

ANNEX 2

MCGILL UNIVERSITY HEALTH CENTRE USERS' / PATIENTS' COMMITTEE (MUHC UC/PC)

2020-2021 ANNUAL REPORT

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1. INFORMATION ABOUT THE INSTITUTION

The McGill University Health Centre (MUHC) is a non-merged institution.

The MUHC is comprised of the:

Allan Memorial Institute - Allan

Lachine Hospital and Camille Lefebvre Pavilion - Lachine

Montreal General Hospital - MGH

Montreal Neurological Institute and Hospital - Neuro

MUHC Reproductive Centre

And the Glen Site:

Cedars Cancer Centre - CCC

McGill Academic Eye Centre - MAEC

Montreal Chest Institute - MCI

Montreal Children's Hospital - MCH

Research Institute - RI

Royal Victoria Hospital - RVH

2. MESSAGE FROM THE CO-CHAIRS

The year 2020-2021 will long be remembered by MUHC patients and the MUHC Patients' Committee. The pandemic has disrupted the MUHC's normal operations and its ability to provide services to the population. The Patients' Committee would like to sincerely thank all MUHC staff and administration for their determination and resilience during this exceptional year.

Despite the difficult context, the Patients' Committee has continued to respond to the increased requests from patients who have been experiencing multiple difficulties in obtaining appointments, in contacting clinics, in dealing with surgery postponements, in communicating with or visiting loved ones who were hospitalized, in obtaining news on their health status, and in fulfilling their duties as caregivers for Camille-Lefebvre residents.

The Committee remained in constant contact with the Administration and the Office of the Ombudsman / Complaints Commissioner in order to resolve as quickly as possible the problems experienced and reported by patients. Despite the temporary closure of our office, the Committee remained in effective contact with patients by email and telephone.

The Committee has also been able to meet virtually every month and has been seriously engaged in a process of reflection on its operating methods and on improvements to be made. To conduct this process, it called on an external consultant. At the end of February 2021, a Coordinating Committee composed of members representing each site and mission subcommittee was created to share the various governance tasks of the Committee.

The MUHC Patients' Committee has endorsed a joint initiative of the Royal Victoria Hospital and Medical Mission sub-committees to reach out to Indigenous communities. The project will have two phases. Phase 1 is currently underway, namely the publication of our brochure in Mohawk, Cree and Inuktitut. Phase 2 seeks to make the physical environment of the hospital more inclusive through the use of works by Indigenous artists.

At the time of writing, Quebec has entered the third wave of the pandemic. Despite the progress of the vaccination roll-out, the immediate future is still uncertain in the hospital setting. In the medium term, we will have to assess the impact of the pandemic on people waiting for surgery, but also on diagnostic and other services for the population. It is likely that there will be an increase in the number of serious illnesses in people who could not be diagnosed sooner, not to mention the long-term effects on people who have been hospitalized as a result of a Covid-19 infection. The Committee will also ensure that the problems of telephone access to medical imaging clinics and services, which existed before the pandemic but have since been exacerbated by it, are quickly addressed. Patients regularly complain about difficulties reaching clinics.



Pierre Hurteau, Co-Chair
MUHC Users'/Patients' Committee



Nicole Savoie, Co-Chair
MUHC Users'/Patients' Committee

X

Name withheld, Co-Chair
MUHC Users'/Patients' Committee



Elizabeth Markakis, Co-Chair
MUHC Users'/Patients' Committee

3. PRIORITIES AND ACHIEVEMENTS OF THE PAST YEAR

Ongoing monitoring of delays to surgery, imaging, and clinics during the pandemic

Our Co-Chair spoke with Chantal Souigny, Director of Nursing, on a weekly basis. He also spoke with Dr. Sidorowicz (Director of Professional Services) regularly regarding the scaling back of services (délestage), surgery delays and the return to activities. There was regular follow-up on updates on outbreaks, and the impact on areas such as surgery, imaging, and clinics, from senior administrators.

MUHC administration was regularly asked to provide the full numbers of the backlog in surgeries (e.g. cancer, cardiac). The CUC wishes to know exactly how many MUHC patients are waiting and the concrete plan for catching up.

