

FROM OCTOBER 12 TO 14, 2022

At the Hôtel Universel in Rivière-du-Loup

CONGRÈS RPCU 2022



**My involvement:
my contribution!**

*Gathering knowledge to better
promote the users' rights of the
health and social services network*



WELCOME TO THE 2022 RPCU CONGRESS!

We are very happy to see you in person! Once again, users' and In-patient's committees from across Quebec come together to discuss the purpose of the committees: defending users' rights and improving the quality of care and services in health and social services.

This year, more than ever, the RPCU would like to focus on the volunteers, who are the basis of the users' and the In-patient's committees, and important players in the vast Quebec's health and social services network.

In addition to the four conferences, the congress offers 17 workshops (which meet the needs expressed by you) and the activity *Découverte de la région*, the perfect opportunity to introduce you to the gourmet products and incredible artisans of Rivière-du-Loup.

The RPCU Prizes, which will be awarded during dinner on Thursday, give us the opportunity to appreciate the work accomplished by the member committees. All these initiatives are inspiring and should be recognized.

Your numerous and generous participation in the congress bears witness to the success of this unmissable event. During these next three days, we will not only share our knowledge, but also inspire each other to develop innovative and surprising projects in the future. We thank you for your active presence.

Our thanks also to the partners, volunteers, the Hôtel Universel and Tourisme Rivière-du-Loup team, and the members of the small RPCU team. Without their support, this conference would not have been possible.

We wish you a good event!



CONGRÈS 2022 PROGRAM

Wednesday, October 12, 2022

15:00	Registration
18:00	Conference : Ms Sophie Étier, Member of the Executive Committee of l'Observatoire québécois de la proche aidance
18:45	Q&A period
19:00	Break
19:30	RPCU's Annual General Meeting
21:30	End of RPCU's Annual General Meeting

Thursday, October 13, 2022

7:00	Registration, exhibition booth visits, and networking breakfast
8:30	Welcome speech – Ms. Sylvie Tremblay, RPCU's GM, and Ms. Isabelle Malo, CEO of CISSS Bas-Saint-Laurent
8:45	Conference : Ms. Joanne Castonguay, Health and Welfare Commissioner
9:30	Q&A period
9:45	Networking break and exhibition booth visits

10:15 Workshops A (duration: 2h)

At choice ▶	A1 Complaints Commissioner (MSSS)	A2 Committees and patient-partners (MSSS)	A3 Bill 18: protection of vulnerable people	A4 Ethnocultural diversity: promoting accessibility	A5 The user-partner approach (ULaval and CIUSSS Cap. nat.)	A6 Communication as a tool for promoting rights	A7 What's New in Caregiving? (MSSS and APPUI)	A8 How to reach vulnerable users in the community	A9 Inter-departmental action plan and mental health services (MSSS)

12:15 Networking lunch break

14:00 Workshops B (duration: 2h)

At choice ▶	B1 End-of-life care	B2 The well-treatment of seniors in CHSLD (RPCU)	B3 Role of the CDPDJ in youth protection and people with disabilities	B4 Spiritual care services	B5 Research and defense of rights in ID and ASD	B6 CAAP on the Lease	B7 Tools to develop a high-performance committee	B8 Children's well-being and follow-up of the Laurent commission

16:00 Activity "Discovering the region", free time for discussion between the conference participants, exhibition booths visits

18:30 Dinner and award ceremony: Denis-Marceau Prize and RPCU Excellence Prizes

18:45 Speech – Dr. Mauril Gaudreault, President of *Collège des médecins du Québec*

Friday, October 14, 2022

7:00	Registration, exhibition booths visits, and networking breakfast
8:00	Breakfast conference : Dr Michel Bureau, President of the Commission on End-of-Life Care
8:45	Q&A period
9:00	Conference : Ms. Catherine Lemay, National Director of Youth Protection and Assistant Deputy Minister of the General Directorate of Development, Welfare and Youth Protection
9:45	Q&A period
10:00	Break
10:15	Missions roundtables
11:45	Closing speech – Mr. Pierre Hamel, RPCU's COB and Mr. Pierre Lynch, President of the CUCI of Laval
12:00	End of the congress

WEDNESDAY, 18:00

WHERE ARE WE WITH CARE SUPPORT IN 2022?



Speaker:
Ms Sophie Éthier
Member of the Executive Committee of l'Observatoire québécois de la proche aide

While caregiving has been accomplished in the shadows for decades, the COVID-19 pandemic has helped to highlight the essential role of caregivers in supporting the most vulnerable people in our society. From now on, it will be impossible to hide the indispensable role of these people in maintaining our health and social services system. Especially since 2020–2021 is also a political turning point in the history of caregivers in Quebec: a law, a national policy and a government action plan have come to recognize and support the efforts of caregivers. The presentation will address the issue of care support and will present the ministerial orientations in this area so that we can reflect on the strengths and limits of these actions. We are all affected caregiving.



