



## Health and Social Services Network Users' Rights Week

# 44% of Quebecers say they are willing to pay more for Health and Homecare services

Montreal, September 30th, 2013 – As Quebec is starting to envisage the creation of an Autonomy Insurance and a fund to provide its financing, Quebecers seem to have a mixed opinion about their effort in trying to meet the rising costs of Health and Social Services which will be due to the inevitable aging population.

In a survey conducted by the Léger firm on behalf of the Health and Social Services Network's Regroupement provincial des comités des usagers (RPCU) during the Users' Rights' Week, 44% of Quebecers said they were willing to pay more for Health and Homecare services, whereas 33%, that is a third of them, said no and 22% refused to answer or did not know.

The majority of respondents (64%) feel that Health and homecare costs should be shared between the Government and the Users, whereas 27% of Quebecers feel that the Government alone should bear the costs. Regarding the coverage of services, 65% of respondents believe that the non-medical services related to home-maintenance (such as cleaning, cooking, etc.) are not covered, whereas 24% say they do not know.

Regarding home care assistance in the event of a long term disability, 55% of respondents consider that they would receive support from their close ones. However, 45% say that they would be on their own (27%) or that they do not know whether or not they would receive such support from their close ones (17%). As a consequence, who will offer them such support?

According to the survey, more than a third of Quebecers, 35% (the rate is 43% for respondents aged 65 or older) have already made an important contribution to Homecare. 14% of respondents say they have, themselves, in the past few years, helped a parent or a sick or friend growing old at home and 21% of them say that someone close to them has helped a relative or a friend.

## **Health and Social Services Network Users' Rights Week**

The third edition of the Health and Social Services Network Users' Rights Week, which takes place between September 27th and October 4th, 2013, is based on the theme **The right to participate in the decisions which affect me**, one of the twelve Users' rights recognized in the Act Respecting Health Services and Social Services.

"In fact, every User has the right to participate in decisions affecting their health or well-being" said Mr. Claude Ménard, president of the Regroupement provincial des comités des usagers (RPCU) and organiser of the Users' Rights Week. He specifically said: "This right also includes the right to participate in the implementation of his or her plan of intervention or personalized services" adding that the Users' and In-Patients' Committees in the Health Care establishments were there to inform Users of their rights.

Made up of volunteers, Users and In-Patients' Committees ensure that Users' rights are respected. They are present in all Health and Social Services establishments across Quebec : Hospitals, CHSLDs, CSSS, Youth Centers, Rehabilitation Centers – physical and/or intellectual disability- TED, addiction – etc.

"The Users and In-Patients' Committees are key players in the defense of the rights of Users and in the continuous improvement of the quality of services. They are a vital force and ensure success in Users being leading partners. The Users' Rights Week is an opportunity to highlight the Users' and In-Patients' Committees' members' important contribution to improving the Users' well-being" declared Mrs. Denis, spokesperson and honorary President of the 2013 edition of the Users' Rights Week and former General Director of AQESSS.

Organized by the RPCU annually, the Users' Rights Week aims to inform Users of their rights and to highlight the work done in the Health and Social Services establishments across Quebec whether it be by the staff, the administrators or the volunteers. To learn more about the Users' Rights Week, and to order material offered by the RPCU: [www.rpcu.qc.ca/week](http://www.rpcu.qc.ca/week).

### **About the RPCU**

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. The RPCU also advocates for the elderly.