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Clinique

December 2013

info

Biannual newsletter published by the Pointe-Saint-Charles community Clinic



Clinique communautaire
de Pointe-Saint-Charles

Information : 514-937-9251

www.ccpsc.qc.ca

The Clinic wishes
you Happy
Holidays!

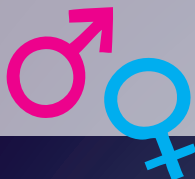
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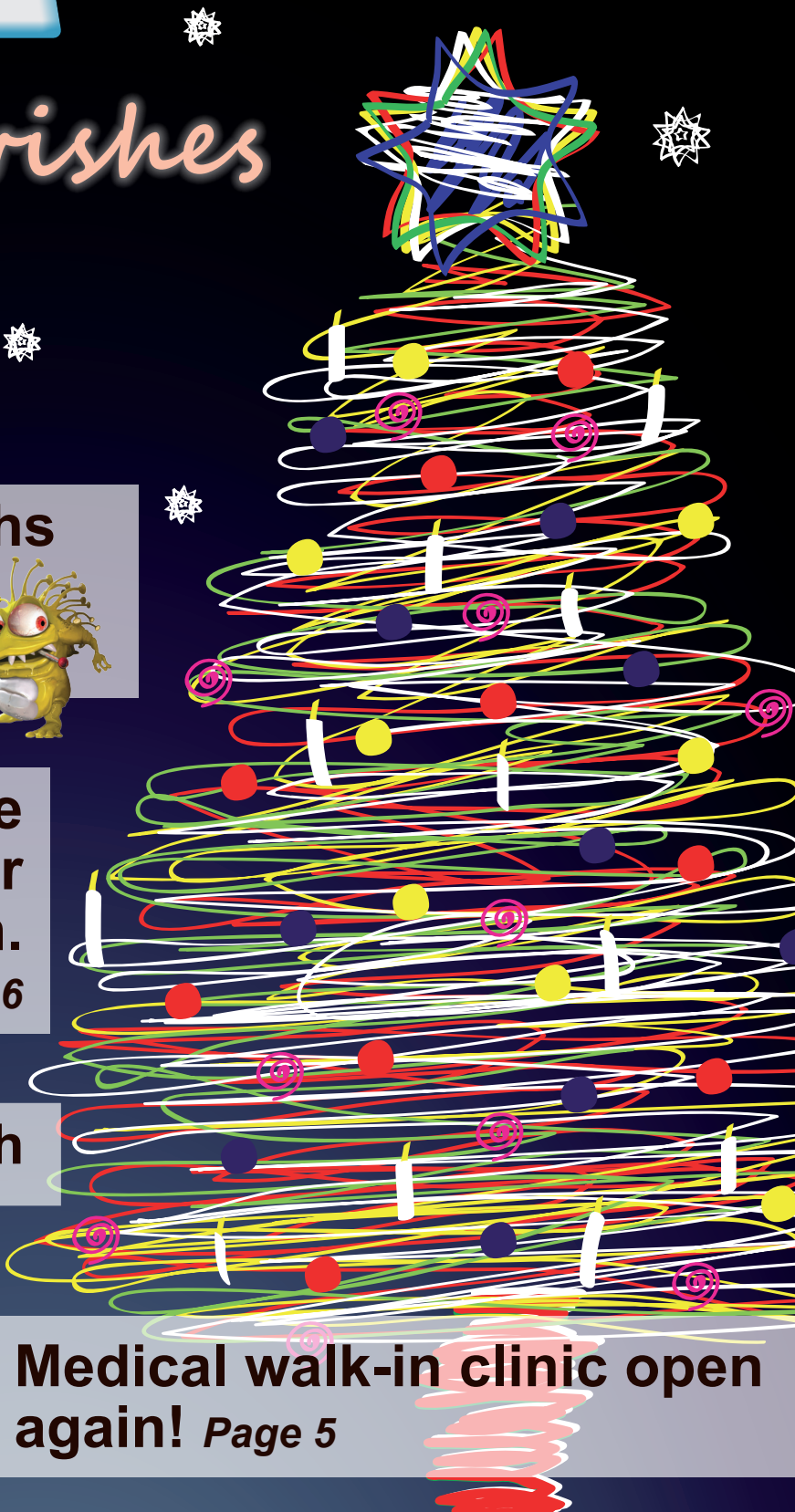