NICOLAS GENDRON, CONGRESS HOST

Since his training at the Professional Theater School of Lionel-Groulx College, Nicolas Gendron has taken part in several theatrical productions, whether as an actor, author, or director, in addition to being the artistic director of the ExLibris company. At the same time, Nicolas also works on TV, in the voice studio, as a master of ceremonies and a film journalist. For the past five years, he has been the artistic advisor to director Claude Poissant at Théâtre Denise-Pelletier.



WEDNESDAY, FROM 19:30 TO 21:30

RPCU'S ANNUAL GENERAL MEETING

THURSDAY, 08:45

EVALUATE THE PERFORMANCE OF THE HEALTH AND SOCIAL SERVICES SYSTEM BASED ON VALUE: WHY IS IT IMPORTANT FOR USERS?



Speaker:
Ms Joanne Castonguay,
Health and Welfare Commissioner

More than ever, the health and social services system must be modernized and adapted to the needs of the Quebec population. How to get there? By considering the value for the community and users in improving its performance. It is only by achieving better health outcomes for users and an improved experience for patients and caregivers, considering available resources, that it will be possible to have an agile, efficient and sustainable system. This orientation has been taken by the Health and Welfare Commissioner to inform public debate and government decision-making.



VISIT THE EXHIBITORS DURING THE CONGRESS!

Enjoy the breaks and your free time to visit the exhibitors.

- Fédération des CAAP
- Curateur public du Québec
- Commission des droits de la personne et des droits de la jeunesse (CDPDJ)
- Alliance des communautés culturelles pour l'égalité de la santé et les services sociaux (ACCÉSSS)
- Appui proches aidants

THURSDAY WORKSHOPS

WORKSHOPS A

FROM 10:15 TO 12:15

A1	<p>Role of the provincial Complaints Commissioner and the local Service Quality and Complaints Commissioner</p> <ul style="list-style-type: none"> • Dominique Charland, Service Quality and Complaints Commissioner, Ministry of Health and Social Services • Éric Parent, Service Quality and Complaints Local Commissioner, CISSS of Bas-Saint-Laurent
A2	<p>Users' and residents' committees and patient-partners: An essential collaboration</p> <ul style="list-style-type: none"> • France Laverdière, Ethics and Quality Department, Ministry of Health and Social Services • Catherine Côté, Ethics and Quality Department, Ministry of Health and Social Services • Manon Pedneault, President of the Users' Committee DI-TSA-DP Bas-Saint-Laurent
A3	<p>Revision of the personal protection system: better protect those who need it</p> <ul style="list-style-type: none"> • Corinne Harbec-Lachapelle, Public events manager, Communications Branch, Public Curator of Quebec
A4	<p>The ethnocultural diversity of users: how to promote accessibility to health and social services</p> <ul style="list-style-type: none"> • Jérôme Di Giovanni, General director, Alliance des communautés culturelles pour l'égalité en santé et services sociaux (ACCÉSSS)
A5	<p>The user-partner approach within our establishments</p> <ul style="list-style-type: none"> • Emmanuelle Careau, Vice-Dean for Social Responsibility, Faculty of Medicine, Laval University • Marie-France Allen, Director of Bureau du partenariat avec l'utilisateur et de l'éthique (BPUE), CIUSSS National Capital • Pierre Hamel, RPCU's President
A6	<p>Communication as a tool for promoting rights</p> <ul style="list-style-type: none"> • Cindy Rivard, Consultant and trainer, Oyez Communications Marketing et formations Inc.
A7	<p>What's New in Caregiving?</p> <ul style="list-style-type: none"> • Magalie Dumas, Deputy Director, Human resources, Appui proches aidants • Michèle Archambault, Assistant Director of Institut national d'excellence en santé et services sociaux (INESSS), Ministry of Health and Social Services
A8	<p>Strategies of user committees from different missions to reach vulnerable users in the community</p> <ul style="list-style-type: none"> • Marc Rochefort, Strategic Advisor to the RPCU and Vice-president of Observatoire québécois de la proche aide • Paul Belisle and Madeleine Chabot, President and Resource Person of the Gatineau Users' Committee, respectively • Micheline Tellier and Claudine Oligny, president and member of the User's Committee Jardins-Roussillon, respectively • Mario Boulet, Vice-president of the User's Committee Institute Nazareth-Louis-Braille
A9	<p>Interdepartmental action plan and mental health services</p> <ul style="list-style-type: none"> • Simon Courtemanche, Advisor Aire ouverte - youth participation, Deputy General Manager of Mental Health Services - youth section, Ministry of Health and Social Services