Realization of a series of surveys for patients and families

With the goals of increasing our online presence and ensuring the public was aware that the CUC was active and accessible during the pandemic, 3 separate surveys were generated and shared via Facebook.

Survey 1: Changes to appointments during the first wave. Overall, answers were positive.

Survey 2: Telehealth experiences. 97% of patients had positive experience with phone or video consultations.

Survey 3: Inpatient experience with food and food services.

The results of the appointments and telehealth surveys were shared with hospital administration, and members are working on a joint project with the Quality Department to further explore patient experience in clinics and with telehealth during the pandemic.

Accessibility

Our members continue to work with the City and the STM on the accessible entrance from Vendome Metro leading to underground parking lot at Glen. The project is nearing completion and is expected to open June 2021.

The city has made paid handicap parking spaces available on University St. in front of the Montreal Neurological Hospital (MNH). However, free 2hr parking is not available for our patients and families wishing to park at top of University St. close to the MNH. Free parking is on Pine Ave. in front of old RVH building. This is an inconvenience and a request has been made to the administration at the Neuro to solve.

Washrooms at the Montreal General Hospital are undergoing renovation to allow for accessibility by those with large wheelchairs.

4. THE COMMITTEE AND ITS MEMBERS

About the McGill University Health Centre Users'/Patients' Committee

The MUHC Patients' Committee has seven (7) site and mission subcommittees. Each site and mission subcommittee has two (2) representatives, for a total of 14 representatives on the MUHC UC/PC. Members were elected in May 2019 for a term of three (3) years, and will remain in office until the next election, unless they lose their membership status for various reasons.

The MUHC UC/PC has 2 representatives from each of the following site and mission users'/patients' subcommittees:

Sites:

Lachine Hospital and Camille-Lefebvre Pavilion - Lachine

Glen-Royal Victoria Hospital - RVH

Montreal General Hospital - MGH

Montreal Neurological Hospital - Neuro

Montreal Children's Hospital - MCH Family Advisory Forum (FAF)

Missions:

Cancer Care Mission - CCM

Medical Mission - MM

NAME		SUBCOMMITTEE	ROLE
First	Last		
Seeta	Ramdass	FAF	MUHC Board Representative (As of March 2018)
Amy	Ma	FAF	Member
Lisa	Rosati	RVH-Glen	Secretary (Resigned as secretary July 2020) Member (Resigned as member Feb 2021)
Jean	Williams	RVH-Glen	Member (Resigned Oct 2020)
Maureen	Kiely	RVH-Glen	Member (Appointed Oct 2020)
Emanuel	Kolyvas	RVH-Glen	Member (Appointed Feb 2021) Secretary (as of Feb 2021)
Nicole	Savoie	Neuro	Co-Chair (Resigned as co-chair May 2020) Member (Resigned as member May 2020)
Elizabeth	Markakis	Neuro	Treasurer (April 2020 to Feb 2021)(Non-voting to June 2020) Member (Appointed June 2020) Co-Chair (as of Feb 2021)
Mari Jo	Pires	Neuro Lachine	Member (Resigned as member Feb 2021)(Neuro) Member (Appointed Feb 2021)(Lachine) Treasurer (as of Feb 2021)
Pierre	Hurteau	MM	Co-Chair (Resigned as co-chair Feb 2021) Member
Hafeez	Subhan	MM	Treasurer (Resigned as treasurer Feb 2020) Member
Tristan	Williams	CCM	Member (Resigned Feb 2021)
Brenda	MacGibbon	CCM	Member (Appointed Feb 2021)
Name	withheld	CCM	Co-Chair (As of Dec 2020)
Evelyn	Seligman	MGH	Member
Tom	McCutcheon	MGH	Member
Pierrette	Leroux	Lachine	Member (Resigned June 2020)
Nicole	Allard	Camille Lefebvre	Member/Resident (Designated March 2021)

MUHC UC/PC Executive: April 2020 - July 2020	
Co-Chair	Pierre Hurteau
Co-Chair	Nicole Savoie (Resigned May 2020)
Secretary	Lisa Rosati (Resigned July 2020)
Treasurer	Elizabeth Markakis (non-voting April to June)
Board Member	Seeta Ramdass

