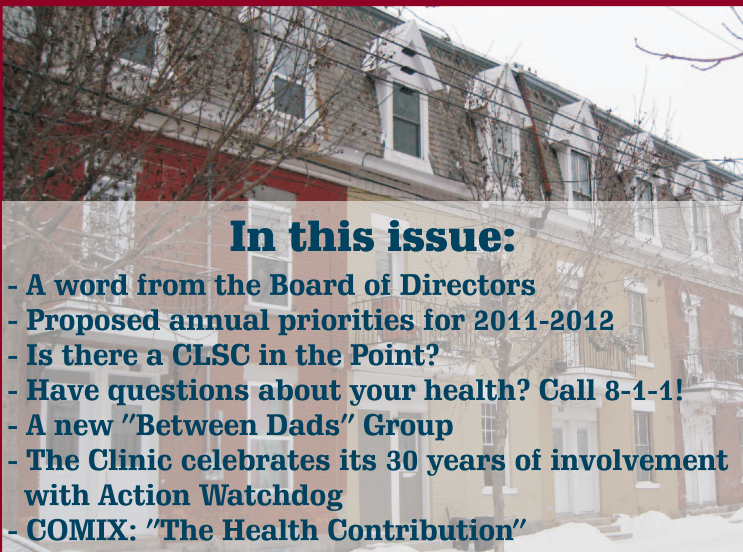




**The Pointe-Saint-Charles Community Clinic:
 More than a CLSC, it's citizens' control of health care!**



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- Proposed annual priorities for 2011-2012
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- The Clinic celebrates its 30 years of involvement with Action Watchdog
- COMIX: "The Health Contribution"



2010-2011 report and 2011-2012 priorities

Greetings Dear Citizens of the Neighbourhood,

Once again the Clinic has been very active this year. We want to mention the following achievements:

- ✓ Training sessions on the community-oriented approach were held for many employees;
- ✓ We continued our involvement on the urban development planning and food security questions;
- ✓ The Fight for Health Committee's membership grew, and the committee drew up a work plan for 2011-2012 on abusive or illegal medical fees;
- ✓ We supported the group Naître à la Pointe, which aims to establish a birthing centre in Pointe-Saint-Charles;
- ✓ We will put out a brochure on the Clinic's services. It will be distributed door-to-door in July;
- ✓ Work was done to remodel the reception area on Ash Avenue, thereby improving the quality of the management of patients' files;
- ✓ Following our first recognition in 2009, we are again taking steps to achieve certification to ensure the quality of our services and qualify for 2012;
- ✓ We have improved follow-up of individual intervention plans for Clinic users;
- ✓ We carried out training activities and created tools to

describe the realities of the Clinic and the neighbourhood (tour of the neighbourhood, updating the website, presentations during staff assemblies, a promotional video, etc.);

- ✓ We set up a master plan for computer security;
- ✓ We made sure to receive the budgets associated with our responsibilities in the healthcare network.

These successes deserved to be mentioned, but as always is the case, we still have things to improve. That is why we are presenting to you our "Proposed annual priorities for 2011-2012" (see following pages).

We invite you to our Annual General Assembly on Tuesday, June 21st, when you will have the opportunity to discuss these priorities. This will also be an occasion to have a good meal while watching our new promotional video called *The Pointe-Saint-Charles Community Clinic: Health and Solidarity of a Neighbourhood!* During the meeting you will also be able to ask questions and make comments about the Clinic and its services. We hope many of you will attend since the Clinic is more than a CLSC; it's a project for citizen health! It's our turn to take the floor and together improve our living and health conditions in the neighbourhood!

Isabelle Marcotte,
for the Board of Directors

Annual General Assembly of the Clinic

Tuesday, June 21st 2011 at Jeanne-LeBer School (2120 Favard street)

6 p.m.: Supper and a great new movie all about our Clinic

'The Pointe-Saint-Charles Community Clinic: Health and Solidarity of a neighbourhood!'
directed by Fernando Garcia Blanes and Nicolas Van Caloen

7 p.m.: Annual General Assembly

Concerned about the priorities of the Clinic? Voice your opinion!

Transportation available on request, active daycare and whisper translation on site, wheelchair accessible. For more information: 514-937-9251 - <http://ccpsc.qc.ca>



Photo on the top of the front page: Congratulations to the 14 young mothers registered in the second edition of the '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 on May 12th 2011.