WORKSHOPS B

FROM 14:00 TO 16:00

B1	<p>Better understand end-of-life care and medical aid in dying in the Quebec health network</p> <ul style="list-style-type: none"> • Marielle Philibert, Member of the board of directors of the RPCU, President of the User's Committee CHU de Québec-Université Laval and member of the Commission on end-of-life care • Dr David Lussier, Geriatrician and Director of Chronic Pain Management, University Institute of Geriatrics of Montreal, and member of the Commission on end-of-life care
B2	<p>The well-treatment of seniors in CHSLD: One step at a time!</p> <ul style="list-style-type: none"> • Jacques Cloutier, Project coordinator at RPCU • Claire Girard, RPCU trainer
B3	<p>Presentation of the role of the Commission des droits de la personne et de la jeunesse (CDPDJ) in the protection of young people and people with disabilities</p> <ul style="list-style-type: none"> • Germain Royer, Education and Cooperation Officer at the CDPDJ • Lauélia Rolland-Fortin, Education and Cooperation Officer at the CDPDJ
B4	<p>Spiritual care services in our establishments</p> <ul style="list-style-type: none"> • Pierre-Alexandre Richard, Spiritual Care Worker, Department of multidisciplinary services, quality, performance, and population responsibility, CIUSSS of Montreal West Island
B5	<p>Research and defense of the rights of people with autism or with an intellectual disability: an essential link!</p> <ul style="list-style-type: none"> • Jessyca Pitt, Head of the Development Department of the University Institute for Intellectual Disabilities and Autism Spectrum Disorders
B6	<p>CAAP on the Lease: RPA tenants' rights in terms of the lease</p> <ul style="list-style-type: none"> • Nathalie Dubois, Deputy Director, Fédération des Centres d'assistance et d'accompagnement aux plaintes (FCAAP) • Sébastien Harvey, Coordinator for the deployment of the CAAP on the Lease, Fédération des Centres d'assistance et d'accompagnement aux plaintes (FCAAP)
B7	<p>Experiential learning: How to develop a high-performance committee (in English)</p> <ul style="list-style-type: none"> • Falk Kyser, <i>Business Coach, Senior consultant in Leadership and RPCU trainer</i>
B8	<p>The well-being of children and young people: discussion around the recommendations by the commission Laurent</p> <ul style="list-style-type: none"> • Élise Bonneville, Director of Collectif Petite enfance and Member of the Commission Laurent • Jessica Côté-Guimond, Director, Collectif Ex-placé DPJ • Julie Ranger, Coordination of the writing and production of the report of the Laurent commission

THURSDAY, FROM 16:00 TO 18:00

ACTIVITY DISCOVERING THE REGION

As its name suggests, the activity Discovering the region aims to highlight Rivière-du-Loup, by presenting you its gourmet products and incredible local artisans. After a productive and busy day with very interesting exchanges, it's time to relax and go exploring!

The products will also be sold on site, remember to bring your debit and credit cards, and cash!



AFRICAN MUSIC WITH PAPA NOËL

The lively and colorful musical performance of Papa Noël. The djembe, an African percussion instrument, will be at your disposal so that you too can take part in the show. A new musical experience awaits you!



THURSDAY, 18:30

DINNER AND AWARD CEREMONY

Denis-Marceau Prize and RPCU Excellence Prizes.

FRIDAY, 08:00

EVOLUTION OF MEDICAL ASSISTANCE IN DYING IN QUEBEC



Speaker:
Dr Michel Bureau
President of the Commission on End-of-Life Care

The Commission on End-of-Life Care has the mandate to examine all issues relating to end-of-life care and to monitor the application of medical aid in dying. Dr. Bureau will provide a brief overview of the evolution of medical assistance in dying in Quebec since the coming into force of the Act respecting end-of-life care and current societal issues.

FRIDAY, 09:00

TRANSFORMING SERVICES FOR YOUTH AND FAMILIES



Speaker:
Ms Catherine Lemay
National Director of Youth Protection and Assistant Deputy Minister of the General Directorate of Development, Welfare and Youth Protection

On May 31, 2021, the Special Commission on Children's Rights and Youth Protection tabled its final report including nearly 265 recommendations. On December 1, 2021, the Government of Quebec published the Stages for the implementation of the Laurent recommendations, in addition to tabling Bill 15 amending the Youth Protection Act (assented to April 26, 2022). The presentation will focus on the actions carried out and in progress, to transform the services offered to young people and families by focusing on prevention and the participation of key players in the community and various networks.

Our partners

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Santé et services sociaux



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