

info
Clinique
info

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Clinique communautaire
de Pointe-Saint-Charles

June 20

Annual General Assembly



Join us!



*Quiz Facts and fiction about
our public health care system*

**At 6:00 p.m., Jeanne-LeBer School
(2120, Favard Street)**

Meeting and supper free of charge

Welcome all!

Info Clinique is the Pointe-Saint-Charles Community Clinic's newsletter.

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. 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, planning and community development.

As president of the Board of Directors, I am proud of the Clinic's work and of Board members' active and committed involvement. This year was marked particularly by the Conseil d'agrément du Québec's evaluation of the quality of the Clinic's services, the start of consultations with a view to adopt a strategic planning process (2012-2015) for the Clinic, steady efforts to recruit new doctors, and awareness campaigns by the Fight for Health Committee on the issues of over billing and accessibility to health services.

To find out more about the Clinic's work in the past year and to tell us what you think its priorities should be, I invite you to **participate in our Annual General Assembly on Wednesday, June 20.**

I look forward to seeing many of you there!

Pascal Lebrun, President, Board of Directors

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Info Clinique is the Pointe-Saint-Charles Community Clinic's newsletter.
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Annual general assembly June 20, 2012

The Pointe-Saint-Charles Community Clinic's status is that of a non-profit community organization, with the mandate of a CLSC. Its General Assembly decides on the directions it will take and its action priorities, and also elects the Board of Directors, made up mostly of citizens from the neighbourhood. Your participation is important for the democratic life of the Clinic.



Program for the evening

- 6 p.m. Welcome and supper
- 6:30 p.m. Quiz: Facts and fiction about our public health-care system, with Camille Gérin, a general practitioner at the Clinic and member of the group Médecins québécois pour un régime public.
- 7 p.m. Opening of the General Assembly
- Activity report
- Questions and comments period
- Financial report
- Adoption of 2012-2013 priorities
- Board of Directors elections



Board of Directors' proposal to extend the 2011 - 2012 priorities

The Pointe-Saint-Charles Community Clinic's Board of Directors proposes to extend the 2011-2012 priorities until a Special General Assembly is held in the fall of 2012.

Why ?

At the beginning of the year, the Board of Directors' aim was to adopt the 2012-2015 Strategic Plan at the Annual General Assembly of June 20, 2012. At the same time, we would have identified and adopted the annual priorities for 2012-2013. Unfortunately we soon realized this deadline was unrealistic. In March 2012, we had to postpone the adoption of the Strategic Plan until the fall of 2012. This is why the Board of Directors is proposing to maintain the 2011-2012 priorities until the Special General Assembly on strategic planning for 2012-2015, to be held this fall.

Provisional report * on the 2011-2012 priorities



*An exhaustive report on the 2011-2012 priorities will be submitted to the Annual General Assembly on June 20, 2012

1 - Consolidate and further develop citizen participation

Citizens mobilized a number of times this year, around broader social struggles such as the user-pay system and the privatization of public services, access to social housing and the health tax. In the neighbourhood, the Clinic was involved in the citizens' fight to keep Saint-Gabriel School open. The Fight for Health Committee was also very active in organizing awareness campaigns on abusive or illegal billing for some medical treatments.

2 - Consolidate and further develop community-oriented health promotion activities

A pilot project on speech therapy services for children aged 0 to 5 years was set up and implemented.

In connection with the objective of identifying the more specific needs of neighbourhood families, the Clinic was involved in holding the Family Forum.

Given the rise in bed bug infestations, the Clinic led information and awareness-raising drives for staff and the local population.

3 - Improve accessibility and adjust services to the population's current needs

To improve its medical services, the Clinic has continued its efforts to recruit new doctors.

The Clinic continued to support Naître à la Pointe, a citizen initiative to establish a birthing centre.

Clinic staff members received training to be able to screen for sexually transmitted and blood-borne infections in people over the age of 25.

4 - Improve service quality through effective and efficient resource management

Given the importance of better documenting the Clinic's work, we introduced tools aimed at improving the reliability of our statistical data.



Provisional report on the 2011-2012 priorities (cont'd)

5 - Ensure the availability and upgrading of a qualified work force

Because of the Clinic's special status, we are carrying out an integration plan with the purpose of acquainting new staff members with the reality of the Clinic and the neighbourhood.

The Clinic continues its efforts to hire fewer people on a contract or from agencies.

6 - Ensure the development of financial, material and information resources

Major work to overhaul the reception area of the service point on Ash Avenue was done to improve the functionality, confidentiality and safety of those premises.

Big spring cleaning at the Clinic

On May 23, 2012, after many weeks of work, the Clinic opened its new reception area at the service point on Ash Avenue. The Clinic staff and Board of Directors are proud to welcome the population in a more comfortable, friendly and safe environment.

Other news of note: In addition to the remodelled reception area, the Clinic's vehicle for transporting users now proudly displays the colours and contact information of our two service points. The Clinic has embarked on a shift toward the eco-friendly and safe practice of encouraging staff to reduce their consumption of paper and to recycle it in especially designed shredding boxes. "Clinic staff members are careful to preserve the confidentiality of the information we handle every day. That's why we must destroy and recycle the paper we use. This is how we guarantee confidentiality for the Clinic's users," Clinic general coordinator Luc Leblanc stated.

