatment/abuse

5. Video launch of « *What the CAAP can do for you ?* »

6. Questions

1.

CAAPs: *Who are we?*

1. Who are we?

- Centre d'**assistance** et d'**accompagnement** aux **plaintes** (CAAP):
« Complaint assistance and support centre »
- **CAAP: independant and autonomous** community organizations
- **Specifically identified** in the health and social services Law (LSSSS) **to help users in the system**
- **Present in every region** of Quebec

1. Qui sommes-nous?

Aider et accompagner...

- la population à **faire respecter ses droits en santé** en tant qu'**usagers** du réseau de la santé et des services sociaux (RSSS);
- la population à **faire respecter ses droits** en tant que **locataires** d'une résidence privée pour aînés (RPA)
- les personnes **victimes** (ou témoins) d'actes de **maltraitance** à faire **respecter les droits à la dignité et au respect**

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1. Who are we?

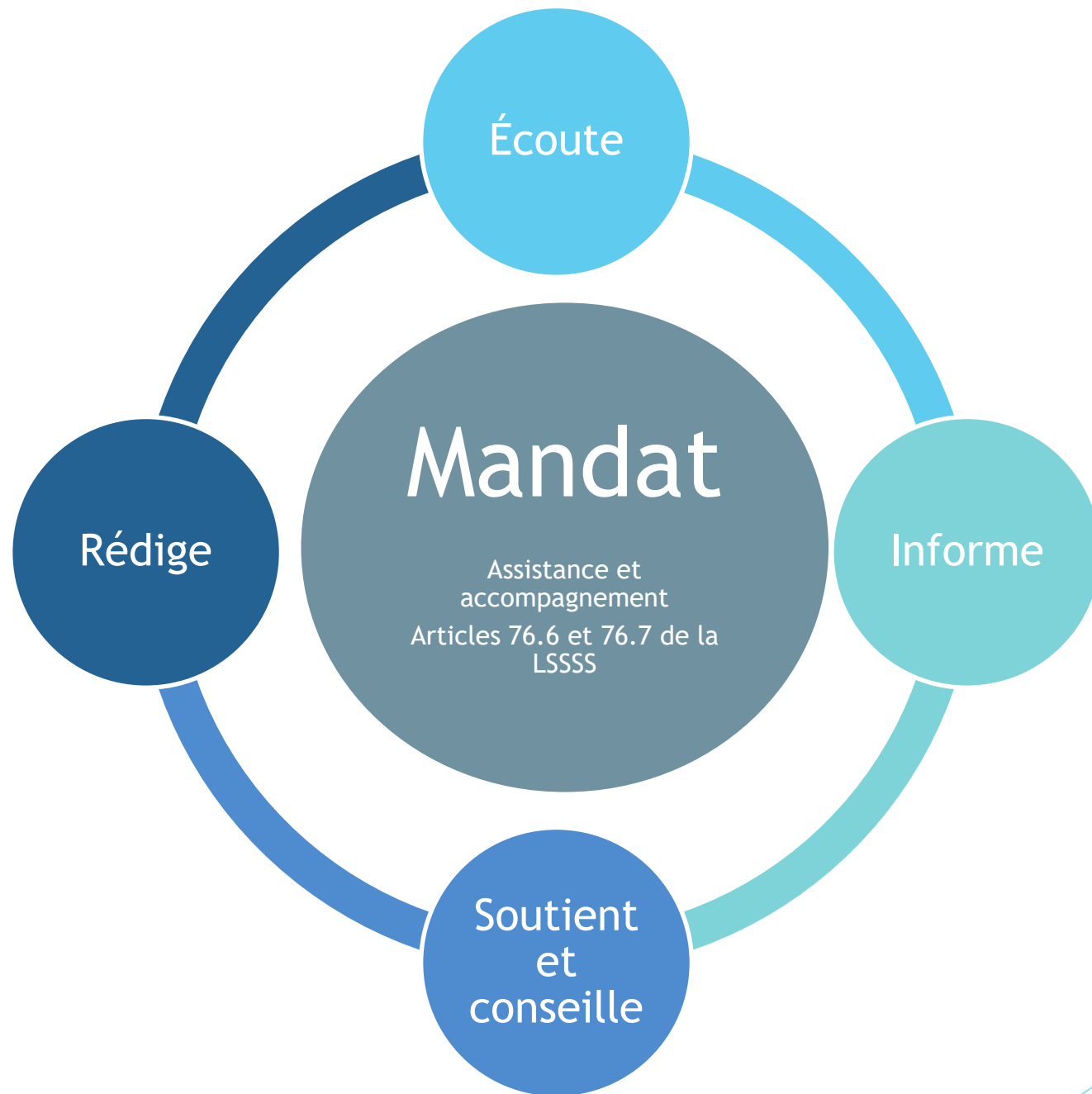
CAAPs' mandate and services offered can be summarized as follows:

