



Pointe-Saint-Charles Community Clinic

A neighbourhood's health and solidarity!

Press release

For immediate release

The Point St. Charles Community Clinic is launching a public consultation process to guide its strategic planning and service offering

Montreal, November 22, 2022 – The Point St. Charles Community Clinic, the only independent CLSC in Quebec, has launched a public consultation process that will be ongoing until December 31, 2022, to gather the opinions of Clinic users and members, as well as citizens and neighbourhood community groups. Through this consultation, the organization aims to obtain feedback from various stakeholders from all over the neighbourhood in order to assess the need to review its positioning and service offering, and eventually plan the next phases of its development.

The recent changes announced in Quebec's health and social services network, the ongoing labour shortage, the transformation of the demographic portrait of Point St. Charles are among the major issues that are bringing the Clinic to review its positioning. This broad consultation will help to better identify community needs and local health care concerns. Citizens are invited to share their thoughts by answering a survey, available online (<https://fr.surveymonkey.com/r/LQ7HVC5>) or in paper format, which will be available at the Clinic. People will also get a chance to express themselves at various users' meetings, or at a citizens' assembly which will be taking place on December 6, 2022 at 7 p.m. at the Lorne Center, located at 2390 Ryde Street, in Montreal.

The Community Clinic has a community organization status (private government-funded organization) with a CLSC mandate, as defined in the Act respecting health and social services. The citizens who are members of the organization, participate in the Clinic's major decisions and orientations, ensuring that they meet local needs in terms of health and social services. The citizen-based management of the Clinic reflects the vision and values that are promoted and protected by the neighbourhood's population. At the heart of these orientations is a fundamental conviction: that health is a non-negotiable essential and collective right.

"In addition to the citizens' assembly, we will also be organizing a tour of seniors' communities in order to reach people who are less mobile. It is important for us to hear the voices of those who are losing their autonomy, and who represent a significant part of our users and our members," points out Martial Mainguy, General Coordinator of the Point St. Charles Community Clinic.

Organizing to rally around a common vision

Strategic planning is a process of reflection that allows for projections and helps determine strategies in order to realize the Clinic's mission and vision in a three-year plan (2023-2026). A steering committee was formed

with the mandate to coordinate, plan and see to the realization of the planning. It is made up of two board members — Pierre Riley and Louise Chapados — general coordinator Martial Mainguy, human resources coordinator Ginette Pilon, executive advisor Nathalie Parent, community organizer Ariane Carpentier, communications agent Céline Bianchi, Clinic administrator and employee Marie-Alexandre Côté (ICASI at home care support), as well as a consultant from the firm OBNL360. The Clinic benefits from the firm's support and advice to carry out the strategic planning exercise and communicate results.

To ensure that the project meets the Clinic's rules of citizen participation and participatory management, the steering committee will be probing various internal committees (Advisory Committee, Users' Committee, professional councils), Clinic coordinators, teams (home care support, youth, etc.), community groups and neighbourhood residents. At all stages of the process, and particularly at the time of consultation and facilitation, the committee will ensure the presence and representation of various stakeholders. The Clinic wants to ensure that everyone is able to participate and be heard.

For more details on the public consultation and the Clinic's ongoing strategic planning process, a dedicated page has been created on the Clinic's website at: <https://ccpsc.qc.ca/fr/2022-consultation/>

About the Clinic

Founded in 1968, the Point St. Charles Community Clinic is a citizen-run health organization that offers a model of participatory management for health care services that is one-of-a-kind in Quebec. The Clinic's goal is to organize preventive and curative services, and to rally citizens around health issues in order to improve the population's overall health conditions in the short and long term. For more information:

<https://ccpsc.qc.ca/>

— 30 —

Information or interview

Celine Bianchi

Communications Agent

514 937-9251, extension 7239

celine.bianchi.psch@ssss.gouv.qc.ca