

Regional User Transportation Policy in the Nunavik Region

POLICY: NRBHSS RP-01

ADOPTION:		
Board of directors	Resolution: 2019-16	BOD - February 2019
Date:	February 21, 2019	
EFFECTIVE DATE:	On February 21, 2019	

SUBJECT: Regional User Transportation Policy in the Nunavik Region	POLICY NO. NRBHSS – RP 01
TO: Executive Directors of the Inuulitsivik Health Centre and the Ungava Tulattavik Health Centre	
UNDER THE RESPONSIBILITY OF: NRBHSS Department of Out-of-Region Services	

BACKGROUND OF POLICY

TITLE: Regional User Transportation Policy in the Nunavik Region		
ADOPTION:		
Board of directors	Resolution: 2019-16	BOD- February 2019
Date:	February 21, 2019	
EFFECTIVE DATE:	On February 21, 2019	

MODIFICATION:		
Board of directors	Resolution: 1996-24	BOD- August 1996
Date of adoption and effective date	On August 15, 1996	
Board of directors	Resolution: 2004-30	BOD-June 2004
Date of adoption and effective date	On June 22, 2004	
Board of directors	Resolution:2013-11	BOD- February 2013
Date of adoption and effective date	February 28, 2013	
Board of directors	Resolution: 2018-03	BOD-February 2018
Date of adoption and effective date	On February 28, 2018	
Board of directors	Resolution:2019-16	BOD-February 2019
Date of adoption and effective date	On February 21, 2019	
Board of directors	Resolution:	BOD-.....
Date of adoption and effective date	On.....	
Board of directors	Resolution:	BOD-.....
Date of adoption and effective date	On.....	

Contents

1	PREAMBLE	5
2	LEGAL FOUNDATIONS	6
3	BASIC PRINCIPLES.....	6
4	GENERAL PROVISIONS	7
4.1	DEFINITIONS	7
4.1.1	ESCORT.....	7
4.1.2	MEDICAL ESCORT	7
4.1.3	JBNQA BENEFICIARY.....	7
4.1.4	NON-JBNQA BENEFICIARY	7
4.1.5	REFERRAL INSTITUTION.....	7
4.1.6	TRAVEL EXPENSES	8
4.1.7	RESIDENCE	8
4.1.8	USER	8
4.1.9	ADMITTED USER	8
4.1.10	REGISTERED USER.....	8
4.1.11	TRANSIT RESIDENCES FOR JBNQA BENEFICIARIES	8
4.1.12	EMERGENCY EVACUATION	8
4.1.13	ELECTIVE TRANSPORTATION.....	8
5	USER TRANSPORTATION	9
5.1	ELECTIVE TRANSPORTATION.....	9
5.1.1	OBJECTIVE.....	9
5.1.2	ELIGIBILITY CRITERIA	9
5.1.3	ADMINISTRATIVE GUIDELINES.....	9
5.2	EMERGENCY EVACUATION	10
5.2.1	OBJECTIVE.....	10
5.2.2	ELIGIBILITY CRITERIA	10
5.2.3	ADMINISTRATIVE GUIDELINES.....	10
5.3	AIR AMBULANCE (EVAQ)	11