MUHC UC/PC Executive: July 2020 - Feb 2021	
Co-Chair	Pierre Hurteau
Co-Chair	Name withheld (as of Dec 2020)
Secretary	Vacant
Treasurer	Elizabeth Markakis
Board Member	Seeta Ramdass

MUHC UC/PC Executive: Feb 2021 - March 2021	
Co-Chair	Elizabeth Markakis
Co-Chair	Name withheld
Secretary	Emanuel Kolyvas
Treasurer	Mari Jo Pires
Board Member	Seeta Ramdass

5. CONTACT INFORMATION

FUNCTION	NAME		CONTACT INFORMATION		
	First	Last	Phone No	Email	Address
Co-Chair	Elizabeth	Markakis	514-934-1934 ext. 31968	elizabeth.markakis@muhc.mcgill.ca	MUHC UC/PC Glen Site, D 04.7514 1001 Décarie, Mtl, QC H4A 3J1
Co-Chair	Name	Withheld	514-934-1934 ext. 31968	patients.comm@muhc.mcgill.ca	MUHC UC/PC Glen Site, D 04.7514 1001 Décarie, Mtl, QC H4A 3J1
Person in the institution responsible for the MUHC UC/PC: Director, Quality Department	Keith	Woolrich	514-934-1934 ext. 43943	keith.woolrich@muhc.mcgill.ca	MUHC Quality Department Room 610.1 8300 Décarie, Mtl, QC H4P 2P5
MUHC UC/PC Administrative Assistant	Siobhan	Ua'Siaghail	514-934-1934 ext. 31968	patients.comm@muhc.mcgill.ca	MUHC UC/PC Glen Site, D 04.7514 1001 Décarie, Mtl, QC H4A 3J1

6. ACTIVITIES OF THE MUHC UC/PC

1. Inform users /patients about their rights and obligations

- Through ‘complaints’ process
- Bilingual users’/patients’ rights posters
- Patients’ Committee roll-ups at Site entrances
- Participated in training for users’/patients’ committees (RPCU)

Due to pandemic restrictions, we were unable to hold information tables in 2021, nor were we able to participate in the Salon Visez Droit that is normally held at Complexe Desjardins and hosted by the Barreau de Montréal. We hope to be able to resume meeting directly with patients and families during Patient Rights Week in the coming year. The goal is to recruit new members to the committee, as well as to inform the public and staff of our role in the MUHC.

Patients’ Rights Week:

- During this week, the Patients’ Committee’s Facebook page garnered over 10,000 visits and 500 likes.
- A letter was written to The Suburban and Journal Métro to inform the public that patients still have rights during the pandemic and the Committee is still open for business.
- With the help of Communications, there were Patients’ Rights Week announcements on the MUHC website, the intranet, and the hospital plasma screens.

2. (a) Promote quality improvement of the users’/patients’ living conditions

Participation on Legislated MUHC Committees

- Board of Directors of the MUHC
- Quality and Risk Management (COQAR) - inactive
- Vigilance Committee

Participation on other MUHC Committees

- OPAL Steering Committee
- Council of Nurses (CECII)
- Council for Services to Children and Adolescents (CSCA) of the MCH
- Medical Mission Quality Improvement
- Telephone Access Committee
- Patient Education Steering Committee
- Accessibility: Committee for the Psycho-social Integrity of Persons with Disabilities
- Sociocultural Consultation and Interpretation Services (SCIS) at the MCH
- Patient Partner Committee
- Hand Hygiene Ad hoc Committee
- Medical Mission Quality Improvement Committee
- Visioning Committee
- MGH Complaints Representative
- Covid Patient Experience Group

- Controlling Specific Infections Successful Strategies Committee
- Stroke Committee
- MUHC Board Committee on Action on Inclusion, Diversity and Equity (C-AIDE)

Affiliation with non-MUHC committees

- Conseil pour la protection des malades (CPM)
- Canadian Deafness Research and Training Institute
- External committee working with the STM on the Vendome Metro tunnel project

2. (b) Assess the degree of users'/patients' satisfaction regarding services obtained

In addition to the surveys mentioned earlier, the development of a survey about patient experiences at the Medical Mission's ambulatory clinics is currently underway.