Another big piece of springtime news: The Pointe-Saint-Charles Community Clinic has been officially recognized by the Conseil québécois d'agrément. This means that the Clinic satisfied the Conseil's requirements regarding the steady improvement of the quality of our services.



Pascal Lebrun, president of the Clinic's Board, surrounded by staff and other Board members to mark the opening of the newly-renovated space.



The Clinic's new minibus - a sight to see !

"This recognition confirms the quality of services that the Clinic provides to the neighbourhood's population. As a member of the Board of Directors, I want to congratulate all of the Clinic's staff members for their commitment and professionalism," Board of Directors' President Pascal Lebrun remarked.

Many people were present at the opening, a sign of the Clinic's vitality in the neighbourhood.





« I'm going to get my diploma! » Congratulations to the recipients !

The Pointe-Saint-Charles Community Clinic is proud to announce that it has conferred certificates of recognition on nine young women as part of its "I'm going to get my diploma!" Contest. The aim of the contest is to encourage student retention among young women living in Pointe-Saint-Charles who are registered in high school (or the equivalent) and who are pregnant or have a child under the age of five.

"It's important for the Clinic to emphasize and reward the efforts participants make to continue their studies. Awarding the certificates is always quite moving, and we hope that each and every one of the recipients will be able to follow their dream," Clinic social worker Maria Costa commented.

The "I'm going to get my diploma!" Contest is in its third year. Congratulations to all our new certificate recipients and until next year!



2012 graduates with Clinic staff



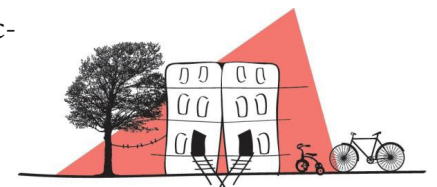
Stéphanie Arbour, spokesperson for the class of 2012, with her two children

"It wasn't always easy for me, but I had a dream and I worked hard to make it come true. In a few weeks I'll finally have my diploma as a dental hygienist. I'm pleased with myself and with the help my friends and family gave me. A contest like the Clinic's encourages people to keep on going," said Contest spokesperson Stéphanie Arbour.

Family spirit

The Family Forum was held on May 4th and 5th of this year. Organized by Action Watchdog, the Forum was an occasion for Pointe-Saint-Charles parents to make their views known.

Close to 100 people attended workshops to express themselves on a number of subjects such as school, services and nearby businesses, local development, transportation, and available cultural and recreational activities and sports.



Pointe-Saint-Charles
un esprit de famille

Parents from different backgrounds described their perception of the neighbourhood, its strengths and the challenges it faces.

Once again, the Pointe-Saint-Charles family spirit showed itself through respect and solidarity. The ideas discussed at the Forum will, without a doubt, contribute to making Pointe-Saint-Charles a more family-friendly neighbourhood.

Photo contest

Congratulations to Gaël Hollard, who won the Jury Prize and the People's Choice Prize in the Photography Contest organized as part of the Forum.



Getting rid of bed bugs



The incidence of bed bugs is on the rise in Montréal homes. Anyone can have them, without even knowing it! But there are ways of preventing them and effective treatments exist. When the problem arises, both landlords and tenants have obligations.



How to recognize them

Bed bugs are brownish insects that can be seen with the naked eye since they are about four millimetres long (about the size of an apple seed). They are active and visible mostly at night, usually along the seams of mattresses.

They feed on human blood and so are generally found in bedrooms. Bed bugs don't jump or fly. They crawl at about the speed of ants. They are usually transported on fabrics, furniture and suitcases.

Bites on the skin are the first sign of the presence of bed bugs in a dwelling. The bugs don't transmit diseases. The bites itch but are usually harmless, although in serious cases they can cause skin problems and allergic reactions.

What to do





If you are a tenant, notify your landlord right away so that he/she can call in an exterminator quickly. In most cases, the Rental Board will force the landlord to pay the extermination costs.

Whether you are a landlord or tenant, it's important not to try to solve the problem yourself, without using the services of a professional exterminator.

Most insecticides are ineffective and will just drive the bed bugs into other dwellings. They will also excite the bugs and hasten their reproduction, thereby causing the infestation to propagate faster.



Find out more

-  « Épinglons la punaise » is a pamphlet that describes the responsibilities of tenants, landlords and exterminators, and gives practical advice on prevention and extermination. Published by the Office municipale d'habitation, the Ville de Montréal and the Agence de la santé et des services sociaux de Montréal.
-  « Guide pratique à l'intention des propriétaires, exploitants et gestionnaires d'immeubles », Published by the Ville de Montréal and the Agence de la santé et des services sociaux de Montréal.
-  For more information or to file a complaint, call 3-1-1 (Ville de Montréal) and ask for the Service de salubrité.
-  Pointe-Saint-Charles Community Clinic website: www.ccpssc.qc.ca

