

The Clinic in a Nutshell

The news report for those who want to take a closer look at what's going on at the Point St. Charles Community Clinic

February 2023
FOR MEMBERS

Accreditation

Your Clinic is Certified!

New neighbourhood consultation committee

Introducing the Queer Committee

Ethical deliberation

Putting Ethics into Practice at the Clinic

Anxiety management

Our New Prevention and Education Workshops

And much more!

A Word from the Board of Directors

By Pierre Riley, President



Since the last issue of *La Clinique en bref* in October 2022, the board of directors has met three times. Face-to-face meetings resumed December 1, following a 32-month hiatus due to the pandemic.

In the fall of 2022, our colleague Patrick de Gruyter had to resign following his move to Alberta. Patrick had been elected at the Annual General Meeting in June 2022. We would like to thank him for his contributions to the Clinic's Board of Directors.


In order to fill the vacancy left by Mr. de Gruyter's departure, the Board of Directors recruited Mathieu Desjardins, a long-time Point St. Charles resident, on January 19. The entire Board of Directors would like to wish him a warm welcome!

Over the past few months, the Clinic's Strategic Planning Steering Committee has met on several occasions. Louise Chapados, Marie-Alexandre Côté and I take part in the committee meetings.

We would also like to thank all those who responded to the survey and participated in the public meeting on December 6 at the Lorne Centre. Your input will help guide the Clinic's trajectory for the next three years. The results of the strategic planning process will be presented and proposed for adoption at the next Annual General Assembly in June 2023.

At our December 1st meeting, a motion of congratulations was made on behalf of the Board of Directors to the entire Clinic staff for their work done throughout the Clinic's accreditation process, and to highlight the exceptional results. This motion was passed unanimously.

One of our priorities is to sign the new collective agreements. An agreement in principle was signed with the APTS on November 16 and December 21 for the 2020 – 2023 collective agreement.

Finally, concerning the Clinic's new funding agreement, a work meeting is slated for February with the CCSMTL, and another, in the next few weeks, with representatives of the Ministry of Health and Social Services. The Board members are confident that a funding agreement will be signed within the next few months. 

Getting onto the Board of Directors

Any person who is an active member of the Clinic may stand for election to the Board of Directors.

These elections usually take place at the Clinic's Annual General Assembly.

To become an active member of the Clinic, you must:

- Be a resident of Point St. Charles
- Be of age of majority
- Agree with the Clinic's mission and values
- Make an oral or written request
- Have a functioning knowledge of French

Directors' obligations

Directors are elected for 2-year terms and may serve a maximum of 3 consecutive terms. There are approximately 8 – 10 regular meetings per year, on top of special meetings.

All directors are required to comply with the Code of Ethics and Professional Conduct for Directors, which defines the rules in effect at the Clinic. These rules pertain to the prevention of conflicts of interest, confidentiality issues, the duties and obligations of directors, etc.

Directors are also required to participate in at least one Board committee, each of which meets approximately 4 times a year.



The Clinic's 2022 - 2023 Board of Directors. First row, left to right: Martial Mainguy (General Coordinator), Pierre Riley (President), Maria Inès Perez (Vice-President), Marie-Yves-Rose Lemy (Secretary). Back row: Louise Chapados, Sebastian Mott, Marie-Alexandre Côté (Employee Administrator), Cassandra Morris, Éleine Chatigny (Treasurer), Kathleen Gudmundsson. Photo: Céline Bianchi

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Image: Céline Bianchi

Accreditation

Your Clinic is Accredited!

By Nathalie Parent, Senior Advisor to the General Coordinator and for the Continuing Improvement of Quality

On November 15, the Point St. Charles Community Clinic received its accreditation. Even though it is an independent organization, the Clinic must still meet certain requirements of the Act Respecting Health Services and Social Services (LSSSS). Obtaining accreditation of our health services by a recognized independent organization – Accreditation Canada – is required by law. In Quebec, all health care establishments must be accredited every 4 years.