As well, suggestion boxes were placed at various sites. Posters with a QR code linked to an electronic suggestion box were put up in several locations. This electronic suggestion box was linked to the homepages of the website and the Facebook page.

The MUHC UC/PC office was open, mornings, from 9am to 12am and, afternoons, from 1pm to 5pm, Monday to Friday. Throughout 2020-2021, the actual physical office was closed but could be reached by phone or email and contacts were responded to in a timely manner.

3. Defend the collective or individual rights and interests of users/patients

Media activities:

- **April 1, 2020:** Montreal Gazette. Article by Aaron Derfel entitled *MUHC suspends charging cable TV, high-speed internet fees for patients*. Pierre Hurteau interviewed and quoted. <https://montrealgazette.com/news/local-news/coronavirus-muhc-suspends-charging-cable-tv-fees-for-hospitalized-patients>
- **September 30, 2020:** The Suburban. Letter to the Editor by Pierre Hurteau entitled *MUHC Users Committee hard at work during pandemic*.
<https://bloximages.newyork1.vip.townnews.com/thesuburban.com/content/tncms/assets/v3/editorial/8/70/8709d324-37af-5ff7-89b4-34e5612e9e1d/5f738c6f323b2.fullsize-img.jpg>
- **March 31, 2021:** CBC. Article by Celina Wapachee entitled *First Cree patient joins McGill patient committee aimed at improving hospital experience*. <https://www.cbc.ca/news/canada/north/cree-muhc-project-diversity-racism-1.5968947>
- **March 31, 2021:** Radio Canada. Article by Celina Wapachee entitled *Un premier patient cri au comité des usagers du CUSM*. <https://ici.radio-canada.ca/espaces-autochtones/1781801/cusm-usagers-cri-autochtones>

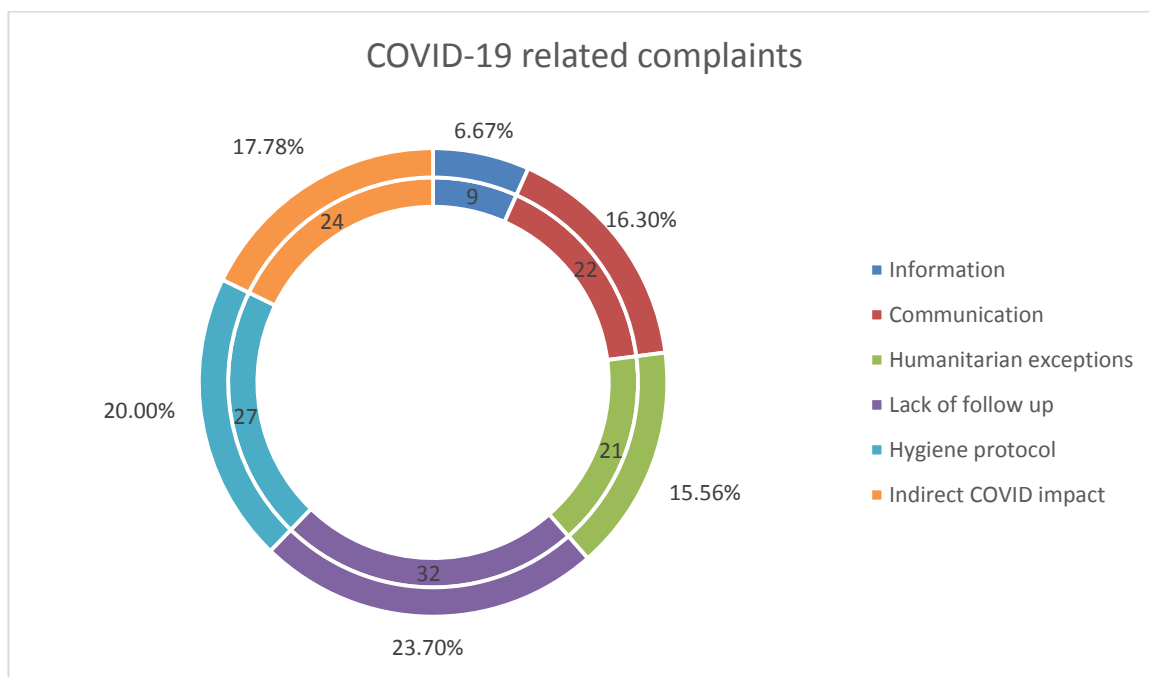
4. Accompany and assist, on request, a user/patient in any step he/she undertakes including when he/she wishes to file a complaint