LISTENING | INFORMING | HELPING | SUPPORTING

With the goal of...

- **Improving the quality of services and care received**
- **Ensuring the respect of users'/residents' rights**

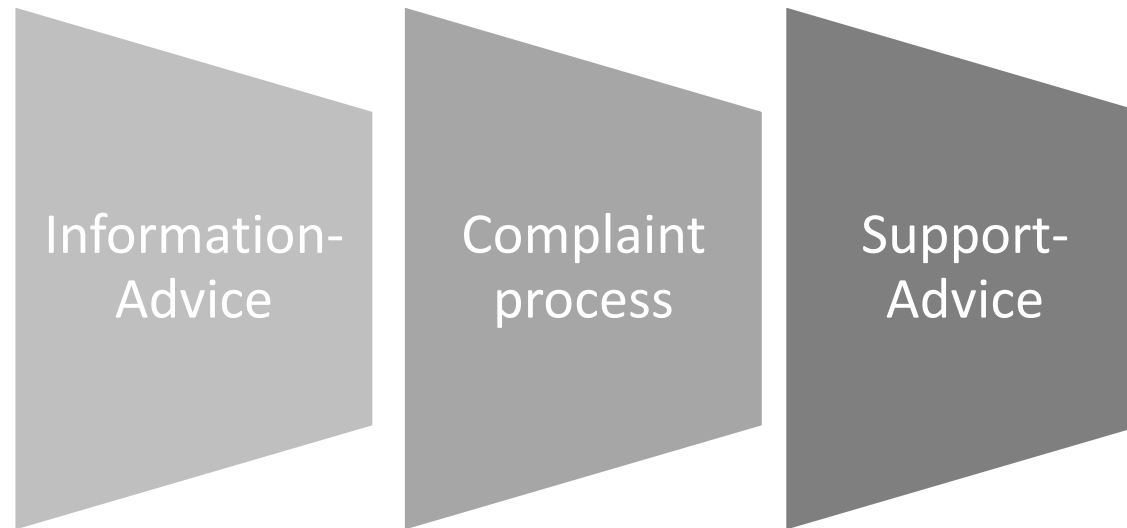
Articles 76.6 et 76.7 de la LSSSS



Mission and services of the CAAP



Services



2.

What CAAPs can do...

**to help YOU have YOUR rights
respected in healthcare**

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VOUS aider à faire respecter VOS droits en santé

Avant toute chose, il importe...

- de bien **connaître** ses droits pour les faire **reconnaître**
- de savoir **où ils s'appliquent**
- de savoir que vous pouvez **exprimer votre insatisfaction**
- de savoir que vous avez le **droit de porter plainte**