Accreditation is similar to ISO certification for a company. It is an assessment of a series of standards and practices that attest to the quality and safe delivery of our care and services. In short, it is your guarantee that practices at the Clinic meet recognized quality standards.

To obtain its accreditation, the Clinic had to demonstrate its compliance with nearly 700 standards and criteria. Yes, you read that right: 700!

The assessed standards relate to governance, leadership, medication management, infection prevention and control, and two of our services (standard services and home care).

The standards are based on eight dimensions of quality:

- Population focus: working with the community to anticipate and meet needs
- Accessibility: providing fair and timely services
- Safety: ensuring the safety of users
- Work environment: taking care of those who take care of users
- User-centred services: collaborating with the consumer and their family for care
- Continuity: coordinating care along the continuum of care
- Relevance: doing what is necessary to achieve the best results
- Efficiency: using resources as efficiently as possible

The Visits

In November 2021, two visitors from Accreditation Canada spent four days at the Clinic to assess these 700 standards. They met with the board of directors, managers, users, spoke with some of our partners, observed or randomly questioned our staff. They went through hundreds of documents, policies, procedures, assessments, audits, training certificates, etc. which we had submitted as evidence. They then wrote their report, which was submitted to the Accreditation Canada Approval Committee. Result: the Clinic was not far from its goal, but did not actually meet the requirements of Accreditation Canada, which were to pass 80% of the priority standards and 100% of the required organizational practices.

Accreditation Canada then gave the Clinic an additional five months to comply with a series of 61 unmet criteria. In order to obtain our accreditation, we had to pass at least 36 of these 61 criteria. We then rolled up our sleeves and worked hard to succeed in this final stage, despite the disruptions caused by the successive Omicron waves, on top of an unprecedented personnel turnover and shortage!

Scheduled for June 2022, this additional visit finally took place in September. This time, we greatly exceeded the mandatory number: 57 of the 61 criteria!

The Clinic is accredited!

Continued on page 13



Image: Céline Bianchi

Citizen participation

Clinic Seeks Participants for Two of its Committees

By Stéphane Defoy, Community Organizer

Citizen participation is at the heart of the Clinic's mission, and it is thanks to the essential contributions of the Point's residents that the Clinic is able to act on the issues that directly affect its population. Here are two Clinic committees seeking participants. Heads up!

Health Action Committee

The Health Action Committee is made up of citizens who are fighting to preserve a public, universal and accessible health care system. We defend the idea that healthcare fees should be eliminated, since they represent a barrier to universal health care for the population.

The committee is actively working on three specific issues at the moment:

- Expanding RAMQ coverage for oral health care for children under 18 and for seniors
- Expanding mental health care within the public plan
- The protection and confidentiality of Quebecers' health data

Canada Child Benefit (CCB) Parents' Committee

When a child is temporarily placed in the care of the Director of Youth Protection (DYP), the Canada Child Benefit (CCB) normally paid to the parent(s) is redirected to the youth centres. Unfortunately, as the child is progressively returning to his or her family, the entire amount of the CCB is retained by the Youth Centres in Quebec.

The Clinic is involved in this issue, one which we feel is truly unfair to parents working hard to bring their child(ren) home. We are in the process of setting up a group of parents to lobby the provincial government in order to change this indefensible regulation.

We need a large number of citizens to help us move forward on these two issues and force changes. ✍️

Would you like to join the *Health Action Committee* or the *Canada Child Benefit Parents' Committee*?

Contact Stéphane Defoy at (514) 937-9251 extension 7212 or stephane.defoy.psych@ssss.gouv.qc.ca



Point St. Charles Seniors' Forum, November 2022. Photo: Maud Marquer

Seniors' Committee

Mobility and Accessibility on the Agenda

By Ariane Carpentier, Community Organizer

Following the June 2022 Seniors' Forum, the Point St. Charles Seniors' Committee set out to enact the demands that had been formulated there. To do this, the demands were brought up and worked upon according to theme. In the fall of 2022, a second Seniors' Forum was held concerning mobility.