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Proposed annual priorities for 2011-2012

The annual priorities presented here represent new work we will tackle for 2011-2012. They don't include existing dossiers that will be continued whether or not they are mentioned below. The Clinic's participation in the Planning Committee and the People's Urban Planning Project (OPA), and the issue of food security are examples. Another example is the health promotion and disease prevention activities included in the Clinic's 2010-2015 local Public Health Action Plan. We should add that the Clinic is required to obtain certification with the Conseil québécois d'Agrément by February 2012. The aim of the mandatory certification is to improve service quality, and no doubt our employees will mobilize to bring it about. Now we turn to the annual priorities proposed by the Clinic's citizen Board of Directors. You are invited to express your viewpoint concerning these priorities at the Annual General Assembly on June 21st.



1. Consolidate and further develop citizen participation

- 1.1 Set up a computerized membership list management system.
- 1.2 The Citizens Relations Committee (CRC) should carry out activities to expand citizen participation in the CRC and the Clinic.
- 1.3 Carry out the Committee for a Green Clinic's 2011-2012 workplan to improve the Clinic's environmental practices.
- 1.4 Carry out the Fight for Health Committee's workplan regarding illegal and abusive billing in the healthcare system.

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

- 2.1 Follow up on recommendations by the Pointe-Saint-Charles Youth Forum held on May 26, 2011.
- 2.2 Working with community groups, organize prevention activities regarding bedbug infestations.

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

- 3.1 Adopt a strategic planning process for 2012-2015 through consultation involving Clinic members, the Board of Directors and staff.
- 3.2 Do what is necessary to re-establish walk-in medical services.
- 3.3 Support the group Naître à la Pointe in their efforts to establish a birthing centre in Pointe-Saint-Charles.
- 3.4 Develop screening for blood-borne and sexually transmitted infections, especially for people over the age of 25.

- 3.5 Increase participation by women aged 50 and older in Québec's breast cancer screening program.
- 3.6 Using the Clinic's resources, improve access to social and nursing services for people aged 65 and older who are mobile.

4. Improve service quality through effective and efficient resource management

- 4.1 Improve the quality of information about users' needs, statistical data, and the internal assignment and organization of services.
- 4.2 Adopt a master plan for work force planning and development.

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

- 5.1 Take measures to avoid employing temporary workers from agencies.
- 5.2 Adopt a policy on and organize activities to acknowledge the Clinic's staff.
- 5.3 Systematize the training program for newly-hired staff and continue training about the uniqueness of the Clinic and the neighbourhood.

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

- 6.1 Adopt a master plan for computer upgrading.
- 6.2 Undertake the work to redesign the reception room at the Ash Avenue service point to improve confidentiality, service and safety.

Is there a CLSC in Pointe-Saint-Charles?

We are often asked this question. The answer isn't simple since, within the healthcare network, the Clinic has a unique status in all of Québec!

The Community Clinic is mandated by the Agence de la santé et des services sociaux to provide CLSC services in the Pointe-Saint-Charles area. **The Clinic offers the same services as a CLSC and will refer you to other resources if it can't directly provide the services you need.** The Clinic works in collaboration with numerous partners: the CSSS Sud-Ouest-Verdun, hospitals, rehabilitation centres, community groups, social economy businesses, children and youth protection centres, schools, etc.



However, the Clinic has features that distinguish it from CLSCs. For example, **it is the only health institution in Québec whose Board of Directors is formed by a majority of citizens from the neighbourhood.**

Over the years, the Clinic has had to fight in different ways to preserve its independent status in the healthcare system. In 2005, for example, the Clinic was not merged with the CSSS as the other CLSCs were. It continues to receive its funding directly from the Agence de la santé et des services sociaux de Montréal.

Thanks to its unique status, the Clinic is able to tailor its services to the specific needs of the neighbourhood's population. Therefore, in addition to the priorities determined by the Agence and the Ministère, the citizens adopt their own priorities at their Annual General Assembly.

FOR MORE DETAILS GO TO OUR WEBSITE!

It's all there ! History, services, activities, Fight for Health Committee and all the key documents of the Clinic , community resources and partners, statistics on the local population, info on public health issues such as bedbug infestation, vaccination, struggles in the neighborhood, the People's Planning Project, youth zone, and much more.

<http://ccpsc.qc.ca/en>

Have questions about your health?

Call **8 1 1** for the Info-Santé service: a nurse is available at all times to answer you!

About Info-Santé

Info-Santé nurses are professionals with extensive clinical experience. They work with scientific tools (nursing protocols), which they themselves have designed for use on telephone consultations. The protocols guide their interventions by suggesting what action callers should take or what other resource to consult and how soon.