5.3.1	OBJECTIVE.....	11
5.3.2	ELIGIBILITY CRITERIA.....	11
5.3.3	ADMINISTRATIVE GUIDELINES.....	11
6	HOUSING SERVICES.....	12
6.1	LODGING SERVICES.....	12
6.1.1	LODGING IN TRANSIT RESIDENCES.....	12
6.2	REIMBURSEMENT OF EXPENSES FOR LODGING AND MEALS.....	13
6.2.1	ELIGIBILITY CRITERIA.....	13
6.2.2	ADMINISTRATIVE GUIDELINES.....	13
7	EXTENDED STAYS, USERS IN TERMINAL PHASE, SPECIAL CASES.....	14
8	ESCORT.....	15
8.1	OBJECTIVE.....	15
8.2	ELIGIBILITY CRITERIA.....	15
8.2.1	USER UNDER THE AGE OF 18.....	15
8.2.2	USERS 18 YEARS AND OLDER.....	16
8.3	ADMINISTRATIVE GUIDELINES.....	16
8.3.1	RESPONSIBILITY FOR PAYMENT.....	16
8.3.2	CHOICE OF ESCORT.....	16
8.3.3	ESCORT'S WRITTEN COMMITMENT.....	16
9	APPLICATION.....	17
10	DISSATISFACTION WITH THIS TRANSPORTATION POLICY.....	17
APPENDIX 1 – USER AGREEMENT FORM.....		18
User Transportation Policy / Nunavik.....		18
EXPECTATIONS FROM USERS.....		18
APPENDIX 2 – ESCORT AGREEMENT FORM.....		20
User Transportation Policy / Nunavik.....		20
EXPECTATIONS FROM ESCORTS.....		20

1 PREAMBLE

This Regional User Transportation Policy is in compliance with the user transportation policy of the health and social services network applicable to the entire population of Québec, including Nunavik residents. The Regional User Transportation Policy includes regional specifics not included in the *ministère de la Santé et des Services sociaux*' (MSSS) bulletin for beneficiaries of the *James Bay and Northern Québec Agreement* (JBNQA).

This policy applies to institutions in Region 17 (Nunavik) for medically approved travel within and outside the Nunavik region. It replaces the previous policy adopted on February 28, 2018.

Any Inuit beneficiary of the JBNQA who is absent from the territory for ten (10) consecutive years and is domiciled outside the territory is not entitled to receive non-insured health benefits granted to him by Inuit health and social services. Upon such person re-establishing his domicile in the territory, he is entitled to receive non-insured health benefits as an Inuit beneficiary. However, the above does not apply to an Inuit beneficiary who has maintained his principal residence outside the territory for ten (10) or more consecutive years for health reasons, to pursue studies or to hold employment in an organization promoting Inuit well-being.

The objective of this policy is to allow institutions in the health and social services network with headquarters in Nunavik to send users to referral institutions equipped to provide the care or services their condition requires. The policy's provisions are applied for beneficiaries under the terms of the JBNQA and whose residence is Nunavik.

The executive directors of the Ungava Tulattavik Health Centre and the Inuulitsivik Health Centre, or their representatives, are responsible for the application and management of the Regional User Transportation Policy in the Nunavik Region.

2 LEGAL FOUNDATIONS

This document was revised and approved by the Nunavik Regional Board of Health and Social Services. It complies with the policies of the *MSSS* with regard to the definitions, objectives and eligibility criteria contained in the various policies and free programs described in the *MSSS* bulletin.

3 BASIC PRINCIPLES

1. Transportation will be to the closest health professional's office or health-care institution.
2. All transportation authorized by the institution must state the name of the institution's attending physician who prescribed the transportation.
3. The most practical and economical form of transportation will be selected in view of the urgency of the situation and the user's state of health.
4. In the event of elective transportation, it is the user's obligation to exhaust all sources of employer-provided benefits for which he is eligible, or benefits provided by a health-insurance plan, social program, government-subsidized program (*SAAQ*, *CNESST*, etc.) or private insurance plan. The Non-Insured Health Benefits program must be the payer of last resort.
5. The following elements are excluded from the regional policy:
(Reference Framework for the Application of the Agreement on the Non-Insured Health Benefits (NIHB) Program, section 3.11)
 - a) transportation required for the purpose of applying a social or youth-protection program;
 - b) salaries and other benefits related to personnel providing transportation-management services delivered by the institutions concerned.

4 GENERAL PROVISIONS

4.1 DEFINITIONS

The following definitions apply to the entire policy.

The following terms, definitions and abbreviations will be used at all times when managing, implementing or writing correspondence about the policy.

