



Point St-Charles Community Clinic Newsletter

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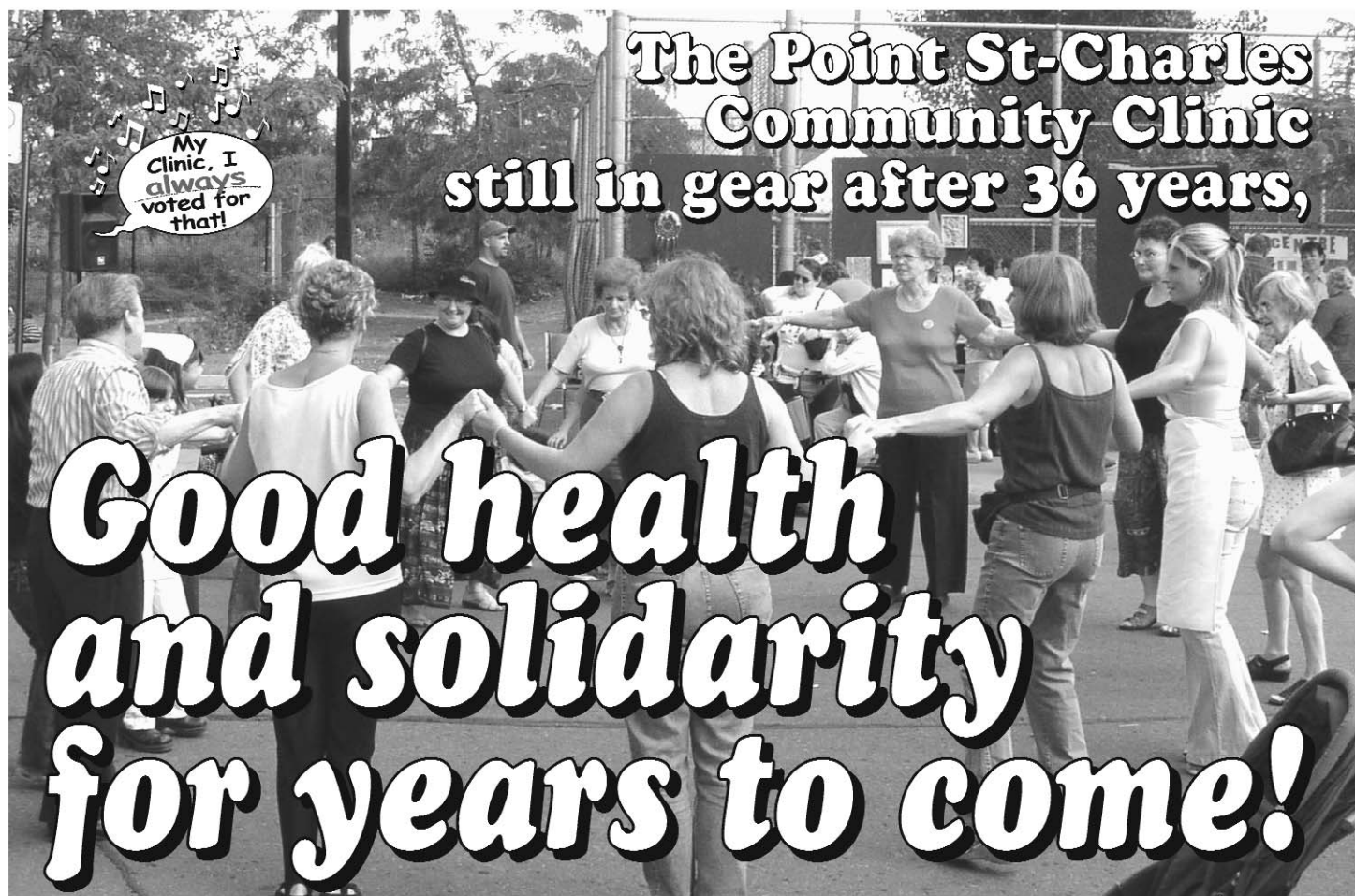