Knowing that snow removal, public transit and paratransit are all elements that sometimes present obstacles to mobility for neighbourhood seniors, certain actions are currently underway to improve all of these.

Considering that access to healthcare services remains a concern for seniors in the Point, and that few options are available for people with reduced mobility and/or low income, a petition has been circulating to demand direct access to the Verdun Hospital by public transit. It is available online with a paper version also available at several community groups and at the clinic's reception desks.

The population is also invited to file complaints and report dissatisfactions with snow removal by contacting the South-West Borough via 311. It is also possible to send photos and comments by e-mail to the Seniors' Centre at: info@capstcharles.org

Not only are you invited to participate in current actions, but it is also possible to become more actively involved by contacting the Seniors' Centre at: (514) 933-5826. The Clinic fully supports the Seniors' Committee, as well as all the initiatives underway! 🍷

To sign the online petition:
bit.ly/petition-stm

Public transit and snow removal

MOBILITY : ACCESSIBILITY AND SAFETY

1) Sign the petition

2) File a complaint by calling 311

3) Email your photos
info@capstcharles.org

- Problems with snow removal
- Accessibility issues

4) Get involved

In different ways with the Seniors' Committee
(514) 509-0795

ACTION-GARDIEN
CDC de Pointe-Saint-Charles



Image: Rawpixel.com

Youth Clinic

Reopening our Centre Street Services

By Bruno Swaenepoël, Multi-Service Coordinator

We are thrilled to announce the reopening of the Centre Street Youth Clinic, after its temporary move to Ash Street. The Youth Clinic warmly welcomes anyone between the ages of 6 and 24. Please note that anyone under the age of 14 requires parental permission.

The Clinic prides itself on providing care that is user-focused, culturally safe and up-to-date with the latest guidelines. Our goal is that everyone who walks through our doors leaves with a positive experience of the healthcare system.


We offer a multitude of services. Although our nurses specialize in sexual health, they offer a wide variety of services.

If you are looking for vaccination services, our nurses follow the *Quebec Immunization Protocol*, which is standardized throughout the province. In addition, we also offer allergen desensitization by medical prescription.

Should you have any questions about our services, our team will be happy to answer them and give you more information.

We'd be happy to help you in any way we can.

To book an appointment or if you have any questions, please contact us at (514) 937-9251, extension 6260.

The Youth Clinic is located at 1955 Centre Street. 

Nursing services offered at the Youth Clinic

- Vaccination
- Desensitization to allergens*
- Treatment of warts**
- Treatment of herpes and genital warts**
- Treatment of urinary and vaginal infections
- Education on protection against STIs (distribution of condoms)
- STI screening: gonorrhea, chlamydia, HIV, syphilis, hepatitis B and C
- Beginning/adjustment/renewal of contraception
- Prescription of emergency contraception
- Pregnancy test
- PAP test (coming soon)

* medical prescription required

** medical diagnosis required



Image: Rawpixel.com

Strategic planning

Final Stretch to the Finish Line

By Ariane Carpentier, Community Organizer

At the end of the summer of 2022, the Clinic began a strategic planning exercise in order to re-mobilize our community around a common vision. To do so, the steering committee that is overseeing the exercise conducted an analysis and a public consultation. Here is an update on where we are in the process.

The analysis provides an understanding of the current context, as well as a picture of the issues the Clinic is facing. To ensure the participation in the development of this analysis of the various bodies that make up the Clinic, the Steering Committee worked with the Advisory Committee, the Coordinating Committee and, more broadly, the Clinic's staff. In order to ensure citizen participation in the strategic planning exercise, a public consultation was held on December 6 at the Lorne Centre. Members, users, citizens, workers, community groups and the Clinic's partners were all asked to complete a survey. In order to minimize the impact of the digital divide, the Clinic also visited four specific communities and organized a public meeting. Needless to say, the comments and content collected were numerous, rich and diverse!

