

info

# Clinique

June 2013 - N°1

info

Newsletter published by the  
Pointe-Saint-Charles community Clinic



Clinique communautaire  
de Pointe-Saint-Charles

Information : 514-937-9251

[www.ccpssc.qc.ca](http://www.ccpssc.qc.ca)

## The Clinic's Annual General Assembly

Wednesday, June 19<sup>th</sup>

We'll meet at **6:00 p.m.**

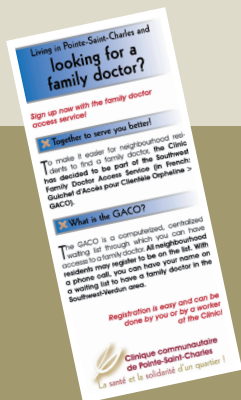
at the **YMCA** in  
Pointe-Saint-Charles  
255 Ash avenue



A Clinic with  
deep roots in our  
neighbourhood!

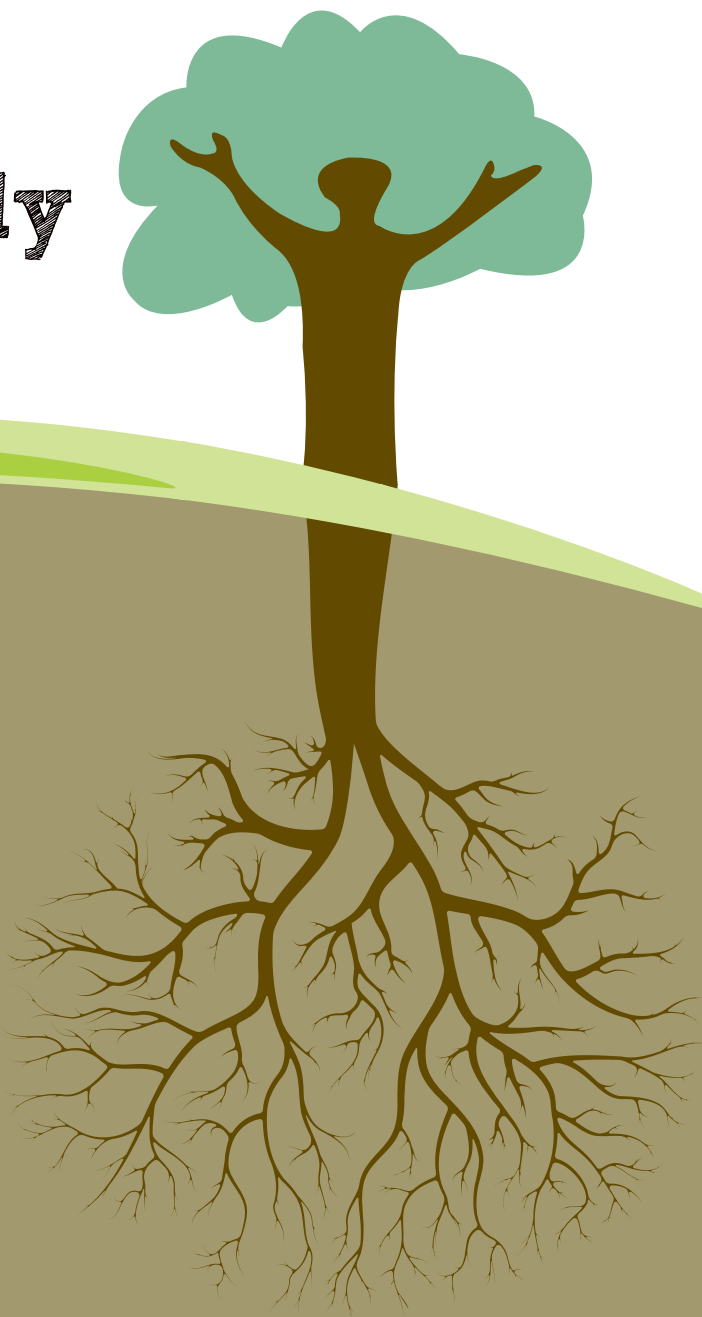
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6:00 p.m.: Supper courtesy of  
the Clinic

7:00 p.m.: Start of the General  
Assembly

A Clinic with  
deep roots in our  
neighbourhood!

- > The meeting is free and open to all!
- > The Clinic's providing supper!
- > Transportation available on demand.
- > Whisper translation to English.
- > Access for people with reduced mobility.
- > Free daycare with games for the children.



