

Original : Français

Québec, July 13, 2012

Ms. Dominique Vien
Minister for Social Services
Ministère de la Santé et des Services sociaux
Édifice Catherine-de-Longpré, 15^e étage
1075, chemin Sainte-Foy
Québec (Québec) G1S 2M1

Subject: Draft Regulation respecting the conditions for obtaining a certificate of compliance and the operating standards for a private seniors' residence

Madam Minister:

The Québec Ombudsman reviews all draft regulations published in the *Gazette officielle du Québec*. Under section 27.3 of the *Public Protector Act*, the Québec Ombudsman may call to the attention of the chief executive officer of a public body or to the attention of the Government the necessity of such legislative, regulatory or administrative reform as deemed to be in the public interest.

I therefore read with interest the draft *Regulation respecting the conditions for obtaining a certificate of compliance and the operating standards for a private seniors' residence*, which was published on May 30, 2012.

The 90 sections of the draft Regulation seem to bear witness to the tightening of health and social services criteria and the standards with which operators must comply to provide better services for people living in private seniors' residences. Nonetheless, there remain areas of concern which are presented in the attached brief I am submitting for your consideration.

Sincerely,

[*French original signed by*]

Raymonde Saint-Germain
Ombudsperson

Encl.

c.c. Ms. Marguerite Blais, Minister responsible for Seniors
Mr. Jacques Cotton, Deputy Minister of Health and Social Services
Ms. Anik Laplante, Secretary for the Committee on Health and Social Services
Mr. Cédric Drouin, Secretary for the Committee on Institutions