

What we can do for you as a service user

Listen to you if you simply need to talk or you need reassurance from someone you can trust.

Assist you if you feel isolated and if you want to know about your rights and obligations or what you can do if you are dissatisfied with the services.

Accompany you if you are dissatisfied with or do not understand the services you are receiving.

Rest assured that your requests will be handled confidentially and that our procedures are intended to better meet your service needs.

You can reach us at the following numbers :

450-436-7607 ext. 78276

Toll free 1-866-492-3263

Email :
comiteusagers-cj.cissslau@ssss.gouv.qc.ca



The User's Committee, a place where:

- All youths can express themselves, exchange ideas and participate;
- Parents can be informed, receive support and be accompanied;
- Counselors can refer the youths and families

The Users' Committee of the Centre de protection de l'enfance et de la jeunesse des Laurentides

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The Users' Committee of the Centre de protection de l'enfance et de la jeunesse des Laurentides

Listening to you

Helping you

Informing you

Representing you

Accompanying you

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The Users' Committee and you

ROLE OF THE USERS' COMMITTEE

The Users' Committee represents everyone who is receiving services from the Centre de protection de l'enfance et de la jeunesse des Laurentides or who has received services over the past five years. The mission of the Users' Committee is to help defend, protect and respect the rights of our service users. It also advises and collaborates with various youth centre divisions and workers.

FUNCTIONS OF THE USERS' COMMITTEE

- To **inform** service users of their rights and obligations.
- To **defend** service users' individual and group rights and interests
- To **promote** improvements in service users' living conditions and to **evaluate** their satisfaction with the services received from the youth centre.
- To **accompany** and **assist** service users with the procedures they undertake, especially the complaint examination procedure
- To raise staff awareness of the needs of service users and their families

COMMITMENT TO THE USERS

The User's committee commits to:

- **Answering** calls with **professionalism**;
- **Listening** with **empathy**;
- **Staying neutral** while assisting
- Working at **enhancing the client's experience**.

RIGHTS

SERVICE USERS' RIGHTS

- The right to receive appropriate services personalized to suit your needs, your reality and your situation, as part of your intervention plan
- The right to be treated with courtesy, fairness, respect and dignity
- The right to be informed, heard, and consulted, which implies parents' participation at every step of the process and their active involvement in clinical decisions
- The right to be informed, including the right to obtain information that concerns you within a reasonable period of time and in a language that you can understand
- The right to consent or refuse voluntary measures
- The right to access your records
- The right to be represented by a lawyer
- The right to communicate in all confidentiality
- The right to a suitable placement
- The right to appeal all decisions
- The right to be assisted and accompanied in the procedures you undertake, including that of filing a complaint with a different organization

RESPONSABILITIES

YOUR RESPONSIBILITIES AS A SERVICE USER

- Respect caseworkers as trustworthy and honest people
- Listen carefully to make sure that you understand the information presented to you
- Speak and act with honesty
- Collaborate in the intervention plan
- Ask for explanations if you do not understand something
- Talk to your caseworker about your dissatisfactions
- Make good use of the services offered to you

Help us help you!