4.1.1 ESCORT

Person whose role is to guide and assist the user during the stay outside of his place of residence.

4.1.2 MEDICAL ESCORT

Health professional designated by the institution whose role is to guide, monitor, safeguard and provide care for the user during an emergency evacuation.

4.1.3 JBNQA BENEFICIARY

A person who is registered as a beneficiary under the terms of the James Bay and Northern Québec Agreement (JBNQA) and whose permanent residence is in Nunavik,

or

an Inuit beneficiary of the JBNQA who is absent for fewer than ten (10) consecutive years from the territory,

or

an Inuit beneficiary who has maintained his principal residence outside the territory for ten (10) or more consecutive years for health or social reasons, to pursue studies or to hold employment in an organization promoting Inuit well-being.

(Makivik Corporation is the regional organization responsible for the registry of beneficiaries).

4.1.4 NON-JBNQA BENEFICIARY

A person who is not a JBNQA beneficiary but is recognized by the Quebec Act respecting health services and social services (ARHSS).

4.1.5 REFERRAL INSTITUTION

Outside Nunavik: Service corridors established with the McGill *RUIS* or designated by a Nunavik institution.

In Nunavik: Ungava Tulattavik Health Centre, Inuulitsivik Health Centre or CLSC in Nunavik, as the case may be.

4.1.6 TRAVEL EXPENSES

Includes lodging, meals and transportation expenses.

4.1.7 RESIDENCE

In accordance with section 338 of the Regulation respecting the application of the Act respecting health services and social services, residence is established on the basis of physical presence without regard to intention.

4.1.8 USER

Any person provided with health services by an institution.

4.1.9 ADMITTED USER

A person is admitted to a health-network institution:

- when his condition requires hospitalization,
- when the applicable formalities have been completed, and
- when he occupies a bed considered among those listed on the institution's permit.

4.1.10 REGISTERED USER

A person is considered registered in a health-network institution:

- when he receives services that do not require him to be hospitalized or admitted or
- when he does not occupy a bed considered among those listed on the institution's permit.

4.1.11 TRANSIT RESIDENCES FOR JBNQA BENEFICIARIES

Residences managed by the health-network institutions (with headquarters in Nunavik) for lodging *JBNQA* beneficiaries who require health-care services outside their community of residence.

4.1.12 EMERGENCY EVACUATION

The urgency of transportation is based on the user's medical evaluation by a physician of the referral institution.

4.1.13 ELECTIVE TRANSPORTATION

Transportation is considered elective when the user's life is not subject to immediate danger or does not require immediate intervention.

5 USER TRANSPORTATION

5.1 ELECTIVE TRANSPORTATION

5.1.1 OBJECTIVE

Transportation procedure for users requiring elective care or services unavailable in the region or in their community.

For non-*JBNQA* beneficiaries, the procedure is covered according to *MSSS* circular 2009-05.

5.1.2 ELIGIBILITY CRITERIA

Be a *JBNQA* beneficiary or a non-*JBNQA* beneficiary (when applicable according to *MSSS* circular 2009-05);

and

The referral institution’s physician has prescribed the service and transportation has been approved by a person designated by the executive director;

and

The return travel is between the place of residence and the referral institution providing the required care and services.

5.1.3 ADMINISTRATIVE GUIDELINES

The most economical mode of transportation will be chosen in view of the user’s condition and service corridors established with the McGill *RUIS* (including charter).

5.1.3.1 RESPONSIBILITY FOR PAYMENT

The cost of the user transportation that meets the elective-transportation criteria will be assumed in full by the referral institution and will be transferred to the proper program or budget (return fare).

- In the event that an organization other than a health-network institution (*SAAQ*, *CNESST*, etc.) is responsible for the user, the expenses incurred to transport the user and his escort will be paid by such organization in accordance with the criteria in the *MSSS*’ user transportation policy for the health and social services network.
- If the user requests transportation to an institution other than the one designated by the attending physician and approved by the executive director or his delegate, the additional costs incurred by this choice will be the responsibility of the user or his family.