The main issues that were identified are the updating of the Clinic's model, and the matching of our services to the needs of our community. The survey also

confirmed that access to services and issues of inclusion are important concerns for the Point St. Charles community. Finally, citizen participation and the Clinic's community-based and politically engaged model are, without a doubt, key concerns for the local population.

In upcoming weeks, the Steering Committee will hold working sessions on the main issues (updating the Clinic's model and ensuring that its services are adapted to the needs of the community) in order to identify strategic orientations. In other words, the working sessions will allow us to identify what the Clinic must concretize in the coming years in order to update its model and ensure that its services are more accessible and better adapted to the needs of the local population.

The proposal that will result from this past year of analysis, survey and work sessions will be submitted to the June 2023 General Assembly for approval. Stay tuned! 🍷



Photo: Céline Bianchi

Ethical deliberation

Putting Ethics into Practice at the Clinic

By Céline Bianchi, Communications Agent

On January 24, the Clinic held its first-ever ethical deliberation on the issue of access to care by staff members. For example, should Clinic employees who do not live in the neighbourhood benefit from walk-in services? And for those employees who live in the Point and are users of the Clinic, what are the potential discomforts of having a doctor, nurse or social worker who is also a co-worker?

In a work environment, personal, professional and organizational values guide actions and decisions. These values contribute to a sense of unity within the organization, which indirectly promotes cohesion and the quality of services offered to the population. In certain situations, these values may conflict or clash. This is where ethics come into play.

At the Clinic, ethics helps teams and management to resolve dilemmas or complex situations through a reflection process that respects each person's values. Ethics is about making decisions that are thoughtful and deliberate rather than mechanical, after being made aware of our own point of view, and that of others.

The question of the day

Should all Clinic employees have privileged access to services, given that walk-in time is very limited and the public is demanding greater access? In these times of staffing shortages and scarcity of family physicians, should access to the Clinic's services be considered a benefit to employees? And what about confidentiality? A deliberation was organized in order to discuss these questions in an ethical manner.

The deliberation brought together fifteen people representing various points of view on the issue: employees

who use the Clinic's services, employees who do not, citizens of the neighbourhood and users of the Clinic. There were service providers, workers, administrative staff, and a member of the Board of Directors. All of these different points of view and experiences were essential to get a good overview of the issue.

The group was facilitated and accompanied by Isabelle Fournier and Any Brouillette, two ethics counsellors from CIUSSS du Centre-Sud-de-l'Île-de-Montréal. During the two-hour discussion, values that were important to the group emerged. Some scenarios were also discussed in order to begin to establish guidelines on this delicate issue, an exercise that quickly proved to be complex!

What happens next?


A report of the deliberation will be produced by the ethics advisors. This report will not make recommendations as to what guidelines should be put in place, but rather will focus on the ethical foundations that emerged from the discussion upon which decisions are to be based. This report will be given to the Clinic's Ethics Committee who will determine next steps; whether further discussion is needed or whether we are ready to move forward. These are issues to follow up, and this consultation a very rewarding experience which we hope to repeat! 



Image: Céline Bianchi

New neighbourhood consultation committee

Introducing the Queer Committee

By Margot Silvestro, Community Organizer

At the beginning of September 2022, the idea sparked of setting up a consultation committee to explore the issues and identify the needs of 2SLGBTQIA+ people in the neighbourhood . . . and the Queer Committee was born! Made up of community group stakeholders – the majority of whom live in Point St. Charles – the committee is also open to all citizens of the district who want to join.

For the time being, the Queer Committee is composed of Clinic staff members, and people from the Club populaire des consommateurs; the Press Start Youth Co-op; Community legal services of PSC and Little Burgundy; the Seniors' Centre; the YMCA; the Ado-Zone Youth Centre, and the table de concertation Action-Gardien.

The new committee's mandate is to:

- Train community workers in the realities of the 2SLGBTQIA+ community and about the specific issues that affect its members (discrimination, gender dysphoria, mental and physical health, family, etc.)
- Organize social and cultural activities to form community bonds. We believe it's through social activities that we can break free of isolation, get to know each other, find allies, and, in so doing, improve our quality of life.

