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**Clinique**  
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# TAX PEOPLE WHO ARE SICK? NO WAY!

**JUNE 22nd 2010:**

**OPENING REMARKS  
BY  
FRANÇOISE DAVID**

## **ANNUAL GENERAL ASSEMBLY**

**At Jeanne Leber School (2120 Favard Street)**

**6 pm:** Supper and kiosks; **6:30 pm:** Special General Assembly  
(Adoption of new by-laws); **7 pm:** Annual General Assembly

*Whisper translation to English and active daycare on site. Wheelchair accessible  
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## **2009-2010: A busy year of consolidation and commitment**



Good evening, dear citizens of our neighbourhood,

We can safely say that we weren't idle at the Clinic this past year. We need only mention having to reorganize our services after the fire at our premises on Centre Street, or postponing our Annual General Assembly until September 2009, or holding two special general assemblies on the Statutes and By-laws, or the whirlwind of the famous H1N1 pandemic. In addition to our regular activities and services, all these events mobilized a great number of our resources this year. Apart from these specific events, we must underline certain important achievements.

### **Negotiations with the Agence and the Sud-Ouest Health and Social Service Centre (CSSS)**

Representatives from the Board of Directors and the coordinators met with the President and Executive Director of the Agence de la santé et des services sociaux de Montréal, David Levine, to outline certain problems of communication and sharing of responsibilities between the Sud-Ouest CSSS and the Clinic. Not everything is settled yet, but thanks to this meeting we were able to explain very clearly the Clinic's expectations, and subsequently the Board and coordinators team sent internal guidelines to the Agence.

### **Fight for the right to health**

Hiring a new community organizer finally allowed us to revive the Fight for Health Committee. The Committee set about determining the best approaches to the work and was very involved in the fight against the unfair measures contained in the Québec government's latest budget.

### **Communications and website**

Communications at the Clinic have greatly improved since the hiring of a communications officer. For example, in a few months our website went from registering fewer than 10 visits a day to over 100.

### **Development of our mental health services**

The Ministère de la santé undertook a large-scale reorganization of mental health services in Québec. Services were moved from psychiatric hospitals to CLSCs. Because of the reorganization, the Clinic was able to hire two new mental health workers.

### **Local Public Health Action Plan**

The Clinic teams and neighbourhood groups drew up a five-year plan of activities to promote health and prevent illness. The activities include, among others, food security, dental hygiene, assistance for pregnant women and young children, the environment and vaccinations.

### **Consolidation of our home care services**

After a complaint was made to the Ombuds person, the Home Care team introduced a set of measures and worked very hard to improve the quality of its services. We did so well that the Ombudsman's representative presented her final report to us last February with an honourable mention. We can be proud of this success and may it spur us on to pursue our goal of continually improving the quality of the Clinic's services as a whole.

### **Always room for improvement**

Although this year has ended on a positive note with respect to a number of the Clinic's activities and services, there is room for improvement in many areas. For example, we still have many gaps in our medical records management, in the reliability of our statistical data, in training for staff on the neighbourhood's challenges and the Clinic's history, and in renewing our technical equipment.

Whereas we must celebrate our successes, we must also recognize these weaker points and work to improve them in the coming year. You will find more details on what we will commit to in our "Proposed annual priorities for 2010-2011." We encourage you to come discuss with us and make your views heard at the Annual General Assembly on June 22nd.

In particular, we will discuss what actions to take to carry on our fight for the right to health and against the unfair measures contained in the Québec government's latest budget.

Together we can improve our neighbourhood's health and living conditions!

See you at the Clinic's Annual General Assembly!

**Isabelle Marcotte**  
Acting President of the Board of Directors

# Proposed ANNUAL PRIORITIES FOR 2010-2011:



## CONSOLIDATE AND FURTHER DEVELOP CITIZEN PARTICIPATION

### 1.1 MEMBERSHIP

Set up a computer management system for the membership list and develop special communication tools for the members.

### 1.2 CITIZENS RELATIONS COMMITTEE

Revive and develop the Citizens Relations Committee by organizing activities to expand citizen participation at the Clinic.

### 1.3 COMMITTEE FOR A GREEN CLINIC

Continue the Committee for a Green Clinic's work to assess the Clinic's environmental practices and draw up another plan to change some practices in the short, medium and long term.

## CONSOLIDATE AND FURTHER DEVELOP COMMUNITY-ORIENTED HEALTH PROMOTION ACTIVITIES TOGETHER WITH NEIGHBOURHOOD GROUPS

### 2.1 LOCAL PUBLIC HEALTH ACTION PLAN

Carry out health promotion and illness prevention activities contained in the 2010-2015 Local Public Health Action Plan (1).

### 2.2 COMMUNITY APPROACH

Organize and hold a training session for workers at the Clinic on the community approach.

### 2.3 URBAN PLANNING

Together with local community groups, continue the Clinic's involvement in the neighbourhood's urban planning issues with a view to maintaining the population in the area and improving their health and living conditions.

### 2.4 FOOD SECURITY

In cooperation with community groups, continue and increase the Clinic's intervention where food security is concerned.

### 2.5 FIGHT FOR THE RIGHT TO HEALTH

- Continue to mobilize citizens for the right to health, for a public health system that is universal, accessible and free, and against the privatization of health care. Convene citizens to discuss these issues and, with them, develop an action plan to facilitate access to services at the Clinic as well as services in the health care system as a whole.
- Increase the membership of the Clinic's Fight for Health Committee.

