

Centre de santé et services sociaux X

September 5th 2006

Subject: Your complaint dated July 4th 2006

Dear Sir,

We have completed the examination of your complaint about a delay you deemed unacceptable while requesting specific information relating to services offered by the CLSC X. You stated that this delay occurred between your initial request for information in April 2006 and now.

In the process of evaluating your complaint, we met with Mr. X, Head of the Homecare services at the CLSC X and yourself. Also, we spoke to you on the phone and to Ms Andrée Turbide from Centre d'assistance et d'accompagnement aux plaintes-Île de Montréal. Furthermore, our colleague Ms X spoke to Ms Y and Ms Z, both social workers at the CLSC. By the end of your investigation, we found the following:

On August 30th 2006, we met with Mr X and yourself to discuss the services that his program could offer you. It was understood that you would be provided with two hours per week for your grocery shopping, one hour per week for the cleaning of your apartment and one hour per week for laundry. Those hours were to be managed by you according to your schedule. Already having a person available to do your grocery and one for cleaning and laundry, Mr. X confirmed with you that an experienced and bilingual social worker would contact you the following week to set up the proper arrangements. You agreed to this offer and stated that you were satisfied.

As for the delay you mentioned in your letter. We analyzed your file and all the interactions between the CLSC and yourself since April 27th 2005. On that date, we noted that you went to the CLSC and met with Ms X, a social worker, to schedule an appointment with a psychiatrist. She spoke to Dr. X and decided on the approach of having you call Clinique X for an evaluation and thereafter be referred to a psychiatrist. It was agreed that if Clinique X did not follow up, you would call either the clinic or herself. Unfortunately, you never got back to either one.

Then, on January 12th 2006, you asked the CLSC the permission to eat at the cafeteria. Your request was granted. On April 13th 2006, you met with Ms X who then transferred your file to the Homecare program. On May 1st, you then called the CLSC to inquire about your request. Ms X returned your call to inform you about the delays. On May 23rd, you met with Ms X a social worker appointed to your case. Four days later, she went to your house where she evaluated your needs. Then, on June 12th, Mr X left you a message to set up a meeting to share with you the services that could be offered. Again, you never called back. In fact, you

told Ms X, on June 20th that in your opinion since he had not called back soon enough you would not call him back. Although she asked to meet with you, you proclaimed to be too busy and never called her back.

With respect to your complaint, we did not find any carelessness in the handling of your requests. On the other hand, you repeatedly refused help and showed an unwillingness to cooperate. We urge you to accept the help offered to you and recommend strongly that you cooperate with the people that are there to help you. We certainly hope that you will take advantage of the many services offered to you at the CLSC as well as the other resources specialized in helping people with your health condition.

Sincerely,

La Commissaire locale à la qualité des services

Mme X.