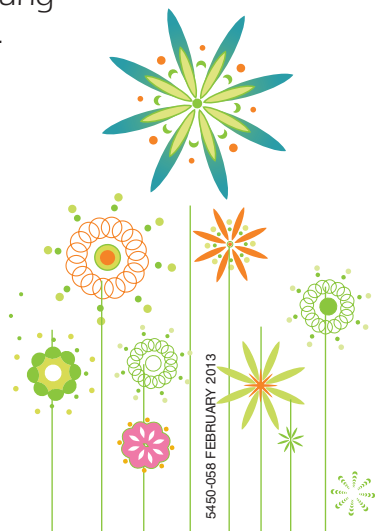




The Users' Committee is a place where...

- young people can express themselves, share their thoughts, and get involved
- parents can get information, support and assistance
- caseworkers can refer young people and their families.



Comité des usagers – Users' Committee – du Centre jeunesse des Laurentides

500, boulevard des Laurentides, bureau 241
Saint-Jérôme (Québec) J7Z 4M2

Telephone: 450 436-7607, Ext. 2276

Toll Free: 1 866 492-3263



Listening to you
Helping you
Informing you
Representing you
Accompanying you



Centre jeunesse
des Laurentides



Centre jeunesse
des Laurentides

The Users' Committee and YOU

ROLE OF THE USERS' COMMITTEE

The Users' Committee represents everyone who is receiving services from the Centre jeunesse des Laurentides or who has received services over the past five years. The mission of the Users' Committee is to help defend, protect and respect the rights of our service users. It also advises and collaborates with various youth centre divisions and workers.

FUNCTIONS OF THE USERS' COMMITTEE

- **To inform** service users of their rights and obligations
- **To defend** service users' individual and group rights and interests
- **To promote** improvements in service users' living conditions and to evaluate their satisfaction with the services received from the youth centre
- **To accompany** and assist service users in the procedures they undertake, especially the complaint examination procedure
- **To raise** staff awareness of the needs of service users and of their families
- **To inform** the Board of Directors about the impact of decisions affecting the services offered.

RIGHTS

SERVICE USERS' RIGHTS

- The right to be treated with courtesy, fairness, respect and dignity
- The right to receive appropriate services personalized to suit your needs, your reality and your situation, as part of your intervention plan
- The right to be informed, heard and consulted, which implies parents' participation at every step of the process of applying the Youth Protection Act (YPA) and their active involvement in clinical decisions
- The right to be informed, including the right to obtain information that concerns you, within a reasonable period of time and in language that you can understand
- The right to give or refuse your consent to voluntary measures
- The right to access your records, under section 17 of the Act Respecting Health Services and Social Services, and the right to be represented by a lawyer
- The right to communicate in all confidentiality
- The right to a suitable placement
- The right to appeal all decisions
- The right to be assisted and accompanied in the procedures you undertake, including that of filing a complaint with different organizations.

RESPONSIBILITIES

YOUR RESPONSIBILITIES AS A SERVICE USER:

- Respect caseworkers as trustworthy and honest people
- Listen carefully to make sure that you understand the information presented to you
- Speak and act with honesty
- Collaborate in the intervention plan
- Ask for explanations if you do not understand something
- Talk to your caseworker about your dissatisfactions
- Make good use of services

** If you would like to be part of the Users' Committee, feel free to contact us and we will be pleased to welcome you aboard.*

What we can do for you as a service user

Listen to you if you simply need to talk or if you need reassurance from someone you can trust.

Assist you if you feel isolated and if you want to know about your rights and obligations or what you can do if you are dissatisfied with our services.

Accompany you if you are dissatisfied with or do not understand the services you are receiving.

Rest assured that your requests will be handled confidentially and that our procedures are intended to better meet your service needs.

You can reach us at the following numbers:

450-436-7607, Ext. 2276

or toll free at 1-866-492-3263

