

SUMMARY TABLE OF FOLLOW-UP

FOLLOW-UP TO RECOMMENDATIONS IN THE QUÉBEC OMBUDSMAN'S ANNUAL REPORTS (SINCE 2007)

PUBLIC SERVICE

COMMISSION ADMINISTRATIVE DES RÉGIMES DE RETRAITE ET D'ASSURANCES (CARRA)		
INFORMATION		
RECOMMENDATION 2008-2009	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
That CARRA should inform the Québec Ombudsman of the results of the steps taken to improve the quality of the information provided when it implements its 2009-2010 action plan.	WILL MONITOR the results of CARRA's efforts to improve the quality of information.	SATISFIED with the review of all written communications carried out further to this recommendation.
REMISSION OF DEBT ARISING FROM ERRORS		
RECOMMENDATION 2009-2010	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
That CARRA take steps to obtain an amendment to the application regulation for the Act respecting the government and public employees retirement plan in order to include the possibility of remission of debts arising from errors that recipients cannot reasonably detect.	AWAITING the opinion of retirement committees and possible regulatory amendments.	DISSATISFIED with the time it is taking to have the Act respecting the government and public employees retirement plan amended.

NOTE: Follow-up to recommendations from previous years deemed satisfactory and achieved have not been repeated in this annual report.

COMMISSION ADMINISTRATIVE DES RÉGIMES DE RETRAITE ET D'ASSURANCES (CARRA)

WAIT TIMES

RECOMMENDATIONS 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
That CARRA take measures to reduce the surplus of files to be processed by the end of fall 2011, by increasing processing capacity, improving proficiency with the new computer system, speeding up pending application processing, and any other pertinent measures;	-	WILL MONITOR the effect of the measures to reduce the surplus of files by June 2012.
That CARRA continue its efforts to regularly inform contributors and beneficiaries about wait times for various services;	-	WILL MONITOR the results of CARRA's analysis of processing times.
That CARRA inform the Québec Ombudsman quarterly of the ongoing results of its action plan beginning on September 30, 2011.	-	SATISFIED with the follow-up to this recommendation.

CURATEUR PUBLIC

FEES CHARGED TO THE PERSONS REPRESENTED

RECOMMENDATION 2009-2010	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
That the Curateur public should cease the practice of including the amount of the Shelter Allowance in its calculation to determine whether its wards should pay fees.	WORRIED about the Curateur public's delay in acting on this recommendation. AWAITING the results of the fee-review committee.	SATISFIED with the directive in force since January 1, 2012, namely, to cease including the Shelter Allowance amount in the calculation to determine whether fees may be charged.

MINISTÈRE DE L'ÉDUCATION, DU LOISIR ET DU SPORT

AN IMPARTIAL AND CREDIBLE COMPLAINTS MANAGEMENT SYSTEM

RECOMMENDATION 2007-2008	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That the Ministère de l'Éducation, du Loisir et du Sport determine the most appropriate conditions for providing the school systems with a manner for handling complaints capable of ensuring the impartiality and credibility necessary to meet the needs of parents, students and institutions.</p>	<p>SATISFIED with the progress made creating various student ombudsmen and with school boards' complaints management systems.</p> <p>INVITES the Department to ensure that complaints management procedures comply with the regulatory provisions.</p> <p>AWAITING the passage of Bills 38 and 44 under which the university and cegep network would have a complaints management system.</p>	<p>–</p> <p>WORRIED about decisions by certain student ombudsmen to refuse to handle cases that were within their jurisdiction.</p> <p>NOTES the delays surrounding the passage of Bills 38 and 44 under which the university and cegep networks would have a complaints management system.</p>

MINISTÈRE DE L'EMPLOI ET DE LA SOLIDARITÉ SOCIALE

MINISTER'S DISCRETIONARY POWER

RECOMMENDATIONS 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That the Ministère de l'Emploi et de la Solidarité sociale establish criteria allowing it to expand the scope of application of the minister's discretionary power.</p>	–	<p>SATISFIED with the steps taken by the Department to evaluate decisions made pursuant to the minister's discretionary power.</p>
<p>That the application of the minister's discretionary power allow debtors to stabilize their situation over a reasonable period of time.</p>	–	<p>WILL MONITOR the process to evaluate decisions made pursuant to the minister's discretionary power; the process should be operational sometime this year.</p>

