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INTERVENTION REPORT (EXCERPTS)

**Intervention at Centre intégré de santé
et de services sociaux de la Montérégie-
Ouest**

Québec City, May 30, 2022

INTERVENTION

The Québec Ombudsman received a report concerning the quality of the services provided to people with severe disabilities by an intermediate resource under contract with Centre intégré de santé et de services sociaux de la Montérégie-Ouests.

Given the very special needs of the residents and their great vulnerability, the report was deemed admissible. It was decided that the resource's organization and operation would be examined, as well as its monitoring by the institution. Furthermore, improvements or corrective measures would possibly be recommended with a view to ensuring residents the quality services they are guaranteed under the law.

CONCLUSION

This file is remarkable for the great number of problematic events and situations, their persistence and the divergence between the version of the person in charge and that of the other people involved.

The person in charge refutes or downplays the problems stemming from the inability to respond adequately to the CISSS's expectations. While her testimony may have been made in good faith, it is impossible to ignore what is contradicted by numerous sources.

While recognizing the merit of the actions taken to better supervise the resource, the Québec Ombudsman remains concerned by the fact that these efforts must be constantly repeated and has therefore issued recommendations.

RECOMMENDATIONS

The Québec Ombudsman recommends that Centre intégré de santé et de services sociaux de la Montérégie-Ouest:

- R-1** **Ensure**, with the cooperation of the person in charge of the intermediate resource, that the June 2021 communication and collaboration plan, as well as the statutory follow-up measures put in place alongside the plan, are implemented;
- R-2** **Notify** the resource, immediately and formally, of any possible breach of its contractual obligations;
- R-3** **Ensure** structured follow-up on the sentinel events that occur in the resource in order to prevent their recurrence;
- R-4** **Reassess** whether the residents are in the appropriate resource, and where applicable, take the required measures to ensure their harmonious transition to resources better adapted to their needs;
- R-5** **Improve** administrative investigation methods, particularly when it is a matter of gathering proof of mistreatment of vulnerable and non-verbal persons;
- R-6** **Assess** whether there are serious reasons for breaking the contract with this resource before the contract expires.

The Québec Ombudsman has asked CISSS de la Montérégie-Ouest to implement these recommendations immediately and, no later than May 31, 2023, inform it about the measures for achieving this goal and report to it every three months on developments.

Expected follow-up

In accordance with the provisions of the *Act respecting the Health and Social Services Ombudsman* (CQLR, c. P-31.1) within 30 days of receiving this report, the institution must inform the Québec Ombudsman of whether it intends to implement the recommendations made to it, or of its reasons if it has decided not to act on them.



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