



PRESS RELEASE

For immediate release

Pavillon Marquette and elderly residents in intermediate resources – RPCU deplores a situation that could happen again

MONTREAL, June 6, 2011 /CNW Telbec/ - The Regroupement provincial des comités des usagers and its head, Claude Ménard, deplore the findings outlined in a report regarding Pavillon Marquette and expressed their indignation over the lack of adequate vigilance - both in this matter and that of intermediate resources overall - on the part of the CSSS Jeanne-Mance board of directors, the administrators of this institution and the Agence de la santé et des services sociaux de Montréal. The RPCU board of directors expressed its solidarity with and wholehearted support of the Pavillon Marquette victims - disadvantaged elderly persons who were obliged to endure bad practices and unacceptable living conditions.

"Nothing will change unless the Quebec government sets up a safety net for people living in intermediate resources or private residences," asserted Pierre Blain, director general of the Regroupement provincial des comités des usagers. *"Ours was the only organization, however, that addressed this issue before the parliamentary commission on management of the health and social services network, on March 15 of this year. Unfortunately, our proposals were not accepted - but it's not too late, since Bill 127 has not yet been passed into law."*

In their report, the investigators point out that the CSSS Jeanne-Mance users' committee did not defend the rights of Pavillon Marquette users. However, this situation is entirely different, since the users' committees are often prevented from doing their work by the institutions' boards of directors, which makes decisions on which clients will be served by the users' committee. In the case of Pavillon Marquette, these clients were not clearly identified.

"To state that the users' committee was responsible for taking action is therefore not quite accurate," said Marc Rochefort, chair of the CSSS Jeanne-Mance users' committee. "Our committee performed its work within the limits that had been set."

Several other similar cases - where institution administrators prevent users' committees from taking action, potentially leading to abuse - currently exist in Montreal. The institutions, as well as the Agence de la santé, are turning a blind eye to these situations. This topic will receive special attention when the Sectoral working group of CSSS de l'Île de Montréal users' committees - RPCU holds its meeting.

Despite repeated requests, Minister Dominique Vien has not yet agreed to meet with the RPCU's members to discuss the status of protective mechanisms for elderly persons living in residences, be it intermediate resources or private institutions.

Users' and in-patients' committees in health and social services institutions were set up to protect users' rights. The Regroupement provincial des comités des usagers represents the 594 users' and in-patients' committees whose volunteer members work to improve the quality of services provided.

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