Meaning and origins of the acronym and the word “queer”

But what does 2SLGBTQIA+ stand for? This acronym is an extendable ‘chain-linking’ of terms for a diversity of genders and sexualities that can accommodate new ones as needed.

“2S” stands for *Two-Spirited* (“person of two spirits”), a concept used for hundreds of years by some Indigenous communities to refer to people who are both genders at the same time. The “L” stands for lesbian;

the “G,” for gay; the “B,” for bisexual; the “T,” for transgender; the “Q,” for queer; the “I,” for intersex; the “A,” for asexual, and the suffix “+” . . . for everything else that can be added to the list!

At the end of the 1980s, the formerly pejorative descriptor for homosexuals, “queer,” was reappropriated and used by activists as a new umbrella term signifying pride in and solidarity between gays, lesbians, bisexuals, and transgender people. Today it's often used by the community to refer to the totality of sexual and gender diversity.

Do we really need this?

We think, yes! In my work at the Clinic I often receive questions on the part of my colleagues regarding sexual and gender diversity. As well, many residents of the area ask me questions about availability of services for sexual and gender minorities in our community. My colleagues in other community groups experience the same. For youth these days, issues of gender and sexual diversity are a common concern. We therefore suspect that related healthcare and community needs exist, and must be met. But we still have little information about them. That's why all these local organizations are coming together: we're exploring the matter! We're searching, we're innovating, to better understand and to take action. Come meet us!



Image: Céline Bianchi

Anxiety management

Our New Prevention and Education Workshops

By Bruno Swaenepoël, Multiservices Coordinator

Following the end-of-year assessments of the multiservice coordination teams and meetings with the local school administrations, a generalized observation was made: anxiety is an increasing problem in the population. The pandemic seems to have contributed to accelerating and amplifying this phenomenon. Some people are struggling with symptoms of anxiety that can recur and persist to the point of preventing them from using their full potential.

Whether we're talking about families, teachers or workers, anxiety is becoming an overwhelming problem. Individual interventions are no longer enough to respond to the large scale needs of our community.

With this phenomenon in mind, we propose to help the population understand that the first manifestations of anxiety and stress can be alleviated by simple tools that are well referenced and clinically proven. Via self-care guides, coping strategies can be learned and then practiced by children, adults and seniors, helping to reduce their anxiety symptoms. We will provide toolkits, worksheets, videos and other resources.

The positive impact of these tools on mild to moderate symptoms is well established. From simple nail biting to partial insomnia, the results are striking.

We must make a distinction between periodic anxiety and real anxiety disorders. The latter are a mental health problem that requires specialized services.

As a first line of services to the population, the Clinic must offer answers for people with anxiety, but also help them navigate the health care system.

We will inform the population about the different levels of services, the main mandates of the different service lines, as well as the resources available. The mechanisms for accessing these services will be revealed during presentations to various community groups.

The facilitation team is composed of a psychoeducator from the Clinic's adult services (Jean-François Casaubon), a psychologist from our youth services (Christiane Lauriault), social workers from the relevant schools in the neighbourhood (Sarah-Anne Léger and Gilles Gagné) and the youth liaison worker (Myrienne Roldan).

These workshops will be given in elementary schools in March, and will continue in community and municipal settings in the spring.

Any citizen of Point St. Charles will be able to register for these presentations/workshops.

A self-evaluation survey form will help us fine-tune our interventions and better respond to the needs of the population. ✍️



Image: Rawpixel.com

Nutrition

Pantry Basics 101

By Lina Hu, Nutritionist

Whether you're a novice or an expert in the kitchen, having a pantry stocked with a wide variety of foods and ingredients can make all the difference when it comes to fixing quick and nutritious recipes. Plus, it saves you from having to make too many trips to the grocery store, which helps save time and energy!

