

Users' 12 rights

The rights set out in the Act respecting health services 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/accommodation
9. Right to receive services in English
10. Right to access one's User's file
11. Right to the confidentiality of one's User's file
12. Right to lodge a complaint

The LSSSS builds on the fundamental rights in order to define the users' rights.
Other rights are recognized by the Quebec Charter of Human Rights and Freedoms and the Quebec Civil Code.
These rights are applicable everywhere including to the Health and Social Services institutions.

Comité des usagers

Centre de la jeunesse Batshaw
825, avenue Dawson, Dorval
514 989-1885 poste 1243
micheline.beland.comtl@ssss.gouv.qc.ca

Regroupement provincial
des comités des usagers
Santé et services sociaux



www.rpcu.qc.ca