

COVID-19 | RPCU: More than ever, Users' and In-patient committees support Users and their loved ones

Montreal, March 31, 2020 — The Regroupement provincial des comités des usagers (RPCU) fully supports the efforts that Users' and In-patient Committees are making to continue to offer services to Users in all regions of Quebec during the COVID-19 crisis. Thanks to their essential help, they support various groups involved in this healthcare struggle.

RPCU Priorities During the Coronavirus Crisis

Users' and In-patient Committees were already organized and active in all regions of Quebec, for all client programs, for Users themselves and for their loved ones. The RPCU considers that the following priorities reflect the concerns of its members and the population at large:

1. Users' and In-patient Committees must be included in COVID-19 committees of all Health and Social Services establishments so that they can contribute to the implementation of ministerial directives and effectively support Users and their loved ones, helping reduce their anxiety and distress.
2. Implementation of ministerial directives must be applied uniformly in all establishments of the Health and Social Services network in order to avoid inequalities in levels of service between establishments. Inequalities raise the levels of distress and dissatisfaction of Users and their loved ones, depending on their location.
3. Users' rights must be considered when it comes to decisions and actions taken during the COVID-19 crisis and in each of the steps that follow it.

The Role of Users' and In-patient Committees

Present and active across every region of Quebec, Users' and In-patient Committees remain the defenders of Users' rights, and continue to inform and accompany Users and their loved ones by offering information and guiding them in their efforts. They ensure that Users are treated with respect for their dignity and rights. They are also representatives of Users and in-patients with respect to the various bodies of Health and Social Services establishments. Among other things, they promote the improvement of living conditions for residents, regardless of their age and health.

Quotes

"The Regroupement provincial des comités des usagers is a recognized partner in the Health and Social Services network and its members are willing to support the sustained efforts of the MSSS to eliminate, or at least reduce, the impacts of the coronavirus on its users and their loved ones."

- Patricia M. Gagné, Director-general, Regroupement provincial des comités des usagers

"Because of the mission and scope given by its legal mandate, Users' and In-patient Committees are in the best position to inform and support Users who are affected by the measures designed to fight COVID-19, while being considerate of their well-being and respecting their rights."

- Marc Rochefort, Strategic Counsellor, Regroupement provincial des comités des usagers

"In the context of a healthcare crisis, the MSSS is doing all it can to protect the population as a whole, focusing on collective rights. This extraordinary and temporary situation might affect the individual rights of Users. The RPCU re-emphasizes that all of the rights of Users must be taken into consideration and, as much as possible within the limits of emergency restrictions, respected. Helping each other without doing harm is the key to social solidarity."

- Patricia M. Gagné, Director-general, Regroupement provincial des comités des usagers

About the Regroupement Provincial des Comités des Usagers

Founded in 2004, the Regroupement Provincial des Comités des Usagers (RPCU) of the Health and Social Services network encompasses the majority of Quebec's Users' and In-patients Committees. The RPCU is the only organization mandated by the government of Quebec to defend Users' rights in all regions of the province. It offers committee members support and training in order to better perform their legal functions.

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