This professional consultation service by telephone is accessible 24 hours a day, seven days a week. It provides answers to common health concerns and directs callers to the right place within the health and social services network.

However, when an urgent problem arises, it is important to go to an emergency room if possible or phone 9-1-1 to get help (police, ambulance, fire department).



Sources: <http://www.msss.gouv.qc.ca/sujets/organisation/info-sante-811.php> <http://www.rsss03.gouv.qc.ca/Special-3-Info-CLSC.html>

Dads are forever!

Interview with Gilles Gagné and Maria Costa, social workers with the Early Childhood and Family team and leaders of the Entre Pères (Between Dads) Group

The Clinic's Early Childhood and Family team recently organized a group of new fathers. What made you want to start this original project?

New fathers attending prenatal meetings expressed this need. Also, for a number of years the team has been concerned about reaching out to dads. We believe very strongly that a father's presence is important to the overall development of his children from the time they are born. We also firmly believe that when fathers meet as a group, before the birth of the child, this reduces the stress for these new fathers. This effort can also have a positive impact on avoiding conjugal violence, marital breakdown and psychosomatic illnesses.

What are your goals for the group?

We want to emphasize how important fathers' role and skills are. What's more, thanks to the group, the neighbourhood's new fathers are able to discuss with one another and reflect on the new circumstances they are experiencing. Our aim is to strengthen the family dynamic together with the father-child relationship and the couple's relationship.

Is this just a guy thing?

Not at all, we are two group leaders, a man and a woman, and we both have children. We feel we must show the importance of egalitarian roles and let fathers hear the points of view of a woman and a man. This shows up our differences as well as the importance of closeness. We would like the parents' roles to complement one another and the father to be able to fulfil himself with his child.

A Clinic rooted in its neighbourhood :

The Community Clinic celebrates its 30 years of involvement with the Action Watchdog Concerted Action Table

Since it was founded in 1968, the Clinic has worked closely with the neighbourhood's citizens and organizations to bring people together, defend their rights and find solutions to individual and collective problems. The Clinic prizes working in concert: It means agreeing with one another about common projects, and it makes us stronger as a neighbourhood. That is why the Clinic has been an active member of Action Watchdog since the latter was founded in 1981, and it provides support to a number of the organization's working committees. It is an invaluable tool to pool information, visions and approaches, and to develop innovative projects concerning issues that influence citizens' living conditions. This is what makes the Pointe-Saint-Charles community network one of the most dynamic and stimulating in the province.