Here is a list of handy ingredients to keep in your pantry:

Seasonings

- Powdered spices (curry, cumin, cinnamon, chili powder, etc.)
- Dried herbs (parsley, thyme, oregano, etc.)
- Bouillon cubes or powder (vegetable, chicken or beef)
- Vegetable oil (canola, olive or other)
- Cider or balsamic vinegar
- Soy or tamari sauce
- Garlic and onions

These ingredients are useful to enhance the flavours of your recipes. You will also have everything you need to quickly prepare homemade salad dressings!

Dry ingredients

- Pasta and rice noodles: choose whole grain or fibre-enriched pasta
- Rice (preferably brown rice), couscous or quinoa, barley
- Oatmeal
- Wheat germ: rich in iron and B vitamins, practical for making muffins and can also be used as breadcrumbs to replace store-bought breadcrumbs
- Bread (sliced or tortilla or pita)

- Nuts (almonds, walnuts, etc.): useful for adding protein to cereals, oatmeal, salads, etc.
- Dried legumes (unlike lentils, dried beans and chickpeas need to be soaked for at least 8 hours before cooking)

Canned foods

- Legumes (chickpeas, kidney beans, black beans, lentils): faster than dried legumes, but just as nutritious
- Tuna or salmon: for excellent proteins rich in omega-3. Salmon also contains calcium
- Diced tomatoes: rich in lycopene, an antioxidant. Choose the less salted versions
- Vegetables or fruit: very practical if you don't have fresh food on hand

Baking ingredients

- All-purpose wheat flour and whole wheat flour
- Cornstarch
- Baking powder, baking soda
- Vanilla extract
- Sugar, molasses, brown sugar or honey
- Cocoa powder
- Dried fruit (raisins or dates)

With the right ingredients in your pantry combined with your fresh or frozen purchases, you can whip up a variety of tasty recipes. And you'll be less tempted to eat out, which will help save money! 🌿

Developing Motor Skills Through Reading

By Dominique Leclerc, Occupational Therapist

For several years, occupational therapist and librarian Valérie Kempa has been developing great resources to share ideas for stimulating children's motor development with books.

By reading books with their child, parents can take advantage of many opportunities to get their child moving. In her videos, Kempa shares many ideas. Here are a few examples:



Image: Rawpixel.com


- **Hand movements:** As you read, invite the child to mimic the movements of the characters and animals featured in the story. For example, the child can move her hands in such a way as to imitate a butterfly flying, an ant walking, a child eating cookies or an adult cooking
- **Make movements with the entire body:** In the same way, as you read, the child can use his whole body to mimic the movements of a big bear walking, a snake crawling on the ground, a child jumping or shoveling snow or a person riding a bike.

Whatever the story, and whatever movement the child and adult choose to do, this activity gets the child moving

while having a fun moment with their parent, which is great for their development. As well, these activities can stimulate interest in books and reading, which is good for success at school. Be careful, however, to model calmer, lighter movements before bedtime to help them fall asleep.

For more information, here are some resources by Valérie Kempa that inspired this article (in French only):

- valeriekempa.ca
- facebook.com/valerie.kempa.ergotherapeute.bibliothecaire
- bit.ly/valeriekempa

For some excellent advice on which books are best for a planned activity, you can visit the Saint-Charles Library at 1050 Hibernia Street, tel: (514) 872-3092. 



The Clinic's
midwifery
services

(514) 937-9251 ext. 6258
ccpsc.qc.ca/en/mws


Cont'd from page 3: Your Clinic is Accredited!

Next target: September 2026

After taking the time to celebrate this team victory, we are already getting ready for the next accreditation cycle. Since we have to renew our accreditation every 4 years, the next visit is scheduled for September 2026.

Many of the accreditation standards require input from users. Their point of view on the delivery of care, on our practices or procedures, or on the content of various training courses contributes to the improvement of our services. That's why we invite any user of our services interested in participating in this process to send me an email to nathalie.parent.psch@ssss.gouv.qc.ca.