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The community Clinic's teams and services



If you are a newcomer to Pointe-Saint-Charles, don't look for the local CLSC because you won't find it! Founded in 1968 before the network of CLSCs was set up in Québec, the Clinic is a citizen's and neighbourhood community organization with a mandate from the Ministry of Health and Social Services to provide CLSC services in Pointe-Saint-Charles. Back then, the Ministry actually drew on this unique citizen project to set up the CLSCs.

Intake and regular services team:

Often being your first contact at the Clinic, this team will assess your needs. It provides accessible, continuous nursing care and medical and psychosocial services by appointment or at walk-in clinics. It also provides sample collection (*blood and other tests*) and vaccination services. Moreover, this team is in charge of file management and appointment making.

News flash: **Medical walk-in clinic reopens** ([page 5](#)).

Adult-mental health team:

This multidisciplinary team (*nurses, social workers, doctors, etc.*) offers health and psychosocial services to all adults with the aim of maintaining or enhancing the physical, psychological and social welfare of the citizens of the Pointe. In collaboration with the **Douglas Institute**, the team provides diagnostic services and psychiatric follow-up.

Early childhood and Family team:

The team provides an array of services to families with young children (*aged 0 to 5 years*) and to pregnant women. It helps parents in learning parenting skills and children in their development. It does so through nursing, dietary, psychosocial and educational monitoring, but also follows pregnant women, organizes prenatal meetings for young pregnant women and does speech therapy follow-up. Some examples of activities are the **Club bébé**, for children aged 0 to 9 months; the **OLO** (*eggs, milk and oranges*) **support program** for pregnant women; **Breastfeeding Drop-in**; and the **Among Dads group**, for new fathers.

Youth team:

Its mandate is to provide health and social services to youngsters aged 6 to 24 years, and to their families. For example, it holds a **walk-in nursing clinic** ([see more about this service on page 6](#)), contraception services, gynecological examinations, pregnancy tests, support for parents and families experiencing problems, and families with children with disabilities. It also runs vaccination drives and offers mental health services.

School team:

This team provides health and social services to young people aged 4 to 17 who attend school in Pointe-Saint-Charles, and to their families. The team workers follow individuals and families whose problems affect their children's ability to function at school. In addition to screening activities, the school nurses organize vaccination clinics. The team's dental hygienists apply fluoride and dental sealants, and lead oral health promotion sessions.

Home care team:

This team works to help the elderly and/or people losing their autonomy who live at home. The services are for people who have a temporary or permanent impairment and need to receive some or all of their care at home (*disabilities, convalescence, palliative care, loss of autonomy, psychosocial support, etc.*). The home care team provides preventive services and treatment: medical services, nursing care, social work services, personal care, access to specific equipment, evaluation for adapting the home, respite for family caregivers, etc.

Community planning and development team:

The team is focused on mobilizing the neighbourhood's citizens to improve their living and health conditions. Its work reinforces action organized by local community groups and Clinic teams. It is responsible for acting for justice and social change to defend the economic and social rights of the neighbourhood's population. For this team, promoting health means acting on the social determinants of health such as poverty, housing, environment, social exclusion, public transit and food security.

News flash: **The CN dossier** ([page 8](#)).



A word from your Board of Directors

Dear Citizens of Pointe-Saint-Charles,

The Board of Directors wishes you a very happy holiday season!

The community Clinic's mission is to provide you with medical, social and community services, with a focus on the socioeconomic causes of illness. To achieve these objectives and offer you quality services, several teams are busy at the Clinic: intake, adults, early childhood and family, youth, school, medical services, home care, and community planning and development. This newsletter describes a number of important achievements in the past few months as well as major issues we're working on, and provides information for the neighbourhood's residents.