5.2 EMERGENCY EVACUATION

5.2.1 OBJECTIVE

The objective of this policy is to provide all users access to emergency or specialized care requiring air transportation and to ensure continuity of care during transportation to maintain or prevent the deterioration of their health.

The referral institution requesting the emergency transportation determines the relevance or necessity of a medical escort in this situation.

The choice of aircraft is an administrative decision left to the institution. It must take into account the opinion of the relevant physician.

5.2.2 ELIGIBILITY CRITERIA

Be a *JBNQA* beneficiary or a non-*JBNQA* beneficiary (when applicable according to *MSSS* circular 2009-05);

and

The referral institution's physician has prescribed the service and transportation has been approved by a person designated by the executive director;

and

The return travel is between the place of residence and the referral institution providing the required care and services.

5.2.3 ADMINISTRATIVE GUIDELINES

All emergency appointments must be made through the liaison services of the referral institution and/or Ullivik Centre (including charter).

5.2.3.1 TRANSPORTATION

If the user must travel outside of the Montreal region (e.g., Sherbrooke or Québec City) due to the absence of required medical health care in that region, the liaison services of the institution and/or Ullivik Centre will make arrangements for transportation, lodging and meals, in accordance with the basic principles of this policy.

5.2.3.2 RESPONSIBILITY FOR PAYMENT

The cost of the user transportation that meets the emergency-evacuation criteria will be assumed in full by the referral institution and will be transferred to the proper program or budget (return fare).

5.3 AIR AMBULANCE (EVAQ)

5.3.1 OBJECTIVE

All users whose health condition has been recognized by the physician as being urgent and requiring an immediate evacuation with medically equipped air transportation.

5.3.2 ELIGIBILITY CRITERIA

All users

5.3.3 ADMINISTRATIVE GUIDELINES

5.3.3.1 TRANSPORTATION

The transportation is ensured by EVAQ or any other emergency air evacuation services judged necessary and authorized by EVAQ when not available within the prescribed time.

The *JBNQA* beneficiary will return to his residence at the expense of the referral institution by the most economical form of transportation available that is appropriate to his condition.

Non-*JBNQA* beneficiaries' return to their residence will be according to *MSSS* circular 2009-05, if applicable.

5.3.3.2 RESPONSIBILITY FOR PAYMENT

The cost of the user transportation will be assumed partially by the referral institution and will be transferred to the proper program or budget.

In the event that an organization other than a health-network institution (*SAAQ*, *CNESST*, etc.) is responsible for the user, the expenses incurred to transport the user and his escort will be paid by such organization in accordance with the criteria in the *MSSS'* user transportation policy for the health and social services network.

6 HOUSING SERVICES

6.1 LODGING SERVICES

6.1.1 LODGING IN TRANSIT RESIDENCES

6.1.1.1 ELIGIBILITY CRITERIA

Be a *JBNQA* beneficiary

and

The referral institution's physician has prescribed the service and transportation has been approved by a person designated by the executive director.

6.1.1.2 ADMINISTRATIVE PROCEDURES

Upon arriving at the referral location, the user must check in to the lodging-management services of the transit residences.

6.1.1.3 USER'S WRITTEN AGREEMENT

The assigned personnel in the user's referral institution will inform the user of his obligations and responsibilities and the rules and procedures in effect.

Before his departure, the user will sign an agreement form in front of a witness in which he commits to adhere to the obligations, responsibilities, rules and procedures.

