

The users' committee, A SPACE WHERE...

- **parents** and **youth** can get information, support and accompany;
- **youth in residential** placement can express themselves, discuss and get involved;
- youth and parents can be referred to by **caseworkers**;
- Any **parent** wishing to contribute can get involved.

Call us!
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Le comité des usagers du Centre jeunesse de Montréal*

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*Centre intégré
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du Centre-Sud-
de-l'Île-de-Montréal*

Québec 

Le comité des usagers du Centre jeunesse de Montréal*

(ENGLISH VERSION)



A contribution
To improve
the **quality of services**

*the User's Committee of the Montreal Youth Center

Our MISSION

The Comité des usagers du Centre jeunesse de Montréal * is an entity that aims to defend, protect and promote users' rights who reside on the island of Montreal. It is also a consultation and collaboration body for various authorities and caseworkers of the CIUSSS of Centre-Sud-de-l'Île-de-Montréal (CCSMTL). The Comité des usagers du Centre jeunesse de Montréal * is dedicated to all users (parents, youth) and their families who are receiving services from the Director of youth protection and/or from the Departments of youth program.



A committee for PARENTS and YOUTH

If you are receiving services from the Departments of Youth Protection (DYP) or the Youth Program of the CIUSSS du Centre-Sud-de-l'Île-de-Montréal.

The users' committee and the residents' committees have the duties to:

- inform users of their rights and obligations;
- promote better quality and the improvement of life conditions for users and to evaluate users' level of satisfaction with regards to the services received by the establishment;
- defend user's collective rights and interests of users, or at the request of a specific user, defend his or their rights and interests as a user before the establishment or any competent authority.

The users' committee has two additional obligations:

- accompany and assist, upon request, a user in any action s/he undertakes, including when s/he wishes to file a complaint in accordance with the law;
- ensure the proper functioning of each of the residents' committees and ensure that they have all necessary resources to perform their duties.

Constituents of these committees:

The **Users' Committee** is made up of 19 members, composed of parents and youth who are receiving or who have received services in areas such as psychosocial, rehabilitation, adoption, reunification (retrouvailles), or psychosocial expertise from superior court or family mediation. The youth who are members of the users' committee are delegated by each of the Residents' Committees.

The Residents' Committees are composed of youth from each of the living facilities and from all of the group homes in the youth centre.

What we can do TOGETHER



Assist you in learning about your rights and obligations or your options to appeal in the event of a dissatisfaction or complaint.

Provide you with assistance if you are dissatisfied or if there's misunderstanding with regards to the services you are receiving. You can request accompaniment by the users' committee to obtain clarifications during a meeting with the caseworkers according to the guidelines set forth in our agreement with the establishment.

Facilitate your relationship with a caseworker if you are experiencing communications problems.

Encourage your commitment if you wish to contribute to the improvement & quality of the services offered by the establishment and represent or defend the users' interests, should you make yourself available to attend in our meetings.