The Clinic is a citizen's and community organization run by a board of directors that at present consists of ten of your fellow citizens, an administrative employee and the general coordinator.

Are you aware that in 2018 the Clinic will be 50 years old? In the coming year, you will be invited to examine, with us, how collectively we want to continue to occupy this wonderful autonomous, citizen-driven space, which has been preserved through fierce struggles all these years.

We look forward to working with you on this excellent collective endeavour!

Marie-Claude Rose,
président, Board of Directors

Marie-Claude Rose



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The staff at the Clinic wishes
you a Merry Christmas!

Getting to know one another better

A part from the annual general assembly, this year the Clinic increased the opportunities to meet with citizens from the neighbourhood to get to know them better. First there was the **Back to School and Work Party**, at which the Clinic met with 150 of its members in a relaxed, friendly atmosphere.

Then, on October 31, 2013, the Clinic marked **Halloween** with an original twist. In addition to handing out the usual candies, the nursing staff gave a toothbrush to each little “monster” looking for treats. It was a joyous evening and an opportunity to remind children and their parents that regular brushing is very important. Our thanks go to the one hundred little witches, mini Frankenssteins and Draculas who came to our door.



This year, for the first time, the Clinic organized a **photography project called Looking at Pointe-Saint-Charles**, open to all neighbourhood residents. To showcase the involvement of community groups and participation by some 20 citizens who submitted beautiful shots of Pointe-Saint-Charles, the Clinic organized a late afternoon exhibition of the photos on Wednesday, November 20, 2013. To see the poster advertising the event and all the participants' works, go to the Clinic's website at www.ccpsc.qc.ca !

Expelled: No! Supported and subsidized: Yes!

For 45 years, the **Carrefour d'éducation populaire** de Pointe-Saint-Charles has given neighbourhood residents who didn't have to opportunity to be schooled to learn to read and express themselves. The Carrefour's activities are indispensable to improving these citizens' living conditions.

Since 1970, the Carrefour has been housed for free in a building that belongs to the **Montréal School Board (CSDM)**. Almost a year ago, the CSDM told the organization that it was terminating its lease in June 2015 along with a \$70,000 grant.

The Carrefour and the five other popular education centres in Montréal are now negotiating with the Québec government to find a long-term solution. The Carrefour is therefore in mobilization mode, determined to stay in its premises at **2356 Centre Street**.

In addition to raising its members' awareness of the Carrefour's cause, the Clinic is sitting on a Committee on Fighting Strategy that is suggesting how the Pointe's citizens can take action and mobilize. For example, the Clinic designed a postcard with the slogan “Save the Carrefour!” addressed to Minister of Education Marie Malavoy. The citizens of Pointe-Saint-Charles are urged to sign the card at the Carrefour.

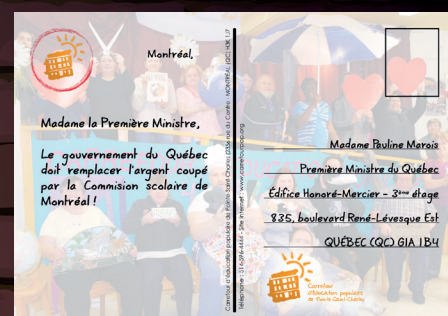
Another way of supporting this group is to sign a petition that states in no uncertain terms that the Carrefour's mission in the neighbourhood is essential. The petition is available at the reception desks of the Clinic's two service points.



Carrefour
d'éducation populaire
de Pointe-Saint-Charles



More information at:
www.carrefourpop.org
or by calling
514-596-4444





Medical services clinic opens again

**JUST
WALK-IN!**

Since early November, close to **one hundred neighbourhood residents** have benefited from a consultation with a doctor from the Clinic without having to **make an appointment ahead of time**. This is because the service of medical consultations without appointments has been reinstated. The Clinic offers the service to the citizens and workers of Pointe-Saint-Charles, and there is no age limit. So if you have a medical problem and you want to see a doctor without making an appointment, don't hesitate.