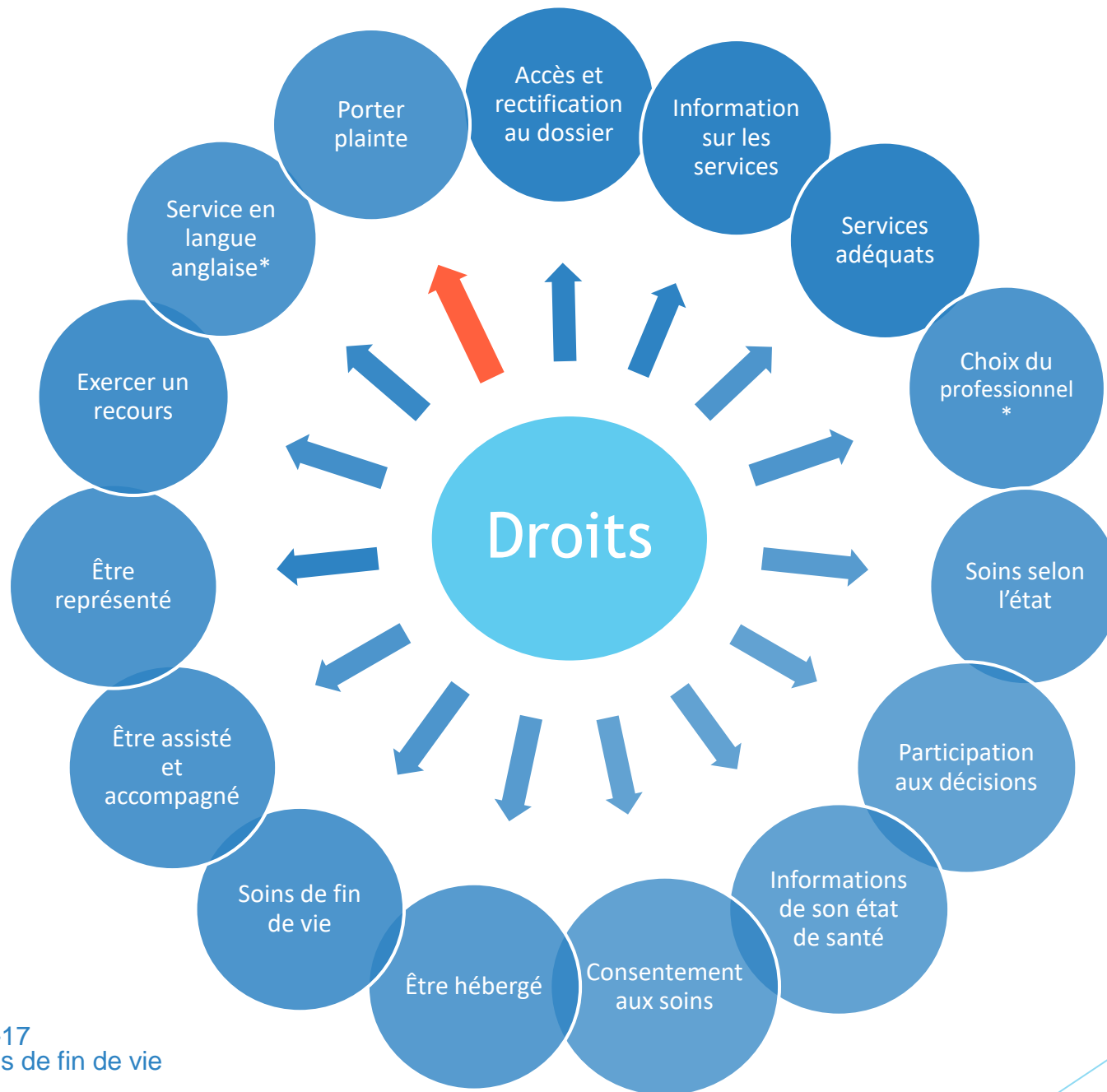
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To help YOU have YOUR rights respected in healthcare

The importance of really knowing their rights in healthcare...



OBLIGATIONS of a user of the RSSS

Participate in
the care and
services that
concern the user

Use services
wisely

LSSSS, art. 3, 3-4

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The importance to know when it applies...

VOUS aider à faire respecter VOS droits en santé

Là où ils s'appliquent...

- CISSS / CIUSSS
- Centres hospitaliers (CH)
- Centres hospitaliers de longue durée (CHSLD)
- Centres de protection de l'enfance et de la jeunesse (CPEJ)
- Centres de réadaptation (CR)
- Centres hospitaliers universitaires (CHU)
- Instituts universitaires (IU)
- Établissements desservant une population nordique ou autochtone

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Là où ils s'appliquent...

- Organismes communautaires
- Ressources intermédiaires(RI)
- Familles ou résidences d'accueil
- Services préhospitaliers d'urgence (ambulanciers)
- Résidences privées pour aînés (RPA)
- Ressources en toxicomanie et jeu pathologique
- CHSLD privés

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To help **YOU** have **YOUR** rights respected in healthcare

**The importance to know how
to express dissatisfaction
and
to exercise their right to make a complaint**

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To help YOU have YOUR rights respected in healthcare

The CAAPs are there to...