Photo taken during a special event "La Pointe S'affiche" hold on September 13, 2003

## THE JUNE 15TH GENERAL ASSEMBLY CITIZENS RENDEZ-VOUS FOR HEALTH !

**P**erhaps you participated in the Clinic's numerous actions this year and would like to see the people you demonstrated with again. Or maybe you benefited from the Clinic's services and would like to talk about it. Have you been convinced for a long time about the need for the Clinic and its usefulness for Point St. Charles and you want a chance to tell others about it? Do you have ideas and opinions about improving the services offered by the Clinic? Maybe you just want to hear what others have to say and have some things to say yourself.

Whatever your reasons, you are welcome at the Community Clinic's general assembly!

**Tuesday, June 15, 2004,  
at Jeanne-Leber School  
2120 Favard, Montréal**

**5:30 p.m., community dinner (free)**

**6:30 p.m., general meeting**

**Transportation and daycare available; reserve first: 937-9251**

## 2003-2004: A very eventful year..

**T**he Clinic has lived through a very eventful year. As you know, Minister Couillard forced the merger of all public health institutions in a single territory.

Following the pressure we exerted on Mme Loisel and Minister Couillard, the Community Clinic will be able to keep its independent Board of Directors while coordinating with the new mega-institution that will result from the merger of the other Southwest health institutions. This is a true victory, won thanks to the solidarity and hard work of citizens, employees and neighbourhood groups. We deserve to congratulate ourselves!

At the same time, the Clinic continued providing its services to improve the health of the neighbourhood's population, doing prevention and health promotion work. New activities and services were introduced, for example, activities to integrate newly arrived people; the wonderful neighbourhood party, "La Pointe s'affiche"; and added services (addition of the equivalent of three full-time positions) for youth and early childhood and family. I want to express my heartfelt thanks to all the employees who kept up the pace and quality of services to residents despite the many activities held to fight Bill 25, which drained a considerable amount of energy.

This year was also rich in reflection and analysis of programming of the Clinic's activities and services. The Citizen Relations Committee together with the employees undertook a serious procedure to check whether the services provided were still in step with citizens' needs and expectations—with the additional goal of being in a position to protect the budgets that

the Clinic receives. I invite you to read our proposed priorities for the year, which stem from this work, but I urge you most especially to come to the general assembly on June 15 to give us your point of view!

See you soon!

Anna Kruzynski

President of the Board of Directors



Anna Kruzynski speaking at the demonstration in front Nicole Loisel's office on December 10, 2003.

# Actions to preserve our citizens' Clinic!



Marcel Sévigny, member of the Clinic's board of directors, speaking at the Régie régionale de Montréal (health board) consultation on Bill 25, held in the Sud-Ouest district April 30. Over 250 people attended the consultation, many of them from Point St. Charles.

**S**ince last January, the Clinic has continued to demand the withdrawal of Bill 25, which in no way meets the needs of the people in our neighbourhood. Here is a summary of the actions carried out:

- Meetings and a number of documents to inform citizens about this issue.
- Two press conferences with the Coalition Solidarité Santé.
- Brought together the unions and Montreal and Southwest community groups to take part in the Regional Board (now the Agency) consultations. A mobilization was organized on March 29.
- Presented a brief jointly with the Action Watchdog Concertation Table (coalition of neighbourhood community groups) for the consultations with the Agency.
- Mobilized citizens for the consultations for the Southwest on March 30. About 100 neighbourhood residents participated and many took the floor to express their opposition to the proposed mergers. The Clinic informed a large segment of the population through Voix Populaire and invited Radio-Canada to the meeting.