Walk-in consultations!

Available Tuesdays and Thursdays ONLY From 8:00 a.m. to 12:00 noon!

Accessible to the citizens and WORKERS of Pointe-Saint-Charles!

During the holiday season, the service will be closed on Tuesday, December 24 and Tuesday, December 31, and on Thursday, December 26, 2013 and Thursday, January 2, 2014.

Our walk-in service for nursing care is open all year round, Monday to Friday, from 8:00 a.m. to 8:00 p.m.

How the walk-in service works

Step 1:

As you arrive at the reception desk on Ash Avenue, you will be given a number indicating the order in which you will be seen in the morning. **Since the number of consultations is limited, we encourage you to arrive at the Clinic at 8:00 a.m.**

Step 2:

You will then be called by a nurse who will do an initial assessment of your health condition. This assessment will determine how urgently you need to be seen.



The priority you are given will depend not only on when you arrive at the Clinic, or your registration number, but above all on your health condition. If your situation is urgent, the nurse will give you priority over other users. Conversely, in some cases, if the nurse can deal with the problem, you won't have to see the doctor. Sometimes, when the problem isn't urgent, after her evaluation is done, the nurse may direct you to another service that will be more suitable to meet your needs.

Step 3:

You will then be seen by the physician on duty. Note that, most of the time, there is a waiting period between meeting with the nurse and seeing the doctor.



Providing this service anew is essential for the Clinic. Usually the Clinic's physicians see neighbourhood residents by appointment only. Reopening the walk-in medical service represents a real safety net for citizens of Pointe-Saint-Charles who don't have a family doctor or can't have access to their regular doctor. The service will also be useful for people who don't necessarily need emergency medical services provided by Montréal hospitals.

For more information, feel free to call the Clinic at 514•937•9251 or go to our website:
www.ccpssc.qc.ca.

Spotlight on the walk-in clinic for youth

If you're going through a rough time or you're wondering about your health, come to the Clinic to meet with a worker and talk freely about your concerns (sexual health, screening for sexually transmitted infections, drugs and dependency, relations with your girlfriend or boyfriend, needle exchanges, etc.). Whether you're a girl or boy, a student or worker, unemployed or at home, this service is for you.

Did you know that Pointe-Saint-Charles is one of the South-West neighbourhoods with the youngest population? In fact the 6 to 24 years age bracket makes up one quarter of our neighbourhood's population! Given this statistic, supporting young people and their families is a priority issue for the Clinic.

To meet emergency situations involving adolescents and young adults, the Clinic offers a walk-in clinic for youths aged 24 and younger. Those who decide to come to the walk-in clinic do so when they haven't found answers or alternative solutions to their worries.

When they come to the Clinic (*the service point at 1955 Centre Street*), young people are met and received according to what is bothering them. "The singular feature of our youth clinic is that my colleagues and I assess the youngsters whether or not they present social or health needs. In addition to doing assessments, we screen them and may even begin to treat them," youth team nurse Jacinthe Carbonneau explained.

When meeting with young people, the team takes care to ensure confidentiality and to respect their choices to preserve their integrity and image.

As of the end of August, the walk-in clinic's opening hours were reviewed. **Young people are now welcome on Mondays and Wednesdays from 2:00 to 6:00 p.m. only, at the CENTRE service point, located at 1955 Centre Street.**

QUICK / EASY

CONFIDENTIAL

FREE OF CHARGE

For more information on the walk-in clinic for youth, feel free to contact the community Clinic workers at 514•937•9251.





You have two months to get your 'flu shot

The community Clinic will continue to hold its seasonal influenza vaccination drive until February. The aim of the campaign is to reduce serious complications of the 'flu by **OFFERING the 'flu shot FREE OF CHARGE** to the vulnerable population* of Pointe-Saint-Charles.