Our Committee received 134 requests for assistance, 27% of which were for issues around access to care. Complaints in the rights category increased from 13% of total complaints to 20% for current fiscal year.

There was a 47% increase in complaints and requests for assistance handled by our office, totalling 322, up from 219 last year.

The pandemic had a negative impact of the quality of care and services, and lack of communication and restrictions preventing essential care partners from being at the side of their loved ones were also areas of concern.

Nearly 42% of these complaints and requests were related to Covid (135 out of 322). The top three areas were lack of follow-up (e.g., delays in surgeries, appointments, receiving test results); hygiene protocol (e.g., staff not wearing masks, equipment or rooms not sanitized); and indirect results of Covid restrictions (e.g., patients delaying seeking care or cancelling hospital visits to minimize risk, lack of clear masks for people interacting with Deaf patients and those who rely on lip-reading, staff shortages).



5. Ensure, as appropriate, the proper functioning of the Residents' Committee and ensure that they have the necessary resources to perform their duties

Antoinette Di Re, Director of Multidisciplinary Services, and Pierre Hurteau organized a meeting with the Chair of the Camille-Lefebvre (CL) Residents' Committee, along with a number of CL residents and staff members. The goal was to solidify the committee and recruit new members from inpatients and family.

6. Evaluate, where applicable, the effectiveness of the measure put in place pursuant to the provisions of section 209.0.1 of the "Act respecting health services and social services"

Does not apply.

7. Representation / Coordination / Harmonization

Training

- Paul Brunet from the *Conseil pour la Protection des Malades (CPM)* gave a presentation on the purpose of users'/patients' committees.
- Eric Boucher from the *Regroupement provincial des comités des usagers (RPCU)* answered members' questions about the purpose and functioning of users'/patients' committees.
- Lynda Delisle and Calvin Jacobs from Kateri Memorial Hospital Centre held a conversation on how to improve the experience for Indigenous patients going to the RVH from Kahnawake for care.
- World Cancer Day presentations at Cedars
- Children's Healthcare Canada Annual conference (December 2020)
- Three meetings were held with an external facilitator to work on improving the internal functioning of the CUC.

7. MUHC UC/PC MEETINGS

Frequency: 11 monthly meetings (plus 3 with facilitator)

Length: 2 hours

Attendance: Elected members and observers from site and mission subcommittees

Annual General Meeting: Due to the pandemic, the Committee did not hold an AGM in 2020-2021.

All MUHC UC/PC meetings were virtual via Zoom. Most subcommittees met regularly via Zoom.

8. COLLABORATION WITH THE OTHER ACTORS IN COMPLAINT EXAMINATION SYSTEM

Collaborated with the Complaints Commissioner:

- By Informing patients and families of the following:
 - Their rights
 - Their recourses if they thought their rights were not respected or their healthcare was compromised
- By Assisting them, upon request, in filing formal complaints with Complaints Commissioner's Office
- Monthly meetings, and some subcommittee meetings, were attended by Complaints Commissioner or Delegate.
- Reports were presented, with discussion regarding trends noted among complaints and requests for assistance received from patients and families.