Information : 514-937-9251 / [www.ccpssc.qc.ca](http://www.ccpssc.qc.ca)



Clinique communautaire  
de Pointe-Saint-Charles



# A word from your Board of Directors



Dear citizens of Pointe-Saint-Charles,

On behalf of the Board of Directors, I am pleased to invite you to our Annual General Assembly (see poster on left). The Clinic's mission is to offer the neighbourhood's population medical and social services, while working on the socioeconomic causes of illnesses.

To meet these objectives and offer you quality services, many multidisciplinary teams are at work every day at the Clinic: intake, adults, early childhood and family, youth, school, nursing, medical services, home care, and planning and community development.

As president of the Board of Directors, I am proud of the staff and medical team's work as well as of the active and committed involvement of Board members and the Clinic's various committees. In addition to the services provided daily by the teams and the ongoing work of close cooperation and solidarity with neighbourhood groups, the Board of Directors wishes to point out some of the major achievements of 2012-2013:

- ~ Adoption of the strategic planning process for 2012-2015 through open discussions and consultations.
- ~ Progress in negotiations with the two unions, and with the Clinic's Coordination team.
- ~ Updating of the former Citizens Relations Committee, which has become the Clinic Members and Users Committee, and which, among other things, organized a successful Back to School party in the fall of 2012.
- ~ Excellent mobilizing and awareness-raising work by the Fight for Health Committee to denounce illegal billing practices of some doctors' offices.
- ~ Careful and rigorous management of the Clinic's financial resources, leading to a notable decrease in the use of employment agencies.

To learn more about the Clinic's work in 2012-2013, and to tell us what you think of its proposed priorities for 2013-2014, I invite you to participate in our Annual General Assembly on Wednesday, June 19, 2013.

I look forward to seeing many of you there!

Pascal Lebrun,  
President, Board of Directors



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## Program for the evening:

- 6:00: Welcome and supper
- 7:00: Opening of the General Assembly
- 7:15: Activities report
- 7:30: Questions and comments
- 8:00: Financial report
- 8:10: Adoption of 2012-2013 priorities
- 8:30: Election of the Board of Directors
- 9:00: Adjournment





# Looking for a family doctor?



**Getting together to serve you better!** To make it easier for neighbourhood residents to find a family doctor, the Clinic decided to be part of the Southwest Family Physician Access Service (GACO).

## ✗ What is the GACO?

The GACO is a computerized, centralized waiting list through which you can access a family doctor anywhere in the Southwest-Verdun area. **All Pointe-Saint-Charles residents can register by simply making a phone call.**

## ✗ Registration is quick and easy!

All you need to do is call the following number:  
**Monday to Friday, from 8:00 a.m. to 4:00 p.m.**  
(Language choice: French or English)

**514•766•0546 (extension 2234)**



### 1 A recorded message will ask you for the following information:

- > Last name
- > First name
- > Health insurance number
- > Postal code
- > A phone number where we can reach you between 8:00 a.m. and 4:00 p.m.



### 2 An administrative officer will call you back to go over the information you provided.

### 3 After that, a nurse will do an assessment of your health by phone to determine how urgent your medical needs are. (The priority given to your application will depend on the state of your health, not the date when you registered).

## That's it, you're registered!

**Does the fact that you've registered on the list mean that you lose your rights as a user at the Clinic?**

**Not at all! The Clinic's services will still be open to you, just as they are to the entire population of Pointe-Saint-Charles.**

For more information about the GACO and registration details, feel free to discuss the subject with the workers and/or reception staff at the Clinic.

You can also download a pamphlet about the GACO at the Clinic's website: [www.ccpssc.qc.ca](http://www.ccpssc.qc.ca)





# Useful websites



Since the Clinic was founded, it has always set itself the task of making available as much as possible relevant documentation on health, illness, treatment, etc. It wants to provide access to free and useful information so that everyone can become more actively involved in managing their health.



In continuing this task, the Clinic has chosen four internet\* resources that provide quality information about health. These sites are run by non-profit organizations having no private economic interests.. Their content is updated regularly and posted in the two official languages.



## [www.aboutkidshealth.ca/en](http://www.aboutkidshealth.ca/en)

*AboutKidsHealth is ranked among the best in the world as a **source of information about children's health**. It also provides well-rounded information on education, nutrition (healthy diets for teens, for example), pregnancy (care during pregnancy, etc.), pediatric care, and features many interviews with doctors.*



## [www.cwhn.ca/en/resources](http://www.cwhn.ca/en/resources)

*Welcome to the E-Library of the Canadian Women's Health Network. Here you will find an **exhaustive collection of publications on women's health**. A simple search engine will give you access to over 11,000 resources edited by mothers, girls, workers at community clinics and hospitals, and so many others who are committed to improving women's health.*



