



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.