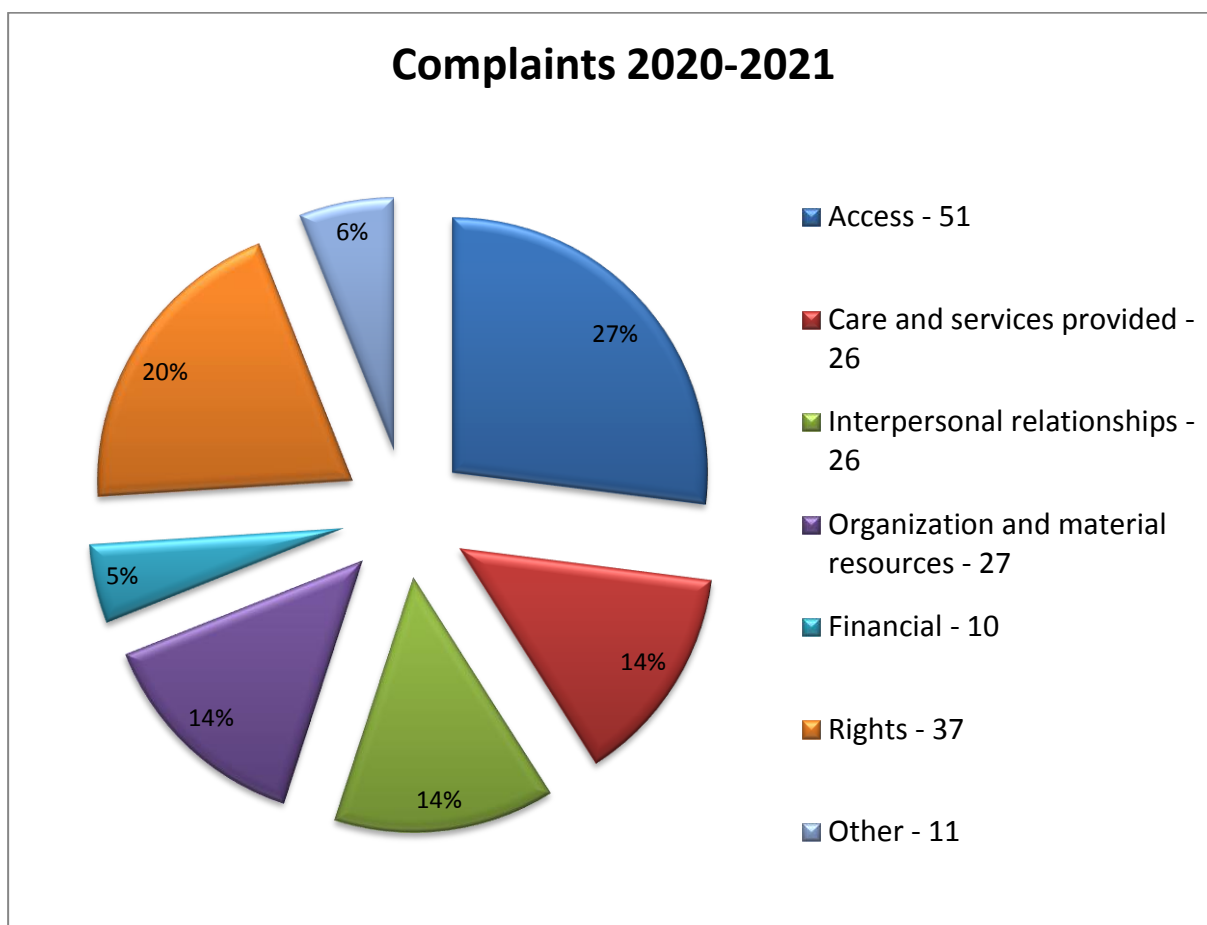
Complaints & Requests for Assistance received by the MUHC Users'/Patients' Committee:

	Shared with (or also received by) Ombudsman	Not shared	Not known	Totals
Complaints	126	57	5	188
Requests for Assistance	20	111	3	134
Totals	146	168	8	322

Complaints Categories:

Below are the complaint categories as defined and summarized by the *Ministère de la santé* for the purposes of the SIGPAQS¹ system of collecting data.