## [www.dietitians.ca/your-health.aspx](http://www.dietitians.ca/your-health.aspx)

*Go for health by making good food choices. This is what the Dietitians of Canada website advocates. You will find practical tools such as how to calculate your body mass index (BMI), which can assess health risk based on your weight and height. The site also provides advice on planning, shopping and cooking healthy food. Have a look at Nutrition A-Z to read about any number of subjects, from Antioxidants to Zinc.*

*Come visit our website too:*



## [www.ccpssc.qc.ca/ressources](http://www.ccpssc.qc.ca/ressources)

*The Pointe-Saint-Charles Community Clinic's website (partly translated into English) presents the **resources of the neighbourhood and surrounding boroughs**. Where are the walk-in clinics? Which organizations to choose for social assistance? What food resources exist in the Southwest? Which organizations will help find daycare or a new place to live if you're expecting a child? You can read a number of articles about the role and mission of these resources and organizations that are partners of the Clinic.*

**\*For those who don't have internet access at home, remember that you can use a computer free of charge at the Pointe-Saint-Charles Municipal Library, 2333 Mullins Street.**

# Building the future of the elderly in **Pointe-Saint-Charles**

The Clinic's Home Care service continues to work with local Pointe-Saint-Charles organizations. **Its collaboration with the Cité des Bâisseurs, which inaugurated its 115 apartments on May Day this year, is a concrete example.**

The Cité des Bâisseurs is much more than an apartment building. **It wants to provide residents with a truly lively environment, one that takes into serious account their needs and expectations.** The Cité des Bâisseurs apartments are comfortable, and tenants will have an array of services that will make their lives easier and more pleasant.

**At present, 60% of the occupants do not come from Pointe-Saint-Charles. This raises new challenges for the Clinic. In this connection, the Cité des Bâisseurs recently reinforced its collaboration with the Clinic, and a work plan will soon be drawn up to suggest nursing support and organizing talks on public health topics.** The Clinic's Home Care service is already involved in selecting residents and organizes regular meetings to welcome new residents and show them the Clinic's interest in the elderly.

**For your information, a certain number of studio apartments and 3 1/2s and 4 1/2s are still available on Centre, Clarendon and Richardson Streets.**

For more information about Cité des Bâisseurs, call **514 933-6463**, or visit their website: [www.citedesbatisseurs.org](http://www.citedesbatisseurs.org)



## No to closing the Carrefour!

**For 45 years, the Pointe-Saint-Charles Carrefour d'Éducation Populaire has given residents who weren't able to go to school the opportunity to learn to read and express themselves.** Taking part in Carrefour activities also means committing to improving one's living conditions.

Like the five other popular education centres in Montréal, the Carrefour is housed rent-free in a building that belongs to the Commission Scolaire De Montréal (CSDM - Montréal School Board). **The CSDM supports the centre financially by providing phone service, maintenance, etc. A year ago, the CSDM told the popular education centres that it no longer had the means to support them and that it wanted to get rid of the buildings when the lease was up, in June 2015.**

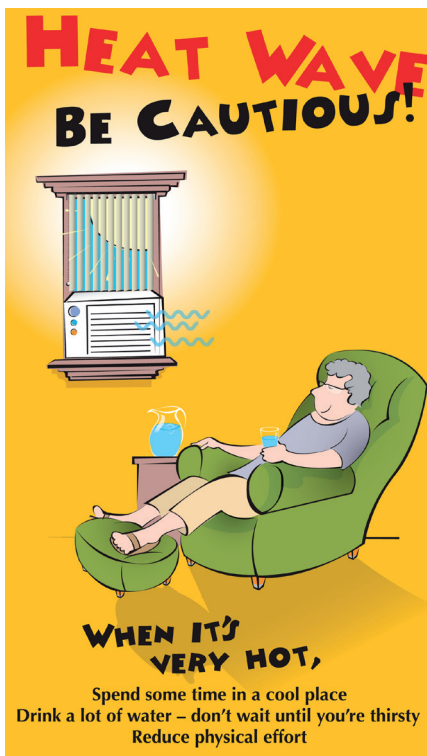
The Carrefour d'Éducation Populaire was even denied a budget to fix the outside walls a renovation needed urgently since it is likely that loose bricks will fall. The Carrefour is therefore in mobilization mode to remain at 2356 Centre Street and convince the Québec Department of Education and the CSDM not to abandon their mandate to support popular education. **The Clinic is following the situation closely and is ready to answer the Carrefour's call in its efforts and actions to ensure its survival.** In the short term, one way to support the Carrefour is to give it a voluntary contribution in exchange for a button, which will help support its mobilization campaign. You may also want to sign a form which states in no uncertain terms that the Carrefour's mission in the neighbourhood is essential.