MINISTÈRE DE LA FAMILLE ET DES AÎNÉS		
INCREASE IN THE NUMBER OF CHILDCARE SPACES		
RECOMMENDATIONS 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
That the Ministère de la Famille et des Aînés make public and update—on its website in particular—project dates and date changes.	–	DISSATISFIED with the lack of information about the places opened up by the 2008 attribution process. SATISFIED that this situation was corrected for the 2012 call for proposals.
That it establish means of abiding by the legislatively stipulated deadlines for approving plans.	–	SATISFIED that this situation was rectified.
That it inform citizens about anticipated wait times for the approval of plans.	–	SATISFIED with the follow-up to this recommendation.

MINISTÈRE DE LA JUSTICE		
STREAMLINING THE PROCESS OF REVISING CHILD SUPPORT PAYMENTS		
RECOMMENDATION 2006-2007 AND 2007-2008	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
That the Civil Code and the Code of Civil Procedure be modified to relax the process for reviewing child support.	DISSATISFIED because even though the Department acknowledged the importance of this issue as early as 2007, so far there has been no concrete action.	SATISFIED with the Minister of Justice's provisions in Bill 64, An Act to promote access to justice in family matters, introduced on April 4, 2012.

MINISTÈRE DE LA SÉCURITÉ PUBLIQUE – DIRECTION GÉNÉRALE DES SERVICES CORRECTIONNELS		
A SOCIAL REINTEGRATION PLAN		
RECOMMENDATION 2007-2008 AND 2008-2009	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
That the government of Québec oversee the development of an action plan, no later than December 2008, for the creation and management of social integration services. <i>Note: The government entrusted this task to the Ministère de la Sécurité publique.</i>	SATISFIED that the action plan was made official on December 15, 2010, despite delays. WILL MONITOR its implementation in the coming year.	DISSATISFIED with the implementation of this recommendation given the many instances of non-compliance with the deadline for producing assessments and the fact that the rate of decline of release on parole is on the rise.

MINISTÈRE DE LA SÉCURITÉ PUBLIQUE –
DIRECTION GÉNÉRALE DES SERVICES CORRECTIONNELS

REQUESTS FOR HEALTH SERVICES

RECOMMENDATIONS 2007-2008	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That the Ministère de la Sécurité publique evaluate in the near future options to make changes to the conditions governing written requests for health services.</p> <p>That it notify the Québec Ombudsman of the results of this review.</p>	<p>WORRIED about the slow pace. The Direction générale des services correctionnels struck a working committee to examine the 2007-2008 recommendation in February 2010 only. We are still awaiting the comments on the recommendations made in November by the committee.</p>	<p>WILL MONITOR the effect of implementation of this recommendation further to confirmation in March 2012 that measures had been taken to keep requests for health services confidential in every facility within the correctional system.</p>

COMMISSION QUÉBÉCOISE DES LIBÉRATIONS CONDITIONNELLES,
MINISTÈRE DE LA SÉCURITÉ PUBLIQUE, MINISTÈRE DE LA JUSTICE,
DIRECTEUR DES POURSUITES CRIMINELLES ET PÉNALES

RELEASE ON PAROLE: CHRONIC POSTPONEMENT OF HEARINGS

RECOMMENDATION 2008-2009	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That the Ministère de la Justice, the Ministère de la Sécurité publique, the Director of Criminal and Penal Prosecutions and the Commission québécoise des libérations conditionnelles work together to analyze bottlenecks in the current parole release system, in order not only to improve existing practices but also to make suitable changes to the rules and simplify their operation, if possible. It also asks that they report to it on the changes made by January 31, 2010.</p>	<p>SATISFIED with the action plan tabled in November 2010.</p> <p>WILL MONITOR the first report on action plan implementation across the correctional system.</p>	<p>WILL MONITOR the situation with respect to the postponement of hearings.</p> <p>In 2012-2013, the Québec Ombudsman will examine the situation as a whole.</p>

