



Class action against the CHSLD Saint-Charles-Borromée

**The RPCU is satisfied with the outcome of the class action
against the CHSLD Saint-Charles-Borromée**

Montréal, April 19, 2013 – The Regroupement provincial des comités des usagers (RPCU) of the health and social services network is reacting favourably to the agreement that has been reached to settle the class action against the CHSLD Saint-Charles-Borromée long-term care centre (now known as the CHSLD Centre-Ville de Montréal), which was authorized over thirteen years ago. The RPCU supports the residents who suffered harm, as well as their families. This agreement will enable them to finally turn the page on troubling events.

"We congratulate the user committee of the CSSS Jeanne-Mance and the in-patient committee of the CHSLD Centre-Ville de Montréal for the work they have accomplished in defending the rights of users and residents," declared Mr. Claude Ménard, Chairman of the RPCU. *"We also acknowledge the collaboration of the Board of Directors, the management of the institution and the other parties in the settlement of this class action. They have helped to improve the residents' living conditions."*

The Director General of the RPCU, Mr. Pierre Blain, pointed out that these events raised many questions about respect for users' rights, enshrined in the *Act Respecting Health Services and Social Services*. *"The settlement of this action clearly shows that the raison d'être of health services and social services is the individual who needs them, that is, the user, who must remain the primary focus in the delivery of services. Let's hope that the lessons learned here will prevent this type of situation from occurring in the future."*

In December 2012, the RPCU issued a status report on residential services for functionally dependent persons in Québec. One of the recommendations of the report was that the method for evaluating the institutions should be redesigned, since the quality of life and the quality of care and services provided to the residents were not being assured, despite the current proliferation of monitoring bodies. *"In the case of the CHSLD Saint-Charles-Borromée, the monitoring and assessment mechanisms did not work, since it took an appeal to the media and court action to obtain respect for the rights of health and social services network users. The RPCU will continue to defend the rights of users and residents,"* Mr. Blain concluded.

RPCU profile

The Regroupement provincial des comités des usagers (RPCU) advocates on behalf of users and is the spokesperson for the 600 user and in-patient committees in Quebec's health and social services establishments. The committees' mission is to defend users' rights and work to improve the quality of services provided to users of the health and social services network.