

CLASSIFICATION REVIEW PROCEDURE

Issuing department: Quality, assessment, performance and ethics control department	Number: DQEPE-RI-RTF-2019-10-01	
To: <ul style="list-style-type: none">- Family-type and intermediate resources represented by the ADRAQ-CSD or the FFARIQ or the ARIHQ- Clinical managers and individuals working with residential users- Directors and workers in DQEPE quality control (quality, evaluation, performance and ethics)	Date of adoption	2019-10-01
	Effective date	2019-10-01
	Review dates	

This procedure is intended for family-type and intermediate resources that are not satisfied with the classification instrument they have just received. Collective and national agreements between the Ministry (MSSS) and the associations create an obligation for the establishments to maintain a classification review procedure which includes guidelines for implementation.

OBJECTIVE:

The CISSS de la Gaspésie is replacing the former Classification Review Procedure (*Procédure d'examen de la classification*) for resources represented by the ADRAQ-CSD, the FFARIQ or the ARIHQ.

PROCEDURE

1. The procedure has the following characteristics:
 - a) This procedure is under the responsibility of an administrator designated by the CISSS de la Gaspésie.
 - b) The application for review of the resource must be presented to Mrs. Diane Gasse, and must be sent, in the case of resources represented by the FFARIQ, within 10 days from the date when the classification of the services offered by the resource has been received and, in the case of resources represented by the ADRAQ-CSD and the ARIHQ, within 15 days from the date when the classification of the services offered by the resource has been received. The application must specify the reasons justifying a new review. The resource may make use of the attached form.

The application for a review and the reasons for such a review must be addressed to:

Diane Gasse
Quality control coordinator IR/FTR lodging and ethics
633, avenue Daignault, Chandler, Québec G0C 1K0
Téléphone: 418-689-6696, ext. 2609
E-mail: diane.gasse.ciSSsgaspésie@ssss.gouv.qc.ca

- c) The administrator may, on cursory examination, reject any request that he deems frivolous, vexatious or made in bad faith. He must then advise the resource of his decision in writing, giving his reasons for same.
- d) The administrator names a person to analyze the application. This person must:
 - be trained in the application of the instrument
 - be different from the person who performed the initial classification
 - have the requisite clinical skills
 - and, preferably, be a worker from the CISSS de la Gaspésie.
 - Be a professional from health and social services if the request comes from a member of the ADRAQ-CSD.

This person, hereinafter called the “Revisor”, is responsible for analyzing the application presented by the resource and making recommendations on whether it is necessary to revise the classification, and, as appropriate, on any necessary modifications.

- e) The Revisor familiarizes himself with all the information, specifically any pertinent information required about the user and may consult or meet with any person he deems appropriate, specifically the person who made the initial classification.
- f) While the Revisor is studying the case, the resource must be given the chance to present his own point of view. The resource may be accompanied by a representative from his association.
- g) The Revisor delivers his recommendations to the administrator, who must provide the resource with a reasoned decision within a reasonable time following the application, with due regard for any specific circumstances. If the review decision has not been rendered within 30 days following the application for review, the decision must be given priority by the CISSS de la Gaspésie.
- h) Analysis of the application for review by the Revisor and the ensuing decision rendered by the administrator must be focused on the need to ensure that support and assistance services determined by the CISSS de la Gaspésie meet the needs of the users and that the resource is fairly compensated in terms of the services provided.
- i) When the decision concludes that the classification should be modified, this modification takes effect from the date when the classification under review takes effect. Once the instrument has been duly completed, it must be returned to the resource, as stipulated in the *Regulation*.
- j) The decision of the CISSS de la Gaspésie, as rendered by the administrator shall not be the subject of any proceedings, specifically the arbitration procedure described in Article:
 - 6-3.00 of the Entente collective entre le ministre de la Santé et des Services sociaux and the Adult Resources Democratic Association of Québec (ADRAQ CSD) signed on May 8, 2017.
 - or
 - 5-5.00 of the Entente nationale entre le ministre de la Santé et des Services sociaux et l'Association des ressources intermédiaires d'hébergement du Québec (ARIHQ) signed on June 7, 2018.
 - or
 - 6-3.00 of the Entente collective entre le ministre de la Santé et des Services sociaux et la Fédération des familles d'accueil et ressources intermédiaires du Québec (FFARIQ) signed on December 22, 2015.

For the members of the ADRAQ-CSD, in the event of non-payment of retroactivity, if the case arises, the mechanisms for dialogue, procedure for settlement of disagreements and arbitration apply.