



Centre d'hébergement de La Pinière's Residents' Committee

Mandate of the Residents' Committee

- 1. To inform** the residents about their rights and obligations
- 2. To foster the improvement** of the quality of life of the residents and to assess the degree of satisfaction of the residents with regard to the services obtained from the facility
- 3. To defend** the common rights and interests of residents, or, at the request of a resident, his rights and interests as a resident before the facility or any competent authority

- 4. To establish** its rules and regulations


(section 105 of Bill 83 and section 212 of the AHSSS)

It should be noticed that a member of the Residents' Committee is also a member of the Laval CSSS Users' Committee. He can therefore share with the Centre d'hébergement de La Pinière's residents the information gathered through the participation to the Users' Committee, in particular the information regarding the defence of residents' rights.



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Centre de santé et de services sociaux
de Laval

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Composition of the **committee**

Three to nine members, including at least three elected residents. Among the elected members are the three Committee officers: president, vice-president and secretary-treasurer. Non-residents can be invited representatives. The person in charge from the residence's administration attends the meetings (as support for the residents). A budget is assigned to the Residents' Committee to enable it to reach its objectives.


Term of **mandate**

The mandate of Residents' Committee members is a maximum of three years. However, it can be renewed. In the event a member resigns during his/her mandate, the other committee members can replace him/her by cooptation.

Its means of **action**

- Transmission of information and the organisation of various activities to make residents secure in their environment
- Handling your questions, suggestions, or occasionally, your dissatisfaction
- Determining your degree of satisfaction by means of a satisfaction survey
- Active participation and involvement in the Living Environment Committee (Comité Milieu de Vie)

The Centre d'hébergement de La Pinière Residents' Committee:

- **Listens**
- **Informs**
- **Defends** the resident and their families and representatives
- **Protects** their rights in order to improve their quality of life and the quality of the services that they receive from  de La Pinière

Rest assured that someone is available to help you



Centre d'hébergement
de la Pinière