6.1.1.4 USER'S OBLIGATIONS

- The user will keep the lodging-management services informed of his whereabouts at all times;
- The user commits to attend the appointments scheduled for him;
- The user commits to follow the rules as written in the agreement form that he signed before being transported to the institutions designated by the referral institution;
- The user who fails to fulfil his obligations will be subject incrementally to the following measures, which may be adjusted in view of his state of health, depending on the gravity of the offense and the existence of previous violations:
 1. The user who leaves on his own without advising those responsible for him will be personally liable for his lodging and transportation to the airport for the return to his community. His return airfare will nevertheless be covered by the referral institution as planned (regardless of the time lapse);
 2. Except for urgent situations, the user who fails to report to an appointment will be offered another appointment on the same trip. The user who fails to report to the second appointment will be returned to his community. Once in his community, he must consult a health professional for an evaluation and the need to book another appointment.

3. The user:

- a) who damages his place of lodging or its assets;
- b) who is abusive or violent to other patients or to staff through violent behavior;
- c) who fails to fulfil his role (see user and escort agreement);
- d) who does not respect the rules of the house

will not be tolerated at any time and consequences will apply as per the Ullivik or transit procedures manual.

6.2 REIMBURSEMENT OF EXPENSES FOR LODGING AND MEALS

6.2.1 ELIGIBILITY CRITERIA

Be a *JBNQA* beneficiary and a resident of Nunavik;

and

The referral institution's physician has prescribed the service and transportation has been approved by a person designated by the executive director;

and

Have received elective care and services not available in Nunavik or his community of residence, at the request of the attending physician;

and

Is staying at friends or family or hotel.

6.2.2 ADMINISTRATIVE GUIDELINES

Users who choose to lodge with friends or family are entitled to receive a flat rate per night completed (as per *MSSS* bulletin), which includes all meal and lodging expenses for a maximum of two (2) nights' stay per trip.

If the user is travelling in the company of an escort approved by the referral institution, the escort receives an amount as per *MSSS* bulletin per night completed for meal expenses. The escort must share the room of the person he is escorting.

Stays are considered to be two (2) nights for travel for elective intra- or extra-regional appointments, unless a medical opinion is issued otherwise.

8 ESCORT

8.1 OBJECTIVE

The escort is to ensure constant care and presence with the user who is receiving medical care outside of his community of residence, in accordance with the procedures defined under section 5.

8.2 ELIGIBILITY CRITERIA

When an escort is required, it is an exception and a privilege and is applicable only to *JBNQA* beneficiaries.

The referral institution may approve the choice of the escort. The candidate must be a competent and trustworthy adult aged **18 years or older**. The referral institution should always confirm the eligibility of the escort prior to any authorization.

8.2.1 USER UNDER THE AGE OF 18

- A user aged 14 to 17 years, after approval under certain exceptional medical conditions, may travel with an escort but may also request to travel alone.
- In the case of a user aged 14 to 17 years who does not meet criteria for an escort, Ullivik will ensure that a resource has been made available to accompany the user to his/her medical appointment.

However, if the user is referred to Kuujjuaq or Puvirnituk for orthodontics, dental surgery, a follow-up visit or minor surgery with a maximum stay of 48 hours outside the community, the institution may designate one escort to accompany no more than three (3) users under the age of 14 travelling together and may designate one escort to accompany more than one user between the ages of 14 and 17.

The parents must have signed the agreement form authorizing the transportation of their children under the age of 14 without their presence. They must be informed by the health centre of the conditions under which emergency or other measures may be taken.

8.2.1.1 SPECIAL PROCEDURES SURROUNDING AIR-AMBULANCE EVACUATION (EVAQ)

EVAQ procedures stipulate that the aircraft used for medical air evacuations (air ambulance) is an intensive-care unit. There is therefore no accommodation on board for an escort. The only exception is for a parent or guardian travelling with a child. The referral institution must inform the evacuee’s immediate family of this fact. The escort(s) will be sent the day after if medically required.

8.2.2 USERS 18 YEARS AND OLDER

Depending on the user's physical and psychological condition, the referral institution may approve an escort for users 18 years and older, according to the list provided and approved by the RCORS and revised annually (will be annually provided).

8.3 ADMINISTRATIVE GUIDELINES

The referral institution that approved the escort assumes the cost of the escort's return transportation.