More information (in French) on the site: [www.carrefourpop.org](http://www.carrefourpop.org) or call: **514-596-4444**

# Beating the heat wave



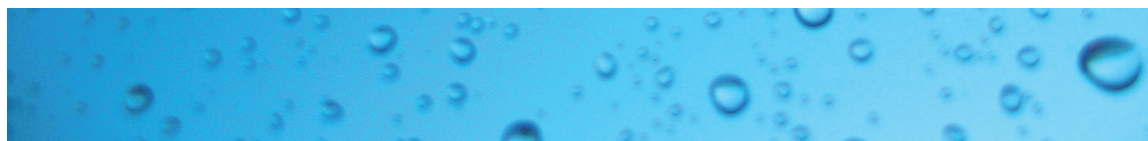
Beautiful days rarely come without some very hot weather. **Environment Canada issues extreme heat alerts when the temperature reaches 30°C or higher and the humidity index (humidex) reaches 40° or more.**



Extreme heat can cause cramps, exhaustion or heat stroke. These effects may be seen in people who are ill, those who are vulnerable (*young children, the elderly*) but also in healthy individuals.

In the case of cramps or exhaustion (*dehydration, headache, dizziness*) caused by heat, one should move to a cool place (*air-conditioned if possible*), rest, make little physical effort and drink water. If the symptoms become more severe or last for more than an hour, the person should see a doctor.

Heat stroke can be more dangerous for one's health. The symptoms are fever (*over 40°C or 104°F*); dry red skin that feels hot to the touch, or is pale and cold; confusion; or fainting. **In these cases emergency medical attention is required.**



## Precautions for everyone:

- Drink plenty of water.
- Wear a light coloured hat and clothing.
- Stay in the shade.
- Cool off in a pool.
- Take a lukewarm shower or bath.
- Move to a cool or air-conditioned place.

## Precautions for the elderly:

- Spend a few hours in a cool or air-conditioned place.
- Drink plenty of water, or amounts indicated by your doctor.  
Don't wait until you're thirsty.
- Reduce physical activity.
- Stay in touch with the people who know you.
- Take a cool shower or bath as often as needed  
or cool off with a damp towel.



**If you feel ill, see a doctor or call Info-Santé for information at 8-1-1.  
In an emergency, call 9-1-1.**

**To learn more about extreme heat, go to: [www.santemontreal.qc.ca/chaleur](http://www.santemontreal.qc.ca/chaleur)**





# Prevention of falls with the P.I.E.D.



Do you worry about your balance? Are you afraid of falling? Have you fallen in the past? If you answered “yes” to one of these questions, **then the Dynamic Balance Integrated Program (P.I.E.D) may help you.** The program is offered to autonomous people aged 65 and over who live at home.

Falls can have a direct impact on the health and autonomy of the elderly. Through exercises to improve balance and strength adapted to older people’s abilities, the P.I.E.D has proven to be effective in preventing falls. The program was developed using the most recent knowledge in the field of physical activity and prevention of falls. The program will begin at the Clinic in the fall of 2013, led by a qualified professional.

## How does the P.I.E.D work in practice?

- Group exercises held twice a week for 12 weeks.
- Easy exercises to be done at home.
- Short information items about healthy habits, safe behaviour and tips on arranging a safe home.

## Thanks to the program you can:

- Improve your balance and strengthen your legs.
- Help keep your bones healthy and reduce the risk of fractures.
- Feel more confident.
- Be more active.



For more information or to sign up, call **514-937-9251, extension 7268.**



# Together let's work on health and solidarity in our neighbourhood!



The Clinic’s **Annual General Assembly** is fast approaching. The date set for this gathering of citizens is **Wednesday, June 19, 2013**. This year, the event will be held at the **Pointe-Saint-Charles YMCA, at 255 Ash Avenue**.

“ **A Clinic rooted in its neighbourhood** ”. This is the theme for this year’s AGA, which points to the Clinic’s 45 years of work with the citizens and community organizations in the neighbourhood. The Clinic is much more than a medical clinic—it is an institution rooted in the community landscape of Pointe-Saint-Charles.

Citizen involvement is inseparable from the Clinic’s way of operating and has been present since the institution was founded in 1968. To continue functioning this way, the Clinic needs your participation. **At the AGA, we will meet to focus on your health and that of your fellow citizens. Moreover, the residents of Pointe-Saint-Charles will have the opportunity to make decisions about the Clinic’s guidelines and services. By taking part, you will also make sure that the Clinic responds to the neighbourhood’s health and social service needs.**

The Clinic is a concern for all of us, so don’t hesitate to tell your neighbours, family and friends about the meeting. We’re counting on you to spread the word and to participate!