RÉGIE DES RENTES DU QUÉBEC		
COMBINATION OF BENEFITS WITH NO NEGATIVE EFFECTS		
RECOMMENDATION 2008-2009	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That, as part of the pension plan review that will take place in the fall of 2009, steps should be taken to ensure that the rules applicable to benefit combinations paid to citizens receiving compensation from the Société de l'assurance automobile du Québec do not have the effect of reducing their income from its original level.</p>	<p>DISSATISFIED with the delay in follow-up to the recommendation.</p>	<p>DISSATISFIED with the delay in follow-up to the recommendation.</p>

RÉGIE DU LOGEMENT		
LEGISLATIVE AMENDMENTS TO REDUCE WAIT TIMES		
RECOMMENDATION 2007-2008	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That the legal framework under which the Régie du logement addresses cases involving the non-payment of rent be modified so as to incorporate a new procedure for improving the availability of decision-makers in this area while jointly hearing all cases within a reasonable time frame. That measures are taken to ensure that these changes are designed so as to respect the fundamental rights of all the parties, particularly with regard to procedures involving lease cancellation and the eviction of a tenant.</p>	<p>DISSATISFIED with persistent delays.</p> <p>WILL MONITOR actions further to the Minister of Municipal Affairs, Regions and Land Occupancy's stated intention to introduce a bill to overhaul the Act respecting the Régie du logement.</p>	<p>DISSATISFIED with the delay in follow-up to the recommendation.</p> <p>WORRIED to see that there has been no bill introduced in the National Assembly to overhaul the Act respecting the Régie du logement despite the announcement made by the Minister of Municipal Affairs, Regions and Land Occupancy in December 2010.</p>

REVENU QUÉBEC – TAXATION		
DOUBLE TAXATION OF A DECEASED PERSON'S INCOME		
RECOMMENDATIONS 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That Revenu Québec identify the files for which its restrictive interpretation of the <i>Taxation Act</i> led to double taxation of a deceased person's income due to reimbursements owed by the succession.</p> <p>That the process encompass the past ten years.</p> <p>That Revenu Québec process these files based on its new interpretation.</p> <p>That the process allow the necessary corrective measures to be taken when taxpayers have paid more than what was due during the past ten years, as the <i>Dossier Équité</i> allows.</p>	<p>–</p> <p>–</p> <p>–</p> <p>–</p>	<p>DISSATISFIED that Revenu Québec has been unable to identify the files in question. The Québec Ombudsman nevertheless asked Revenu Québec to at least let the <i>Ordre des comptables agréés du Québec</i> and <i>Chambre des notaires</i> know that taxpayers can apply to them to have the required changes made.</p> <p>SATISFIED that reminders about this were issued in 2010 and 2011 through the <i>Association de planification fiscale et financière</i>.</p>

SOCIÉTÉ DE L'ASSURANCE AUTOMOBILE DU QUÉBEC (SAAQ)		
OVERHAUL OF THE COMPUTER SYSTEM		
RECOMMENDATIONS 2008-2009	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That SAAQ should overhaul its computer systems so as to allow for a quick review of the licence and registration files of every citizen who effects a licence or registration transaction at a service centre, and also to avoid requirements that are contrary to the act.</p> <p>That SAAQ should treat the overhaul as a priority, and inform the Québec Ombudsman of the outcome of its time frame review by September 30, 2009.</p> <p>That, in the meantime, SAAQ should introduce the necessary administrative measures, regardless of the constraints involved.</p> <p>That SAAQ should submit an action plan to the Québec Ombudsman by June 30, 2009, detailing these measures.</p>	<p>WILL MONITOR the results of the analysis conducted for overhauling the computer systems.</p>	<p>WILL MONITOR implementation of this recommendation, which will span several years.</p>