The referral institution assumes the cost of the escort's meals and housing, except for users/escorts who choose to lodge with friends or family (as per *MSSS CIRCULAR 2009-05*).

8.3.1 RESPONSIBILITY FOR PAYMENT

The cost of the escort's transportation, lodging and meals will be assumed fully by the referral institution and will be transferred to the proper program or budget.

8.3.2 CHOICE OF ESCORT

The escort must be a responsible person 18 years or older who speaks Inuktitut and English and/or French. He must be able to communicate with the family, the lodging-management services, the health professionals, the specialists and the referral institution.

The wellness committee shall be responsible for identifying and selecting an escort recognized by the community as a reliable person. If a disagreement arises about the choice of escort, **the executive director of the referral institution will designate an escort.**

Ullivik will provide a resource to accompany and/or support the user to his medical appointment.

8.3.3 ESCORT'S WRITTEN COMMITMENT

The wellness committee as well as the referring institution will inform the escort of his role, tasks and obligations.

Before departure, the escort must sign the agreement form describing his obligations and responsibilities as well as the rules and procedures during travel and stay at the transit residence.

The referral institutions must inform Ullivik of the choice of the escort and the commitment.

The escort who fails to fulfill his obligations will be automatically disqualified as future escort.

9 APPLICATION

This policy cancels and supersedes any previous policy on the subject.

10 DISSATISFACTION WITH THIS TRANSPORTATION POLICY

In case a user is dissatisfied with the services received under the Nunavik Regional User Transportation Policy, he may lodge a complaint with the institutions’ local service-quality and complaints commissioner, who will process the complaint with diligence and respect within the period stipulated under the *Act respecting health services and social services*.

APPENDIX 1 – USER AGREEMENT FORM

User Transportation Policy / Nunavik

EXPECTATIONS FROM USERS

Booking appointments, travel, lodging and meals are privileges for beneficiaries of the *JBNQA* requiring medical care. When you travel to receive approved medical services, you are required to behave responsibly and respect the obligations, responsibilities, rules and procedures listed in this agreement form.

USER AGREEMENT FORM

User's Name:	File number:
Address:	Referred by: Tulattavik HC __ Inuulitsivik HC __ CLSC __
Name of escort:	Telephone Number:

Liaison services, lodging and meals are privileges for beneficiaries of the *James Bay and Northern Québec Agreement (JBNQA)* who require medical care. When you travel to receive approved medical services, you are required to behave responsibly and respect the obligations, responsibilities, rules and procedures listed in this agreement form.

OBLIGATIONS AND RESPONSIBILITIES:

- ✓ I will respect the obligations, responsibilities, rules and procedures listed on this agreement form;
- ✓ I will carry a valid health-insurance card at all times when I travel and present it when asked;
- ✓ I will report to my medical appointments as scheduled;
- ✓ I will always advise the lodging-management services of my whereabouts when I leave the transit residence;
- ✓ To benefit from the liaison services, I will always inform the personnel of my whereabouts, particularly when staying with relatives, friends or elsewhere;
- ✓ I will advise the liaison nurse when I receive instructions from health professionals and specialists concerning appointments, travel, follow-up or future examinations;
- ✓ I will advise the referral institution if special circumstances will prevent me from reporting for scheduled appointments at least two (2) days before the scheduled flight;
- ✓ I will observe transportation, appointment, meal and curfew schedules;
- ✓ I will not possess or use illegal drugs at any time. Transit-residence access will be denied in case of intoxication;
- ✓ I will not possess or drink alcohol in the transit residences;
- ✓ I will not display verbal or physical aggression. Such conduct will not be tolerated under any circumstances;
- ✓ I will take care of furniture, goods and other property at the location where I will be lodging during my stay;
- ✓ I am responsible for my actions.

I hereby understand the obligations, responsibilities, rules and procedures and pledge to abide by them.

