

## Members of the committee

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- Mrs. Kimberly Buffitt, President  
St. Paul's River  
418 379-2901
- Mr. Éric Reid, Vice-president  
La Romaine  
418 229-2157
- Mrs. Madeleine Gallibois, Secretary/  
Harrington Harbour Treasurer  
418 795-3320
- Mr. Denis Doyon  
La Romaine  
418 229-2601
- Mr. Randy Jones  
La Tabatière  
418 773-2473
- Mrs. Dorine Labadie  
Blanc-Sablon  
418 461-2114
- Mrs. Elaine Letemplier  
Blanc-Sablon  
418 461-2252
- Mrs. Lorraine Shiwak  
Kegaska  
418 726-3181
- Resource person:  
Mrs. Constance Monger, Coordinator of  
the Lower North Shore Territory  
Blanc-Sablon  
418 461-2144, extension 611401

Centre intégré  
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et de services sociaux  
de la Côte-Nord

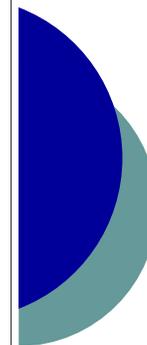
Québec 

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## Lower North Shore Users' Committee



Québec 

# Lower North Shore Users' Committee

## Mandate of the committee

The mandate of the user's committee is to safeguard the rights of users. The committee must see to it that the dignity of users is respected and that their rights and freedoms are recognized. The committee is one of the key spokespersons for users when dealing with an institution's authorities.

Enforcement of user rights, service quality and client satisfaction are the cornerstones of the committees' actions. The committee must pay particular attention to the most vulnerable clientele and work to promote improving the living conditions for in-patients.



## Composition of the committee

The users' committee is composed of at least (5) five members elected by the users of the Lower North Shore facility and of a representative designated by and from among the in-patients' committees and also of (3) three members co-opted for a total of (10) ten members.



## Duration of the mandate

The mandate of the members of the users' committee cannot exceed (3) three years. However, the mandate can be renewed if the person seeks a new mandate and obtains it by being re-elected or co-opted.

## Functions of the committee

Under section 212, AHSSS, the functions of the users' committee are as follows:

1. To inform users of their rights and obligations.
2. To foster the improvement of the quality of the living conditions of users and assess the degree of satisfaction of users with regard to the services obtained from the institution.
3. To defend the common rights and interests of users or, at the request of a user, his or her rights and interests as a user before the institution or any competent authority.
4. To accompany and assist a user, on request, in any action he or she undertakes, including the filing of a complaint in accordance with Divisions I, II and III of Chapter III of Title II of this Act or the Act respecting the Health and Social Services Ombudsman (chapter P-31.1).
5. To ensure the proper operation of each of the in-patients' committees, if applicable, and see that they have the resources necessary to exercise their functions.