TRIBUNAL ADMINISTRATIF DU QUÉBEC

REDUCTION OF THE AUTOMOBILE INSURANCE CASE INVENTORY

RECOMMENDATIONS 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That the Tribunal administratif du Québec take appropriate action to handle case volume and reduce the automobile insurance case inventory.</p>	<p>-</p>	<p>WILL MONITOR the effect of the measures to handle case volume and reduce the inventory.</p>
<p>That it implement mitigation measures, such as a temporary mechanism to systematically prioritize cases based on their seriousness and urgency, that would minimize processing times for the most critical road accident victim cases. This temporary mechanism, administered by the Tribunal, would make it possible to proactively examine all cases at the time of registration, unlike counter motions, which are exceptional measures.</p>	<p>-</p>	<p>WILL MONITOR the effect of the measures taken as follow-up to this recommendation.</p>
<p>That it set short- and medium-term targets, particularly for the purposes of reducing inventory and average processing delays.</p>	<p>-</p>	<p>WORRIED that the Tribunal administratif du Québec has not yet set targets for quantifying the effects of its measures.</p>
<p>That it notify the Québec Ombudsman of the follow-up to its recommendations by September 30, 2011.</p>	<p>-</p>	<p>SATISFIED with the follow-up to this recommendation.</p>

HEALTH AND SOCIAL SERVICES

MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX		
ADEQUATE INFORMATION, RESOURCES AND FACILITIES FOR THE COMPLAINTS MANAGEMENT SYSTEM		
RECOMMENDATION 2007-2008	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That boards of directors of institutions in the health and social services network and regional agencies make sure that local and regional service quality and complaints commissioners have at their disposal adequate resources and operating conditions to carry out their responsibilities in an effective and efficient manner.</p>	<p>SATISFIED with the actions proposed.</p> <p>WILL MONITOR the follow-up on implementation.</p>	<p>DISSATISFIED that the Ministère de la Santé et des Services sociaux has not produced a reference tool to guide boards of directors in fulfilling their responsibilities with regard to the examination of complaints, as it had committed to do.</p> <p>The Québec Ombudsman intends to closely examine the conditions under which local service quality and complaints commissioners carry out their mandate in the coming year.</p>

MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX – INTERNATIONAL ADOPTION		
SERVICES TO ADOPTIVE PARENTS		
RECOMMENDATION 2008-2009	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That services for parents of children adopted from Québec or from abroad be harmonized, to achieve equity.</p>	<p>SATISFIED with the actions proposed.</p> <p>WILL MONITOR the follow-up on implementation.</p>	<p>DISSATISFIED with the delay observed and the lack of a specific time frame for implementing an awareness and information program for adoption applicants.</p>

MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX – PHYSICAL DISABILITIES,
INTELLECTUAL DISABILITIES AND PERVASIVE DEVELOPMENTAL DISORDERS

AVAILABILITY OF SPEECH THERAPY

RECOMMENDATION 2007-2008	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That the Ministère de la Santé et des Services sociaux take the necessary measures to implement special access mechanisms for making speech therapy services available within a reasonable time frame.</p>	<p>WILL MONITOR innovative work organization projects to optimize the use of speech therapy resources.</p>	<p>DISSATISFIED with the delay in follow-up on the recommendation that dates back to 2007-2008.</p> <p>Even though some institutions have been selected for work organization pilot projects, the services are still not in place throughout the network, which leaves many users without services.</p>

AVAILABILITY OF PHYSICAL DISABILITY, INTELLECTUAL DISABILITY AND PERVASIVE
DEVELOPMENTAL DISORDER SERVICES

RECOMMENDATIONS 2009-2010	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That the Ministère de la Santé et des Services sociaux set acceptable wait times between the beginning of the needs evaluation process and the provision of actual rehabilitation services.</p> <p>That it clearly define what is meant by “first service” to ensure that it addresses the user’s priority need.</p>	<p>WORRIED ABOUT the progress made with regard to wait times between needs evaluation and the delivery of services.</p> <p>WILL MONITOR the follow-up to this recommendation.</p>	<p>DISSATISFIED that the Ministère de la Santé et des Services sociaux cannot demonstrate that there has been any improvement with regard to wait times between needs evaluation and the delivery of services.</p> <p>SATISFIED with the follow-up to this recommendation.</p>

MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX – PHYSICAL DISABILITIES,
INTELLECTUAL DISABILITIES AND PERVASIVE DEVELOPMENTAL DISORDERS

QUALITY ASSESSMENT VISITS IN INTERMEDIATE AND FAMILY-TYPE RESOURCES

RECOMMENDATIONS 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That the Ministère de la Santé et des Services Sociaux amend its quality assessment program such that visits to intermediate and family-type resources make it possible to ensure that every resident in a substitute living environment that is associated with or part of the public system receives suitable services and enjoys a quality physical environment.</p>	<p>-</p>	<p>DISSATISFIED that the Ministère de la Santé et des Services sociaux has not carried out any quality assessment visits in residences for this vulnerable client population since 2010, despite its commitment to do so.</p> <p>There is no guarantee that the residents of these resources have the services they need or appropriate living conditions between assessment visits.</p> <p>DISSATISFIED that the Department cannot say when it will be able to resume the quality assessment visits and who will be assigned to them.</p>
<p>That it submit an action plan to that end to the Québec Ombudsman no later than December 31, 2011.</p>	<p>-</p>	

MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX –
AGE-RELATED LOSS OF INDEPENDENCE

QUALITY ASSURANCE

RECOMMENDATIONS 2009-2010	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That the Ministère de la Santé et des Services sociaux ensure that the certification process for private seniors' residences is completed by December 31, 2010.</p>	<p>WORRIED ABOUT the delays in completing the certification of private seniors' residences.</p>	<p>WILL MONITOR application of the <i>Guide sur la prévention des incendies et l'évacuation des résidences hébergeant des personnes âgées</i> published by the Department to enable operators in the process of obtaining certification to complete their fire safety plan with their municipality's fire safety service and the Régie du bâtiment (main reason for delays in obtaining certification).</p>
<p>That private seniors' residences be included in its quality assessment visits.</p>	<p>WILL MONITOR the proposed improvement measures and the proposed amendment of the regulation concerning certification and its application.</p>	<p>WILL MONITOR the results of the work of the new inspectors named by the Department and the quality assessment visits that will be conducted in the coming year.</p>

ENVIRONNEMENTS THAT ALLOW PRIVACY AND RESPECT

RECOMMENDATION 2007-2008	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That residential and long-term care centres provide an appropriate environment to allow users to spend time with their loved ones in private, and ensure that bodies are treated with respect at all times, up until they are taken away by the undertaker.</p>	<p>WILL MONITOR the reminder to institutions in the spring of 2011.</p> <p>WORRIED ABOUT the fact that the service review has been postponed to 2015.</p>	<p>DISSATISFIED that implementation of this recommendation has been postponed to 2015.</p>

MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX –
AGE-RELATED LOSS OF INDEPENDENCE

QUALITY LIVING ENVIRONMENTS FOR PEOPLE IN RESIDENCES

RECOMMENDATIONS 2009-2010	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That the Ministère de la Santé et des Services sociaux step up assessment visits in order to enforce the implementation, by December 2011, of its departmental guidelines concerning a quality living environment for residents.</p> <p>That it report to the Québec Ombudsman, by April 2011, on the measures it intends to adopt to guarantee to all users with behavioural disorders, even before they are referred and admitted to a residential resource, that the institution that accepts them will be able immediately to provide all the services required by their condition, especially in terms of organization and environment, without infringing on the other residents' right to privacy, security and dignity.</p>	<p>WILL MONITOR the visits conducted in the coming months.</p> <p>LIKES the actions proposed.</p> <p>WILL MONITOR implementation of the integrated service plans for seniors newly announced by the Minister of Health and Social Services.</p>	<p>DISSATISFIED with the pace of quality assessment visits in 2010-2011.</p> <p>WILL MONITOR the results of the work of the new inspectors named by the Department and the quality assessment visits that will be conducted in the coming year.</p> <p>WILL MONITOR the decision-making tool for diagnosing cognitive disorders currently being designed by the Institut national d'excellence en santé et en services sociaux (INESSS) and which will be made available to front-line physicians.</p>

MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX – MENTAL HEALTH

EVALUATION OF SERVICES AND QUALITY OF LIFE

RECOMMENDATION 2009-2010	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That the results of the team of experts tasked to evaluate implementation of the 2005-2010 mental health action plan be transmitted as soon as they are known.</p>	<p>WILL MONITOR the follow-up to this recommendation.</p>	<p>WILL MONITOR the work of the team of experts formed by the Ministère de la Santé et des Services sociaux.</p>

MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX – MENTAL HEALTH

LEGISLATIVE FRAMEWORK AND MEANS OF RESTRAINT IN MENTAL HEALTH

RECOMMENDATION 2009-2010	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That the Ministère de la Santé et des Services sociaux formulate guidelines to direct and standardize the application of the legal framework governing all types of forced confinement.</p>	<p>WORRIED ABOUT the delay in follow-up to these recommendations, pending since December 31, 2010.</p>	<p>WILL MONITOR the work of the team of experts formed by the Ministère de la Santé et des Services sociaux.</p>
<p>That it provide practitioners and workers with a standardized form to avoid the abusive interpretation of the rule of law and ensure it is able to monitor practices.</p>	<p>–</p>	<p>WILL MONITOR the work of the team of experts formed by the Department.</p>
<p>That it require institutions to report on their practices, including the annual number of confinements, the reasons for them, and their duration.</p>	<p>–</p>	<p>WILL MONITOR the work of the team of experts formed by the Department.</p>
<p>That it supervise the use of chemical substances as a control measure.</p>	<p>DISSATISFIED with the follow-up to this recommendation.</p>	<p>DISSATISFIED with the time it is taking for the Department to produce a policy statement regarding the use of chemical substances as a means of restraint.</p>
<p>That, as set out in its action plan, it design and implement a standardized data collection tool that must be completed by professionals every time a control measure is used, and that it suggest a method for data compilation and monitoring.</p>	<p>WILL MONITOR whether in the coming months the standardized tool is made available to those concerned.</p>	<p>DISSATISFIED with the delay in making the standardized tool available to those concerned.</p>
<p>That it ensure that the institutions' boards of directors receive all the information they need to enforce respect for users by monitoring the use of control measures within their institutions.</p>	<p>WILL MONITOR whether boards of directors have all the information they need to follow up on this recommendation.</p>	<p>WILL MONITOR review of the training programs for members of boards of directors concerning follow-up to the use of means of restraint within their institutions.</p>
<p>That it assess the impact of implementing its guidelines.</p>	<p>AWAITING the decision expected from the Department's evaluation section.</p>	<p>WILL MONITOR assessment of the impact of the Department's implementing of the new guidelines with a view to producing protocols for the use of means of restraint.</p>

MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX – PHYSICAL HEALTH

TREATMENT OF EMERGENCY SERVICE USERS

RECOMMENDATION 2008-2009	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2010-2011	QUÉBEC OMBUDSMAN'S ASSESSMENT IN 2011-2012
<p>That the Ministère de la Santé et des Services sociaux plan temporary solutions for the interim period, so that users whose state of health is evaluated at priority level 4 or 5 can gain access to front-line services.</p>	<p>WILL MONITOR implementation of the solutions proposed by the Ministère de la Santé et des Services sociaux for ensuring access to front-line services.</p>	<p>WILL MONITOR the agreements entered into between institutions and local clinics so that emergency room users whose health condition is evaluated as less urgent (P4) or non-urgent (P5) can be referred to these clinics.</p> <p>WILL MONITOR the development of local clinics that are open outside usual business hours.</p>