(1) The Local Public Health Action Plan includes such health promotion and illness prevention activities as regular check-up services for pregnant women and young children, promotion of physical activity and smoking cessation, nutrition, support for staying in school, tooth decay prevention, vaccination, prevention of sexually transmitted infections, quality of the urban environment.

## IMPROVE ACCESSIBILITY AND ADJUST SERVICES TO THE POPULATION'S CURRENT NEEDS

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### 3.1 DOCUMENTS TO INTRODUCE OUR SERVICES

Prepare documents describing in detail the Clinic's services and activities and how to access them, paying particular attention to newly-arrived residents.

### 3.2 AUTONOMOUS ELDERLY PEOPLE

Put in place a nursing resource to better serve the neighbourhood's autonomous elderly.

## IMPROVE SERVICE QUALITY THROUGH EFFECTIVE AND EFFICIENT RESOURCE MANAGEMENT

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### 4.1 CONTINUOUS IMPROVEMENT OF SERVICE QUALITY

Carry out the activities contained in the *Conseil québécois d'agrément's 2009 Improvement Plan*. Take steps to resume the three-year certification process in February 2011.

### 4.2 PRIORITIES FOR THE COMMITTEE TO MONITOR QUALITY

Carry out the 2010-2011 priorities of the Committee to Monitor Quality and the Clinic's local service quality and complaints commissioner:

- Check whether, and how well, individual intervention plans were carried out.
- Check the quality of case file management.

## ENSURE THE AVAILABILITY AND UPGRADING OF A QUALIFIED LABOUR FORCE

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### 5.1 TRAINING FOR NEWLY-HIRED STAFF AND SUBSEQUENT CONTINUOUS TRAINING ABOUT THE CLINIC AND THE NEIGHBOURHOOD

- Systematize the training program for newly-hired staff about the particularities of the Clinic and the neighbourhood, and put together an information kit to be given to every new employee.
- Encourage the staff's interest and involvement in the Clinic's unique project by organizing further training activities for all employees regarding the Clinic's mission, approach and philosophy, and the neighbourhood's history as well as major issues facing the community.

## ENSURE THE DEVELOPMENT OF FINANCIAL, MATERIAL AND INFORMATION RESOURCES

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### 6.1 PAY EQUITY

Continue the work to complete the pay equity plan.

### 6.2 COMPUTER SECURITY

Adopt a computer security master plan.

# Community Clinic stands firm: No to taxing illness!

**T**he Point St. Charles Community Clinic took a public stand against the Bachand budget and its negative impact on the population's health. On Thursday, May 27, the employees unfurled a giant banner reading, "Tax people who are sick? No way!" The banner is now on the facade of the Clinic at 500 Ash Street.

The Clinic denounces the Québec government for making a dangerous shift where the funding of our public services is concerned. By increasing fees instead of opting for a progressive taxation system whereby everyone pays in proportion to their income, the government is taking a wrong turn.

Clinic coordinator Luc Leblanc pointed out that levying a medical user fee or "health contribution", "will have a dissuasive effect that may result in a person's putting off seeing a doctor until his or her illness is more advanced, at which time treatment becomes more complex and more expensive." He went on to say, "It's clear that this tax, set at the same amount for all, whether you earn \$20,000 or \$200,000 will only increase social inequali-

ty and have a negative impact on the health of households with low and modest incomes."



For 40 years, the Community Clinic has mobilized to defend the right to health and the development of public health services accessible to all, regardless of income or social status. Once again, and as it has always done, the Clinic takes a stand and tells the govern-

ment that it doesn't accept this backward step, this chipping away at our gains and values associated with solidarity, for which so many of our elders and citizens have fought so hard.

In closing, Mr. Leblanc urged all Pointe-Saint-Charles citizens to attend the Clinic's Annual General Assembly on Tuesday, June 22, at Jeanne-Leber School, 2120 Favard Street. A supper will be served at 6:00 p.m. Also on the menu, the Clinic's proposals to oppose a budget and vision running counter to the members' interests. Interested in helping out with the Fight for Health Committee? Contact John Bradley at 514-937-9251 (local 7279)

The Point-Saint-Charles Community Clinic is a non-profit health organization controlled by the citizens of the Point through a general assembly and an all-citizen Board of Directors. The Clinic's goal is to offer services that promote good preventative and curative health services. The Clinic also works to bring citizens together to deal with their concerns about health and, in this way, to improve the health of everyone now and in the future.

## Why two meetings on June 22?

As you may have noticed, we are inviting you to two general assemblies on the evening of June 22nd : one is a special assembly on the By-laws, at 6:30 p.m., followed by the Annual General Assembly (AGA) starting at 7:00 p.m. The AGA will include the usual items on the agenda, that is, presentation of various reports, the adoption of the coming year's priorities and the election of the Board of Directors.

## 'I'm going to get my diploma' contest Congratulations to our graduates!



Congratulations to the ten young mothers registered in the first "I'm going to get my diploma" contest. To recognize these women's willpower and perseverance in going back to school, Clinic workers organized a party where they gave out certificates and prizes.

**A great achievement! Well done!**

Crédit photo:  
La Voix pop



# Green Clinic committee!

YES TO A GREEN CLINIC!

Concerned about the environment? Wondering how the Clinic can make a difference?

You'd like to be involved in making decisions about the environmental choices made at the Clinic?

Well... here's your chance! The YES TO A GREEN CLINIC! committee is looking for citizens to become members.

This committee is one of the priorities of the Clinic and has, as its mandate, to reduce the Clinic's environmental impact by putting into place practices respectful of the environment.

There has been one meeting with a number of employees but we need your ideas as well.

Interested? Need more information?

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