



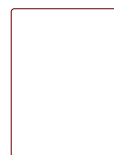
Word from the Board of Directors

Proposed annual priorities for 2014/2015

Citizen power: what difference do we make?
Annual General Assembly on June 18th

New sexual
health services offered

Heat wave :
the precautions
to take



A word from the Board of Directors:

Dear citizens of Pointe-Saint-Charles,

For over 45 years, it's the citizens of Pointe-Saint-Charles who have managed the neighbourhood's public health service. Thanks to our Clinic, hundreds of people have been directly involved in creating and running a local community health project. Over the years, the Clinic has found a way to maintain this space for community health despite the many times the health system has been reorganized, leading to increasingly centralized management. Today we are the only independent community organization in Québec with the mandate of a CLSC. The Board of Directors manages the Clinic's affairs according to the major guidelines adopted in general assemblies held with the neighbourhood's citizens.

The members of your current Board of Directors, in turn, feel privileged to make their contribution to this invaluable space of local democracy. The Board is currently made up of nine Pointe-Saint-Charles residents, one staff representative, and the general coordinator. The administrators are representative of all age groups, and span a variety of occupations, economic levels and cultural backgrounds. The Board takes care to ensure that its members mirror as closely as possible the neighbourhood's demographic composition so that the different voices are heard.

Two positions will become vacant in June. Could you be the next elected member at the upcoming annual general assembly? There are also other ways of participating at the Clinic. You will find more information about this in this newsletter. In addition, if you want to know more about the achievements of the year, visit our website: www.ccpsc.qc.ca/en/aga2014

Enjoy the read and we look forward to working with you on this worthy collective endeavour!

Marie-Claude Rose President, Board of Directors



Citizen power : What difference do we make?

Annual General Assembly of the Pointe-Saint-Charles Community Clinic

Wednesday, June 18, 2014
at the YMCA, 255 Ash Avenue

5:30: Supper offered by the Clinic and presentation of a video on the involvement of the neighbourhood's citizens at the Clinic

6:30: Beginning of the assembly

- Transport available on request.
- Daycare with games for children.
- Accessible to persons with reduced mobility.

Information :
514-937-9251



Draft Agenda :

- 1) Opening and Welcoming address
- 2) Appointment of Chair and secretary for the AGA
- 3) Short recall of the procedures for the AGA
- 4) Presentation and adoption of the agenda
- 5) Approval of the Minutes of the previous Annual General Assembly (June 19, 2013)
- 6) Presentation and adoption of the annual report, question period
- 7) Adoption of annual priorities for 2014/2015, question period
- 8) Presentation of the financial reports, budget and appointment of auditors, question period
- 9) Elections of members of the Board of Directors
- 10) Adjournment

Proposed annual priorities for 2014/2015

Priority 1: Consolidate and further develop citizen participation and involvement at the Clinic

Objective 1: Encourage recruitment, participation on the Board of Directors, the Members and Users Committee, the Fight for Health Committee and other places of citizen involvement

Objective 2: Continue the analysis of the Clinic's major issues and future prospects and see that the activities planned by the committee in charge are carried out

Priority 2: Consolidate and further develop the Clinic's actions on health determinants

Objective 1: Continue our involvement in and support for community organizations and groups active in the neighbourhood so as to act directly on health determinants and the defence of rights

Objective 2: Continue holding activities to promote health and prevent disease that are part of the teams' annual work plans and those included in the Clinic's 2010-2015 public health action plan (PAL); do an update of our 2010-2015 PAL; and adopt a new 2015-2020 public health local action plan

Objective 3: Continue the fight against accessory fees in medical clinics

Priority 3: Include the Clinic in an ongoing process of evaluation and improvement of the quality, continuity and accessibility of services

Objective 1: Take steps to obtain accreditation for 2015/2019 from the CQA

Objective 2: Implement and achieve the objectives set by the Agence de la santé et des services sociaux and included in the 2014/2015 agreement on management and accountability

Objective 3: Ensure implementation of a system of continuous assessment of user satisfaction

Objective 4: Write, adopt and apply the new frames of reference for the Clinic's teams

Objective 5: Draw up and adopt an organizational plan for the Clinic taking into account its mission, values and particularities

Priority 4: Improve, develop and adapt the Clinic's service offer

Objective 1: Ensure that the 2012/2015 strategic planning process is carried out

Objective 2: Update and improve the Clinic's service offer and, if necessary, sign service agreements



with other institutions to provide specialized first- and second-level services that the Clinic does not offer

Objective 3: Continue the activities to open a birthing centre in Pointe-Saint-Charles

Priority 5: Improve attraction, retention and development of qualified, mobilized human resources

Objective 1: Adopt a policy to acknowledge and value the Clinic's staff, and organize activities to show them appreciation

Objective 2: Continue to review and improve our staff recruitment and selection procedures

Objective 3: Prepare for negotiations to renew collective agreements and framework agreements due to expire in 2015

Objective 4: Update the participatory management policy to ensure that it is understood by all at the Clinic

Objective 5: Draw up a human resource training and development policy

Objective 6: In cooperation with the Medical team, stimulate interest in medical practice at the Clinic, ensure it is followed up and ensure the successful integration of new physicians

Priority 6: Improve management of our financial, material and information resources

Objective 1: Ensure that the Clinic's master plan for information resources is applied and carried out along with the new government requirements in this field

Objective 2: Continue to reduce the Clinic's ecological footprint when conducting its activities and practices

Objective 3: Adopt a policy/procedure to manage the Clinic's social and short-term help fund

Objective 4: Apply recurring measures to follow-up and monitoring aimed at reducing independent labour costs and other expenses