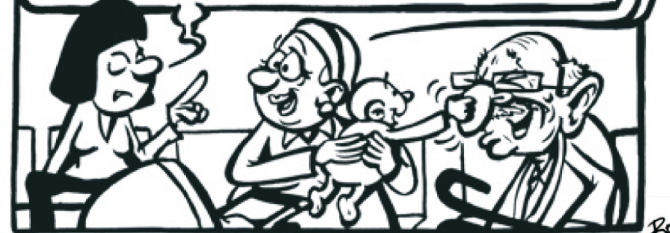
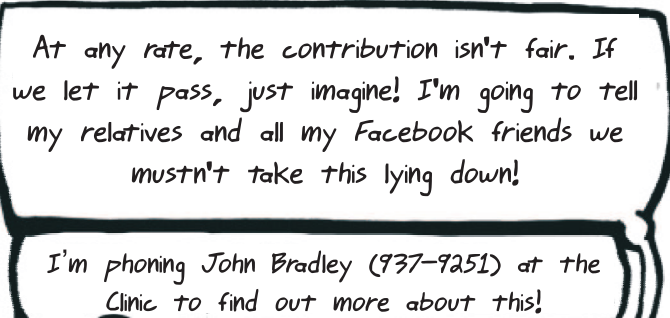
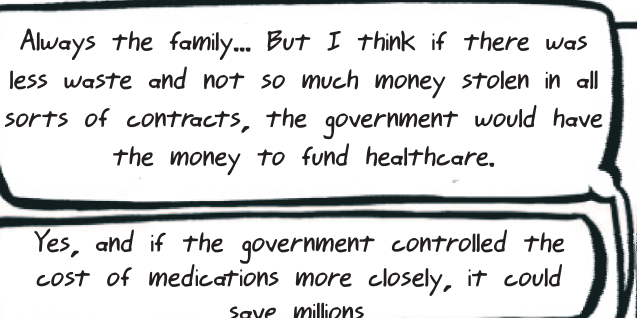
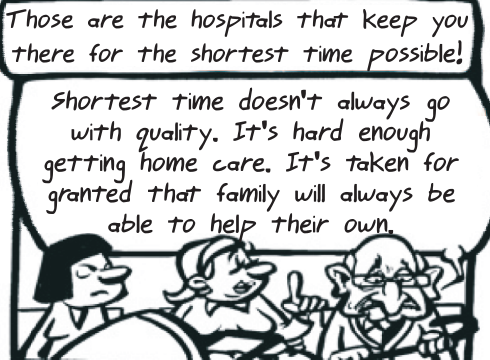
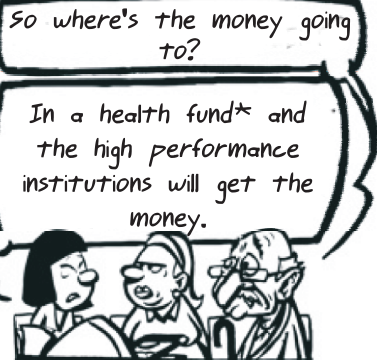
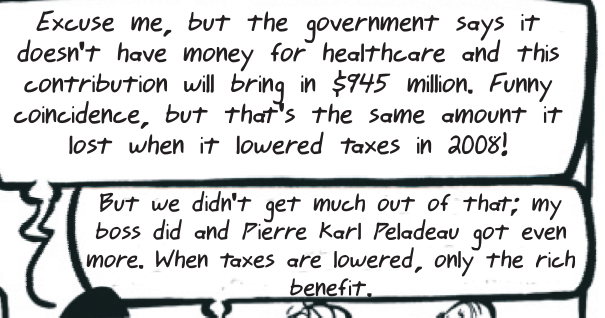
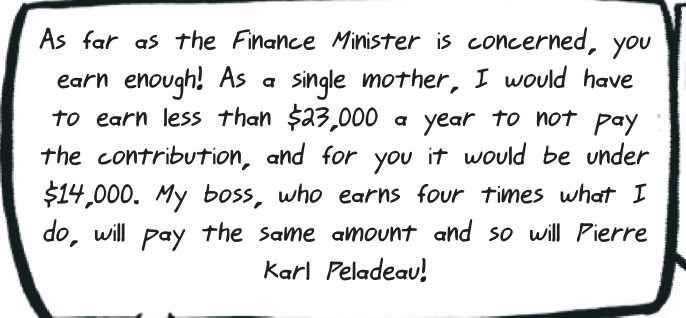
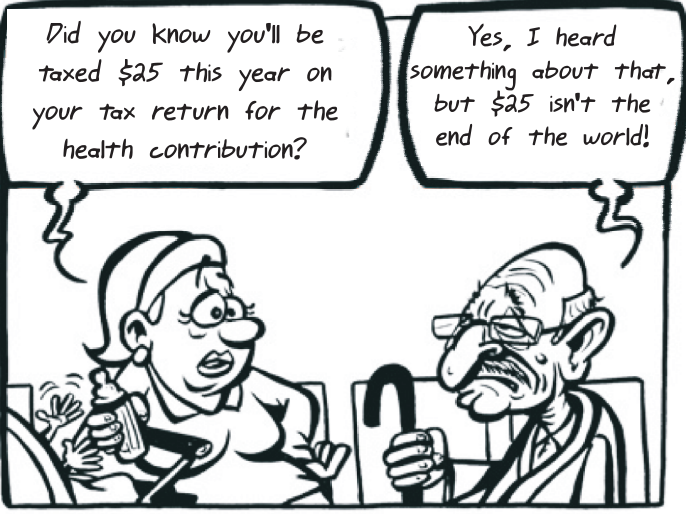
For 30 years, the Clinic has shared the goals of fairness, solidarity, social justice, non-discrimination and environmental improvement with the local community round table. In that time, a huge number of prevention and health promotion projects have been implemented with different groups, always respecting the skills, expertise and traditions of each one. The Clinic has been involved in many neighbourhood actions: the Bread and Roses March in 1995; the Popular Tribunal in 1998; the People's Urban Planning Project (OPA), from 2004 to now; the fight against the Casino in 2005; etc. Conversely, the local groups have been valuable allies in different battles the Clinic has waged: in 1992, when the Clinic fought to preserve its particular status in the healthcare system; in 2003, when the issue was maintaining home care services, etc.

Happy 30th to all the groups and to all the citizens involved!

NO MORE TAKING US FOR A RIDE! By the Coalition Solidarite Sante

Down with the health contribution!

To know more, visit our website: <http://ccpsc.qc.ca/luttesante>



BEAUDET 2011