

Coercive measures

explained to patients and their significant others

State of the art psychiatric care delivered with respect and safety

The application of coercive measures must be evaluated annually. In addition to being noted in the file of each patient subject to them, they are documented in a registry whose statistics are monitored and analyzed in order to improve practices.

Your clinical team is available to answer your questions.

For any problematic situation, you can address your concerns to the unit manager.

In the event of dissatisfaction, the local service quality and complaints commissioner is available at extension 1174.

The patient's
recourse in
case of
dissatisfaction
regarding
coercive
measures

Your rights

You have the right to file a complaint if you are dissatisfied with the care and services you receive at the Institute.

A local service quality and complaints commissioner is on hand. You have the possibility of filing a verbal or written complaint, as indicated in the **Act respecting the governance of the health and social services system**.

A medical examiner is also appointed to investigate complaints against physicians from the Institute.

The means

Forms are available at all times and in complete confidentiality on the units to facilitate access to information and the filing of complaints.

It is always recommended to make your dissatisfaction known to **clinical team members** or the **unit manager**, as they are able to respond promptly in order to resolve your dissatisfactions as effectively as possible.

Unit councils allow patients to express their opinions on the care offered, and to benefit from fruitful exchanges with the clinical team of the care units.

Our obligations

All employees working with you are obliged to be familiar with the **Complaint Examination Procedure Regulation** governing coercive measures and to follow the associated procedures.

Employees receive ongoing training to enhance their knowledge and skills in the area of coercive measures.

In addition to complying with the coercive measures policy, every employee is obliged to treat you with respect at all times, in the spirit of the Institute's **Code of Ethics** and values.

The values of the Institute

