

Our Mandate

The mandate of the Residents' Committee is to be the guardian of residents' rights. It must ensure that residents are treated with respect for their dignity and recognition of their rights and freedoms. It is one of the important spokespersons for residents with the management of CHSLD Bayview.

Functions

The basic functions of the Residents' Committee are mandated and funded by the Quebec Ministère de la Santé, and are as follows:



To inform the residents of their rights and obligations.



To defend the common rights and interests of all residents or to defend the individual rights of a resident at their request.



To foster improvements of the quality of living conditions and assess the degree of satisfaction with regard to the services available.



To accompany or assist a resident, if requested, in any action he/she undertakes including filing a complaint in accordance with the complaints procedure.



Contact Us

Residents, family members or legal representatives can contact us for situations involving:

- Respect, dignity, or quality of life
- Communication concerns
- Dissatisfaction with services
- Support during a complaint process



If you have any questions/concerns, please contact us at:

bayview_residents_committee@hotmail.ca

All discussions with the Residents' Committee are handled with discretion and respect for confidentiality.



RESIDENTS' COMMITTEE

Updated February 2026



Your voice matters. The Residents' Committee is here to make sure it is heard.

Users' 12 Rights

These rights are protected by Quebec law and apply to every resident receiving health and social services (LSSSS).

- 1** *Right* to information
- 2** *Right* to receive services
- 3** *Right* to choose a professional or institution
- 4** *Right* to receive appropriate care according to one's health status
- 5** *Right* to consent to care or to refuse care
- 6** *Right* to actively participate in decision-making
- 7** *Right* to be accompanied, assisted and represented
- 8** *Right* to shelter or accommodation
- 9** *Right* to receive services in English
- 10** *Right* to access one's User's file
- 11** *Right* to confidentiality of one's User's file
- 12** *Right* to lodge a complaint

Who We Are

The Residents' Committee is made up of Bayview residents, volunteers, and family members. Our members bring diverse perspectives and experiences, allowing us to represent the interests of all residents and to support anyone who may need guidance, advocacy, or accompaniment in exercising their rights.

Why the Residents' Committee Matters

The Residents' Committee is an independent voice dedicated to protecting residents' rights. It exists to ensure residents are heard, respected, and supported. We work with Bayview management, always in the best interest of residents.

How We Work

-  Confidential and respectful listening
-  Resident consent before any action
-  Neutral, non-judgmental approach
-  Collaboration with existing complaint mechanisms

