

Users' **12** rights

- 01** Right to information
- 02** Right to receive services
- 03** Right to choose a professional or institution
- 04** Right to receive appropriate care according to one's health status
- 05** Right to consent to care or to refuse care
- 06** Right to actively participate in decision-making
- 07** Right to be accompanied, assisted and represented
- 08** Right to shelter/ accommodation
- 09** Right to receive services in English
- 10** Right to access one's User's file
- 11** Right to the confidentiality of one's User's file
- 12** Right to lodge a complaint



The rights set out in the Act respecting health services and social services (LSSSS)
The LSSSS builds on the fundamental rights in order to define the users' rights. Other rights are recognized by the Quebec Charter of Human Rights and Freedoms and the Quebec Civil Code. These rights are applicable everywhere including to the Health and Social Services institutions.