User's signature

Date

Name of person who provided explanations

Name of witness

Note: Give the information to the user before sending the request for an appointment to the referral institution.

APPENDIX 2 – ESCORT AGREEMENT FORM

User Transportation Policy / Nunavik

EXPECTATIONS FROM ESCORTS

Accompaniment for a beneficiary of the *James Bay and Northern Québec Agreement (JBNQA)* is a privilege that the referral institution has the power to grant.

The escort is defined as a person whose role is to guide and assist the user during his stay outside of his community of residence.

A person designated by the referral institution as a user's escort must behave responsibly and respect the obligations, responsibilities, rules and procedures listed in the agreement form.

The agreement form must be signed by the escort. The original will be kept in the user's record and a copy will be given to the escort.

The escort agreement form is attached herewith.

ESCORT AGREEMENT FORM

Name of escort:	User file number:
Address:	Referred by: Tulattavik HC __ Inuulitsivik HC __ CLSC __
Name of escorted user:	Telephone number:

Accompaniment for a beneficiary of the *James Bay and Northern Québec Agreement (JBNQA)* is a privilege that the referral institution has the power to grant.

The escort is defined as a person whose role is to guide and assist the user during his stay outside of his community of residence. A person designated by the referral institution as a user's escort must behave responsibly and respect the obligations, responsibilities, rules and procedures listed in the agreement form.

The agreement form must be signed by the escort. The original will be kept in the user's record and a copy will be given to the escort. The escort agreement form is attached herewith.

OBLIGATIONS AND RESPONSIBILITIES:

- ✓ I will respect the obligations, responsibilities, rules and procedures listed on this agreement form;
- ✓ I am able to take care of myself and the user I am escorting without requiring the assistance of another escort;
- ✓ I am a trustworthy companion for the user and can be counted on at all times;
- ✓ I will stay with the minor person I am travelling with at all times;
- ✓ I will stay with the user for a minimum of five (5) hours per day if the user is hospitalized;
- ✓ I am 18 years or older and I will interpret in Inuktitut, English or French when required;
- ✓ I will accompany and assist the user during transfers and travel, hospitalization and medical appointments;
- ✓ I will observe transportation, appointment, meal and curfew schedules;
- ✓ I will be available to comfort, reassure, encourage and assist the user with his personal care, console and listen to him;
- ✓ I will ensure that the user's needs are met and shall place priority on his welfare;
- ✓ I will carry the user's medical documents if necessary;
- ✓ If the user is unable to provide notification, I must be able to communicate with the family, health professionals, specialists and liaison nurse when I receive instructions concerning appointments, travel, follow-up or future examinations;
- ✓ I will accomplish the tasks assigned to me;
- ✓ I will always inform the lodging-management services of my whereabouts when I leave the transit residence;
- ✓ I will not possess or use illegal drugs at any time. Transit-residence access will be denied in case of intoxication;
- ✓ I will not possess or drink alcohol in the transit residences;
- ✓ I will not display verbal or physical aggression. Such conduct will not be tolerated under any circumstances.
- ✓ I will take care of furniture, goods and other property at the location where I will be lodging during my stay;
- ✓ I am responsible for my actions.

I hereby understand the obligations, responsibilities, rules and procedures surrounding my commitments and pledge to abide by them.

Signature of user's escort

Date

Name of person who provided explanations

Signature of witness

Note: Give the information to the escort before the date of departure.

ACKNOWLEDGEMENT

Our gratitude goes to:

Martine Boudreau, Janie Paquet, Larry Watt, Gilles Boulet, Johane Paquette, Jeannie May, Jean-Claude Leclerc, Madge Pomerleau, Jane L. Beaudoin, Christian Brunet, Céline Laforest, Eva Gunn, Silas Watt, Helen Dion, Dominique Hamel, Lewis Lavoie, Marcelle Langlois, Jacques Poliquin, Minnie Grey.

We would also like to extend our thanks to others who were involved in one way or another.