While accreditation is certainly a demanding and painstaking process, it remains an essential exercise for the Clinic. It obliges us to implement proven practices, to evaluate them, to adjust them when necessary, and to always improve our standards and practices.

In fact, accreditation is the main driving force behind our continuous improvement, ensuring that we continue to offer safer services of the highest quality to the population of Point St. Charles. This is our commitment to you! 



**ACCREDITATION
AGRÉMENT
CANADA**

The Clinic in a Nutshell is a Point St. Charles Community Clinic publication for its members.

All articles written by the mentioned authors

Editing and layout: Céline Bianchi

Translation: Céline Bianchi and Robin Williamson

Copy editing and proofreading: Robin Williamson

February 2023

The Clinic is searching for players
Join the team!

YOUR NAME HERE



 **Point St. Charles
Community Clinic**

Position:
To be determined

Draft date:
Spring 2023

Special features:
Fan of one-of-a-kind projects, slightly idealistic, loves teamwork

Browse our job offers at:
ccpsc.qc.ca/fr/offreemploi

Cont'd from page 9: Introducing the Queer Committee

In the following months the committee will be more visible. We want to put a social activity calendar out into circulation (for collective cooking activities, film screenings, skating outings, information sessions, etc.) There are several ways for you to follow us. Don't hesitate to contact us if you have any questions!

To reach and follow us:

For any questions and to be put on our contact list:
comitequeer.psc@gmail.com

Queer Committee of Point St. Charles Facebook page:
bit.ly/Facebook-comite-queer

Instagram: **instagram.com/comitequeer.psc** 





La Clinique soutient la justice CLIMATIQUE et SOCIALE



Clinique communautaire de Pointe-Saint-Charles


World Day for Social Justice

The Clinic's Solidarity on Display

By Céline Bianchi, Communications Agent

The *Mouvement d'éducation populaire et d'action communautaire du Québec* (MÉPACQ) are calling for a week of strikes, closures and rotating actions for social and climate justice, taking place February 20 to 24. This week of mobilization coincides with the *World Day of Social Justice*, which takes place every year on February 20.

The Clinic wishes to declare its solidarity with these actions with banners displayed for this purpose.

Our Planning and Community Development team will also be joining the "short but sweet demonstration" on Friday, February 24, starting at Place d'Armes metro at 11:30 am. 

For more information about this initiative (*in French*):
bit.ly/justice-sociale-climatique

Users' Committee News

By Simon Cardinal, President

We hope the holidays were a time of rest and serenity for you! The Point St. Charles Community Clinic Users' Committee is working on several projects in support of the Clinic's community, including all users. Notably, we're organizing a summer party that will bring together the Clinic's community members.

Recently the Clinic held a public consultation to revisit its mission, and we are very appreciative of the work accomplished. We look forward to learning more from the results of that fine initiative.


You will notice the Users' Committee banners in front of the Clinic, as well as the ongoing evaluation terminal at the Clinic entrance, with which you can evaluate your last visit using emoticons. The Users' Committee is here to listen, help and inform you!



USERS'
COMMITTEE

The Users' Committee also identified priority issues for its members:

- The door to the Centre Street service point is sometimes locked when the secretarial staff is not there. We recommend that solutions be developed to allow accessibility at all times during the Clinic's hours of operation
- We found it essential that the Clinic obtain its accreditation from Accreditation Canada. We had recommended that the Clinic not hesitate to contact the User Committee for assistance in this regard
- Thirdly, the ramp to the Clinic is no longer compliant and we recommend that a safe and functional access be provided

Last but not least, we would like to extend our warmest welcome to two new members of the Users' Committee: Angel Osuna and Mathieu Desjardins. 

For more information please contact us: info@cuccpsc.ca

Youth clinic

6 to 24 years old

Parental consent required if under 14 years old

**Point St. Charles
Community Clinic**



1955 du Centre Street, Montreal,
Quebec, H3K 1J1



(514) 937-9251 extension 6260