- **Launched an appeal for Bill 25 to be withdrawn in the light of new information we obtained on the liberalization of public market agreements. The mergers would allow foreign private companies to “compete” with the health care system and demand from governments the same grants given to the public network!**

The movement opposed to Bill 25, in which the Clinic took part, has grown considerably. The Montreal Agency's consultation report states that a large majority of citizens and groups rejects the dangerous bill. Even so, Minister Couillard insists on going ahead with the mergers.

Fortunately, thanks to the strength of its solidarity, the Point St. Charles Clinic was able to maintain its status and its Board of Directors. It is still very much alive and very vigilant about continuing to defend its community health project!

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# The Community Clinic's health project

*The Clinic's services will be seriously threatened by Bill 25. To better defend them, the Clinic has started to thoroughly document its community health project. What follows is a summary of this document on the CLINIC'S HEALTH PROJECT.\**

## **A Clinic for a healthy neighbourhood!**

**F**or 35 years, the Clinic has been working closely with citizens and organizations in the neighbourhood to bring people together, defend their rights and find solutions to individual and collective problems. The Community Clinic has the status of a community organization but the mandate of a CLSC.

## **Citizen participation and control**

**C**itizens are in the best position to know what they need to improve their health. Thanks to their participation in the general assembly and on the Board of Directors and the various committees, a cross-section of the interests and needs of the neighbourhood's population is represented. Citizen involvement has allowed the Clinic to stay on course in terms of approaches and practices that make sense for the community.

## **A global approach to health**

**R**eated not just for an illness, they are seen as a whole person who has needs that may be varied, who has a family and occupations, who has resources and lives in a neighbourhood.... Workers at the Clinic do not only deal with illness but also social considerations, family situations, the needs of a neighbourhood, etc. We also promote family medicine, a comprehensive active practice whereby a complete diagnosis is made of the person's state of health in order to intervene globally to bring about recovery of good health.







## **Participatory management**

**T**he Clinic's workers are associated with the work committees and the decisions having an impact on the work done. Thanks to this kind of participatory management, employees are more involved and more motivated, and it brings about better work organization.

## **Interdisciplinary intervention**

**T**he various practitioners (nurse, social worker, family care worker, etc.) who assist an individual or a family coordinate their action so as to work in tandem, which results in better quality services.

## **Prevention and health promotion**

**I**mproving the health of a population consists of much more than dispensing pills! The Clinic fosters citizens' education and skills training so that they can once again take charge of their lives. Activities are aimed at promoting citizens' physical and mental health. What's more, the Clinic has always shouldered its responsibility to act on behalf of justice and defend the neighbourhood population's economic and social rights. Fighting poverty spells prevention—to improve health.

## **Working with the community network**

**A** great many prevention and health promotion projects are set up with different groups, trying to respect the competencies, expertise and traditions of each one. Concerted action with the community is invaluable in pooling our visions and approaches, and developing projects that meet different needs.

## **Core values**

**A**t the Clinic, everything is done to ensure that each person's values, dignity and autonomy are respected. The workers want to be receptive to people and foster a community in solidarity. The aim is also to break down the distance between professionals and neighbourhood residents.

Photos: Games during a Clinic corn roast in September 2003

*\*The document "THE CLINIC'S HEALTH PROJECT" is available at the Clinic*

# Our proposed priorities for 2004-2005



*The following is a resume of proposals to be presented at the General Assembly on June 15, 2004:*

## A

### **Improved programs (main recommendations after having reviewed the programming at the Clinic):**

- Strengthen the medical team
- Develop ways to strengthen citizen implication in the Clinic as well as the implication of employees in the community
- Set up a mechanism to continuously review our services

## B

### **Defend the Clinic's autonomy:**

- Mobilize citizens and employees
- Use the text "Le Projet de la Clinique" (The Clinic's project) which states that services offered to citizens at the Clinic are not a luxury, they're in answer to the real needs

## C

### **Strengthen the Clinic's internal organization**

- Insure proper integration of the coordinators through continued training to improve management skills
- Improve support of and supervision of the teams