Don't be caught off guard!

Protect yourself and those around you from the 'flu!



Close to 1000 neighbourhood residents have already come to be vaccinated by the Clinic's staff members, who were mobilized for the large-scale preventive drive.

Schedule Fall 2013 Winter 2014

Vaccination dates	Times
Monday, December 16	3:30 to 7:30 p.m.
Tuesday, January 7	4:00 to 5:30 p.m.
Monday, January 13	
Tuesday, January 21	
Monday, February 3	



All sessions will be held in the basement room of the Clinic's service point at 500 Ash Avenue. The room is accessible by elevator. When you arrive, a worker will receive you, see if you are eligible to have the shot and ask for your health insurance card. Then you will proceed to be vaccinated.

Why be vaccinated?

First, for your own sake! The 'flu is an infectious respiratory disease that is easily transmitted. Having the 'flu shot is the best way to protect yourself from the disease and its complications. Your body reacts to the vaccine by producing antibodies to fight the virus, especially if you are a vulnerable person* with a weakened immune system. For immunization to be effective, you should have a 'flu shot every year.

For others' sake too! Did you know that an infected person can spread the virus to some four or five people? Last year, 20,000 Canadians were hospitalized and 8000 of them died of the 'flu and its complications.

*List of groups who are eligible for the free vaccination program at the Clinic:

- »» Adults aged 60 and over.
- »» Children from 6 to 23 months of age.
- »» Healthy women who are pregnant (in their 2nd or 3rd trimester).
- »» People with a chronic illness.
- »» People in contact with the above-mentioned groups and with babies younger than 6 months.
- »» Health workers.



For more information, feel free to call the Clinic at 514•937•9251 or go to our website:
www.ccpssc.qc.ca.

Impact on health of CN operations



On Wednesday, October 30 this year, the community Clinic and the **Comité Nous et les trains**, part of the **Action Gardien** Concerted Action Table, held a press conference outside the Centre Saint-Charles, very near the railway tracks. This was a joint initiative to highlight a brief published by the **Direction de la Santé Publique (DSP)**, of the **Agence de la santé et des services sociaux de Montréal**. Some ten media outlets were in attendance, including Radio-Canada, the *Métro* newspaper, the CBC, CTV, Global News, CIBL, ...

Requested by the community Clinic to answer citizens' concerns, the brief discusses the effects on health of the noise caused by **CN's operations** in Pointe-Saint-Charles, especially near the classification yard.

The brief compares noise levels measured near the classification yard with those recommended by health organizations. The DSP based itself on measures recorded in 2009 by the firm **Decibel Consultants** at **CN's request**. Noise levels were measured in three residential areas adjacent to the railway tracks.

To prevent negative effects on health, the **World Health Organisation** recommends 55 decibels day and night. However all the noise levels measured near the classification yard were higher than that. Exceeding this level would be enough to lead to health problems such as noise annoyance and sleep disturbances.

Peter King, a citizen living near the classification yard, explained that the problem arose basically from a change in CN practices at the beginning of the new century, namely:

- Intensification of classification activities, especially at night, and loud clashes of often empty cars being coupled;
- Length of trains, which results in manoeuvres on tracks outside the classification yard, that is, near houses, at all times during the night and day;
- Increase in the power and noise of locomotives to haul such a large number of cars;
- Noise of bells, whistles, squeaky wheels and vibrations.



Jocelyne Bernier, from the citizen's committee **Nous et les trains**, spoke of the concerted efforts of citizens, the neighbourhood table, the **South-West borough** and federal MPs *Thierry Saint-Cyr* and *Tyrone Benskin* to get CN to take concrete measures to reduce the noise generated by its operations in Pointe-Saint-Charles. Unfortunately, despite a number of requests, CN has yet to make known its availability for a meeting that should have been held in October.

You can read the DSP's complete brief or a summary of it (in French) on the Clinic's website: www.ccpssc.qc.ca.