Category of complaint	Percentage	Number
Access	27%	51
Care and services provided	14%	26
Interpersonal relationships	14%	26
Organization and material resources	14%	27
Financial	5%	10
Rights	20%	37
Other	6%	11
Total complaints	100%	188



¹ SIGPAQS : Système intégré de gestion des plaintes et amélioration de la qualité des services (L'application Web SIGPAQS permet une gestion intégrée et rapide des activités liées à l'examen des plaintes formulées par les usagers du réseau de la santé et des services sociaux. Elle est utilisée principalement par les commissaires aux plaintes et à la qualité des services.) (The SIGPAQS Web application allows for integrated and rapid management of activities related to the examination of complaints made by users of the health and social services network. It is used mainly by the Complaints and Service Quality Commissioners)

Definitions of complaints categories based on the MSSS's SIGPAQS (*Système intégré de gestions des plaintes et amélioration de la qualité des services*):

Access: Delays, refusal of services, transfer, lack of services or resources, linguistic accessibility, choice of professional, choice of establishment, other.

Care and services provided: Technical and vocational skills, assessment, professional judgment, treatment or intervention, continuity, other.

Interpersonal relationships: Reliability, respect for the person, respect for privacy, empathy, communication with the entourage, violence and abuse, attitudes, availability, identification of personnel, other.

Organization and material resources: Food, intimacy, client mix, spatial organization, hygiene and sanitation, comfort and convenience, living environment rules and procedures, life conditions adapted to ethno cultural and religious characteristics, safety and protection, relations with Community, equipment and materials, parking, other.

Financial : Rooming, billing, contribution to placement, traveling expenses, drug costs, parking costs, benefit received by users, special needs, material and financial assistance, allocation of financial resources, claim, solicitation, other.

Rights: Information, user's file and complaint file, user participation, consent to care, access to a protection regime, consent to experimentation and participation in a research project, right to Representation, right to assistance, right of appeal, other.

Other request objects: Complaints that don't fit in any of the above categories.

Requests for Assistance:

Patients, families, employees, etc. may contact MUHC UC/PC offices to request information regarding:

- Patients' rights
- Filing a complaint
- Navigating the system
- Direction to appropriate resources
- Accompaniment

9. GOALS ESTABLISHED FOR NEXT YEAR

We are looking into creating some short public service announcement videos to help keep patients informed about their rights and responsibilities.

The Patients' Committee pamphlet is being transformed, in co-design with the Mohawk, Cree, and Inuit communities in an attempt to make these patients feel welcome when accessing healthcare services at the MUHC. Next steps include working in tandem with these communities and the MUHC Art Curator to incorporate Indigenous art at the various MUHC sites.

10. CONCLUSION (ISSUES, RECOMMENDATIONS AND PROJECTS)

Covid

Ongoing collaboration with the MUHC to 1) learn from the pandemic so mistakes are not repeated in a future crisis and 2) ensure delays to care caused by the pandemic begin to be resolved in a timely and equitable manner.

During the pandemic, no MUHC site was spared in experiencing delays to test results, procedures, and access to specialists. Personal protective equipment shortages and redeployment of staff elsewhere in the system also

posed a risk to patient safety. What's more, the restrictions forbidding the presence of a family caregiver at the bedside caused physical and mental harm to the patients, as well as emotional stress to caregivers. The MUHC Patients Committee welcomes the opportunity to collaborate with hospital staff and administration to proactively find solutions to make the MUHC a pandemic-resilient hospital of the future.

We will continue to closely monitor the backlog of surgeries and how the MUHC plans to catch up. The Patients Committee wishes to have an active role in shaping these plans so that our most vulnerable patients and families receive the health care to which they have a right.

Visibility

There is a lack of awareness among the general public and those who use the MUHC about the Patients Committee and its mandate. We will continue to work within the MUHC and reach out to community partners to make our presence known.

11. FINANCIAL REPORT

See Annexes 3A, 3B and 4.

12. ACTIVITIES OF RESIDENTS' COMMITTEE OF THE CAMILLE-LEFEBVRE PAVILION

See Activity Report of the Camille-Lefebvre Pavilion Residents' Committee on following page.



