

**Specific  
Issues**



## Specific Issues

The Québec Ombudsman has concluded that certain problems extending beyond the missions of various establishments and facilities can compromise the rights of users, or have an impact on equal access to services for citizens. Owing to the complaints received this year, particular attention was paid to the management of nosocomial infections and related risks, persons afflicted with mental health problems, the use of restraining devices, room costs, and access to physical therapy.