

May 9, 2023

Comité des usagers du LLMRC Users' Committee

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<https://www.llmrc.ca/about-us/users-committee/>

Honorable MNA's

On behalf of the Lethbridge-Layton-Mackay-Rehabilitation Centre, we would like to collectively express our users' committee's position on Bill 15.

It is imperative that you recognize that we, the users at LLMRC, are vulnerable, marginalized patients living with the complexities of sensory and / or motor challenges, in addition to other challenging co-morbidities. We have a special designation to serve our users'/clientele in English in order to serve the Anglophone community. This right is enshrined in law, as are our rights to access to optimal care and services, and a fair and accessible complaints process.

As your constituents and your community members, we ask your support and advocacy that users' committees be maintained for the following reasons:

Proximity to the health establishment for complaints must be close to the establishment from where the user receives service in order for those complaints to be dealt with in an effective, efficient and timely manner. Historically all the complaints our users' committee has dealt with were handled internally with the administration/Directorate and regulated immediately without having to go further to either an Ombudsman or a Complaints Commissioner. It is important that this collaborative dialogue is maintained between the users' committees and the Directorate so that they make track issues and deal with them immediately. If the complaints process is changed as per Bill 15, issues will not be able to be dealt with immediately and will create an overload and/ or back log to process these complaints in a timely manner as they are currently being handled. Each health centre is specific as are the needs of their users'. It would be impossible, as presented in Bill 15, that the person who will be designated to deal with the complaints, will be sufficiently familiar with the specific challenges of the users of each health centre, nor would the complaints, under these conditions, be able to be handled effectively and in a timely manner. This bill would alienate and marginalize the users even further should Bill 15 pass in its present form.

Given that the users' committees are volunteer -run there should be no reason to abolish them. Financially speaking they take minimal funding to run and the benefits of maintaining them far outweigh the cost for the services they provide.

The process for complaints is already exhausting and if Bill 15 passes it would be even harder for users, and almost discourages users to make complaints - which is their right.

The rationale for maintaining the resident's committee's can also be applied for maintaining other users' committees such as ours. The LETHBRIDGE-LAYTON-MACKAY REHABILITATION CENTRE users are our most vulnerable and need assistance in the complaint process. They are the BLIND, VISUALLY IMPAIRED, DEAF AND HARD OF HEARING, PHYSICALLY DISABLED, and rehab clients. We, as a users committee, have the capability to accommodate their multitude of needs and are able to assist them, but if Bill 15 passes, they will not have the same level of accessibility and assistance.

Given our demographic of users' (Blind, visually impaired, Deaf, hard of hearing, physically disabled) we therefore ask that our committee and other committees like ours be maintained in order to accommodate our most vulnerable community members. It is their right. We know them, we are them, we can assist them. As our elected officials, we seek your support for your vulnerable communities and protection of our rights.

Joanne Charron

President LLMRC UC

Diane States-Vice President

John Marc Charron-Treasurer

Daniel Hould-Secretary

Seeta Ramdass-Community Representative

Addie Etcovitch-Member

Sandy Molloy-Member

Simon Wong-Member

Robert Trudel-Member

Hal Pearson-Member