- **listen** to you telling us about the situation you lived through
- **inform** you of your relevant rights
- **help** you clearly identify the problematic situation
- **help** you to prepare your case well
- **support** you through the process, if you wish

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To help **YOU** have **YOUR** rights respected in healthcare

IF the user decides to file a complaint

You must know that

It is NOT the CAAP that investigates the complaint, but the...

First instance

Complaints and Service Quality Commissioner
Commissaire aux plaintes et à la qualité des services (CPQS)

Second instance

Quebec Ombudsman
Protecteur du citoyen

Under the

Complaint review process

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Help YOU have YOUR rights respected

IMPORTANT NOTE

CAAPS DO NOT REPRESENT anyone at the CPQS.

They SUPPORT you during your process.

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3.

What CAAPs can do...

to help YOU have your rights respected

in a PSR

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What you need to know about leases in PSRs

- **Signing a lease** with a PSR = Establishing a **contract**
- Establishes **rights** to be respected
- Comes also **with obligations** to be respected
- **A lease in a PSR = THREE documents**
 - Lease form
 - Annexe 6
 - Rules of the residence

Main **RIGHTS** of the **RESIDENT** of a PSR

- To **live** in your rent
- Freely **enjoy** your rent accommodations and common areas
- To **be treated** with courtesy, dignity and respect
- **Benefit** from a well maintained and repaired rent
- To **live in** an environment that ensures your health and safety
- To **have access to** community services from the residence

Main **OBLIGATIONS** of a **RESIDENT** of a PSR

- **Pay your monthly rent,**
which includes the **price of registered services** in the 2nd part of l'annexe 6
- To **give access** to your rent for repairs
- **Respect** the internal rules of the residence
- At the moment of your departure, **return** your rent in good condition



Principales **OBLIGATIONS** du **GESTIONNAIRE** d'une RPA

- **Fournir** un logement en bon état
- **Traiter** les locataires avec courtoisie, dignité et respect
- **Entretien et réparer** le logement
- **Procurer** un milieu de vie sain et paisible
- **Respecter** les normes et les critères du certificat de conformité

Principales **PROBLÉMATIQUES** en RPA

- **Augmentation** de loyer
- **Soins et services** non-rendus
- **Renouvellement** du bail
- **Coût** des services et des soins
- **Menaces** d'éviction ou de résiliation
- **Clauses illégales** et autres exigences
- **Frais** « accessoires » demandés
- **Problèmes** d'entretien



To help YOU have YOUR rights respected in a PSR

The CAAPs role...

- **Listen** to you telling us about your situation
- **Inform** you of your rights as a resident in a PSR
- **Help** you clearly identify the problematic situation
- **Help** you prepare your file well
- **Support** you through a reconciliation process (PSR)
- **Support** you through a complaint process

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VOUS aider à faire respecter **VOS droits** en RPA

Le CAAP peut **agir auprès du locataire** de différentes manières

Information | Soutien | Conciliation | Audience

À défaut d'entente, le locataire peut décider d'aller de l'avant en soumettant son dossier au...

Tribunal administratif du logement

Décision finale

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Help YOU have YOUR rights respected

IMPORTANT NOTE

CAAPS **DO NOT REPRESENT** anyone at the TAL.

They **ASSIST** you through the process.

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4.

What the CAAPs can do...

to help YOU if you are a victim (or a witness) of abuse or mistreatment

Help YOU have YOUR rights respected in the case of abuse/mistreatment

7 types of abuse/mistreatment

- Physical
- Psychological
- Sexual
- Ageism
- Material
- Financial
- Organisational

As part of the provision of care in the RSSS and PSRs

Who can make a complaint or file a report?

Make a complaint

- Any senior or any person above legal age in a vulnerable situation and a victim of mistreatment
- Any legal representative of the victim of mistreatment

File a report

- Any person can file a report regarding a problematic case of mistreatment

Video launch

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coproduction of the FCAAP and CHSSN

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5.

Question period or comments

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Contact the CAAP in your region

1 877 767-2227

Visit our website

fcaap.ca