**The Users'/Residents' Committee of the
Lachine Hospital and Camille-Lefebvre Pavilion Users'/Residents' Committee
Annual Report
April 1, 2020 - March 31, 2021**

1. WORD FROM THE CHAIR

The Users'/Residents' Committee adapted to the Covid19 situation in order to continue its role as in previous years. As Chair, I thank and congratulate the staff and teams of the Camille-Lefebvre Pavilion and the Lachine Hospital who have provided and maintained services to users and residents.

2. PRIORITIES AND ACHIEVEMENTS OF THE PAST YEAR

The Users'/Residents' Committee followed up on:

- The policy on the placement of personal belongings in rooms.
- The policy on visits by caregivers in relation to the MSSS policy and the Covid-19 situation at the Camille-Lefebvre Pavilion.
- Equipment shortages related to a remark made by users.
- The use of cameras in the residents' rooms.
- The installation of new washers and dryers at 3 & 4 East.

3. COMPOSITION OF COMMITTEE

Members:

Mr. Yvan Cardinal, Chair

Ms. Mari Jo Pires, Member and Representative on the MUHC (central) Users'/Patients' Committee

Ms. Nicole Allard, Member, Resident

Mr. Yvon Brisson, Member, Resident

Mr. Pierre Hurteau, President of the MUHC Users'/Patients' Committee

Staff members:

Ms. France Nadon, Manager, 2 East

Ms. Kim Feci, Assistant Nurse Manager, 2 East

Ms. Judith Morlese, Manager, 3 & 4 East

Mr. Kham Bouphanouvong, Assistant Nurse Manager, 3& 4 East

Ms. Pina Ventulieri, Manager of Therapeutic Services

Mr. Michel Bury, Complaints Commissioner, MUHC

Mr. Daniel Brotman, Social Worker, Camille Lefebvre Pavilion

Ms. Chantal Souligny, Director of Nursing, MUHC

Ms. Antoinette Di Re, Director of Multidisciplinary Services, Adult Sites, Mental Health Mission, and responsible for the NAS/SAPA patient pathway

4. REPORT ON THE ACTIVITIES OF THE COMMITTEE

- The committee addressed certain concerns related to the living conditions of residents.
- The committee assisted the users/residents who filed complaints.

5. MEETINGS HELD

- November 25, 2020, virtual, 1h10
- January 27, 2021, virtual, 40 min
- March 24, 2021, virtual, 40 min

6. COLLABORATION WITH OTHER STAKEHOLDERS IN THE COMPLAINTS SYSTEM

- The Ombudsman/Complaints Commissioner, Mr. Michael Bury, attended the meetings and/or was included in the distribution of the minutes.
- The Committee participated in the resolution of a number of concerns expressed by users/residents and their families during the past year.

7. GUEST SPEAKERS

- Mr. Claude Briault, Chief of Technical Services, Lachine Hospital and Camille-Lefebvre Pavilion of the MUHC
- Ms. Chantale Bourdeau, Assistant Director, Lachine Hospital and Camille-Lefebvre Pavilion of the MUHC

8. PARTICIPATION IN A PROJECT / SPONSORSHIP

We are part of the *Conseil pour la Protection des Malades*.

9. PARTICIPATION OF MEMBERS IN MUHC COMMITTEES

- Ms. Nicole Allard has indicated her interest in joining the MUHC (central) Users'/Patients' Committee
- Ms. Mari-Jo Pires is a member of the MUHC (central) Users'/Patients' Committee
- Mr. Pierre Hurteau is Co-Chair of the MUHC (central) Users'/Patients' Committee

10. CONFERENCES ATTENDED

None

11. ACHIEVEMENTS AND PROJECTS PLANNED FOR THE NEXT YEAR

- We are continuing our efforts to recruit new members, including users of the Lachine Hospital
- Recruitment of the new treasurer
- Welcome kit for new residents (project put on hold due to the pandemic this year)

12. FINANCIAL REPORT

No expenses

13. CONCLUSION (ISSUES AND RECOMMENDATIONS)

- The Users'/Residents' Committee has adapted to the Covid19 situation by meeting virtually.
- The Committee addressed certain concerns related to the living conditions of users and supported users who filed complaints.
- Two policies were reviewed by the Committee.
- We are continuing our efforts in the coming year to recruit new members, including users/patients of the Lachine Hospital.