

The Clinic in a Nutshell

2024-2025 Issue



Houselessness in the Neighbourhood

How to Obtain Services at the Clinic

Getting Involved at the Clinic: There's Room for Everybody!

**The Carrefour and the Clinic : Together for Clear
Communications in Healthcare**

And much more!

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

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December 2024

A Word from the Board

BY PIERRE RILEY

President

On December 1, Santé Québec officially took its place in the province's health and social services landscape. The new agency will be the sole employer of nearly 330,000 employees of the health network's public establishments, which seems to confirm a desire to centralise the entire network.

The Clinic is not affected by this merger and remains autonomous and independent. Its special status is in no way called into question, and the Clinic's employees and members are not affected by this new structure.

However, the real-life impacts of the new law remains to be clarified for the Clinic and all its services. Rest assured that we fully intend to continue to fight for a public, decentralised, local and democratic healthcare system.

This is where citizen participation, which has been at the core of our model since its inception, becomes so important. It is our hundreds of members who give the Clinic the legitimacy and strength it needs to defend its model when necessary. The Clinic supports the initiatives of the Health Action Committee, and is in the process of clarifying its areas of participation and re-establishing the Members' Committee. More than ever, we believe it is essential to develop a resilient community, ready to face the immense challenges, present and future, that lie ahead.

The 2023-2026 strategic plan, which maps out our principal directions, helps us to stay on course towards our community vision. Halfway through this plan, we want to look back at some of our priorities, the main one being to improve access to the Clinic's services. We are very aware of the various issues we're having concerning accessibility, and are actively working to make our processes more inclusive and fluid for our users. Equitable access is part of our DNA, and we are paying particular attention, in collaboration with our community partners, to people experiencing houselessness, to ensure that they have rapid access to the care and social services they need.

This December also sees the start of a major project to improve communications with the Clinic, with a focus on making it easier to book appointments. This project will be carried out in partnership with a Clinic user who shared with us the difficulties she had contacting the Clinic.

The Board of Directors would like to extend its sincere thanks to all the Clinic employees and doctors, who are committed on a daily basis to fulfilling our mission while respecting our shared values. Recent changes in the political context, and the upcoming austerity announced for the health and social services network, have brought their share of questions and tensions. Let's continue to believe in the strength of our unique model, based on the solidarity of an entire neighbourhood!

The 2024-2025 Board of Directors

From left to right: Louise Chapados, Isabelle Marcotte, Marie-Yves-Rose Lemy (secretary), Émilie Corbeil, Denis Charron, Marie-Chantal Vincent, Pierre Riley (chairman), Martial Mainguy (general manager of the clinic), Gilles Gagné (employee director).
Photo : Céline Bianchi



How to Obtain Services at the Clinic

BY CÉLINE BIANCHI

Communications Agent

Some 3,000 residents of Point St. Charles are lucky enough to have a family doctor at the Community Clinic. But did you know that there are a whole host of services at the Clinic that are also accessible to neighbourhood residents who don't have a family doctor? Here's an overview of how to access the Clinic's services.



MEDICAL WALK-IN CLINIC

If you need to see a doctor quickly for a non-urgent health problem, you can always use our Medical Walk-in service.

To access this service

Call and leave a message at **514 937-9251, extension 7200** at the following times:

- Monday at 11 a.m. for a Monday afternoon consultation
- Monday at 6:30 p.m. for a Tuesday morning consultation
- Wednesday at 6:30 p.m. for a Thursday morning consultation

It is very important to call at the exact suggested time, as there is a limited number of available time slots.

If we do not call you back, it means that there are no more available slots. You will then either have to call back at the next

Walk-in Clinic, or try to make an appointment at another clinic.

You can find a list of other clinics in the South West here ->

<https://tinyurl.com/Autres-cliniques>

Please note that this service is not available on public holidays.

PSYCHOSOCIAL RECEPTION

Are you going through a difficult time? Do you need to talk? Do you need help? Do you need home support services? Contact our psychosocial reception, with or without an appointment. Our social workers can help you or guide you to the resources you need.

To contact the psychosocial reception

Call **514 937-9251, ext. 7500**

or in person at 500, Ash Avenue

Monday to Friday, 8:30 a.m. to 3:30 p.m.

NURSING SERVICES

The Clinic nurses can always assess your condition and refer you to the most appropriate resource. They can also change bandages, administer vaccines, clean wounds, treat burns or detect urinary tract infections, among other things.

How to access this service

Call **514 937-9251 ext. 7213**

Monday to Friday, 8:00 a.m. to 4:00 p.m.

Please note that nursing services are currently limited. Consult the News section of the Clinic's website to find out when services will be back to normal. Thank you for your understanding.

YOUTH CLINIC

Young people aged 12 to 24 can come to the Clinic for their physical or psychosocial problems.

To access this service

Call **514 937-9251, ext. 6260**

WALK-IN YOUTH CLINIC :

Every Wednesday from 4:30 p.m. to 7:30 p.m. at 500, Ash Avenue. Come and see us!

MIDWIFERY SERVICES

The Clinic's midwives provide comprehensive check-ups for mother and baby from the start of pregnancy to six weeks postpartum. They prescribe all the tests and analyses required during the follow-up. Birth can take place in hospital or at home.

How to access this service

Call **514 937-9251, extension 6258**

or drop by the Clinic at 1955, Centre Street

Monday to Friday, 8:00 a.m. to 4:00 p.m.

WOMEN'S HEALTH CLINIC

The Clinic offers gynaecological health services provided by a general practitioner for non-urgent problems. These services are available to all women in Point St. Charles who need a medical consultation for a gynaecological, contraceptive or menopausal problem. By appointment only.

How to access this service

Call **514 937-9251, extension 7302** to make an appointment.

Monday to Friday from 8:00 am to 4:00 pm

OTHER SERVICES

Behind the Clinic's doors or elsewhere in the neighbourhood, a host of teams are on hand to help the residents of Point St. Charles look after their health, take preventive action and defend their rights. These services are available by referral or in specific settings.

- **Multidisciplinary Services**

Occupational therapy | speech therapy | psychology | psycho-education | dental hygiene

- **School services**

Dental hygiene | promotion and prevention | health services | psychosocial support

- **Home Support Services**

Nursing, psychosocial and home help care | palliative and end-of-life care | occupational therapy | nutrition

- **Community Development**

Support for citizen projects | collective organisation

Follow What's Going On at the Clinic

BY CÉLINE BIANCHI

Communications Agent

Whether with family, colleagues or friends, communication is a constant challenge. On top of choosing the right words, you also have to find the best way to convey your message so that it is understood. At the Clinic, we always have plenty of information to share with the people of Point St. Charles, and choosing the best channel through which to get our messages across can be a real headache. Here's an overview of the main communication tools used at the Clinic in 2024, for those who want to keep a close eye on what's going on.

NEWSLETTER

The best way to get the latest news from the Clinic is to subscribe to *Clinical Signs: the newsletter for members of the Point St. Charles Community Clinic*. It's published about twice a month, and you can subscribe directly from the Clinic website's home page: ccpsc.qc.ca.

CLINIC WEBSITE

The Clinic website's home page features a *News* section containing a wealth of information about the Clinic's activities and notices to the public.

www.ccpssc.qc.ca

SOCIAL MEDIA

The Clinic also uses social media to share information. Don't hesitate to subscribe to our pages and share our posts!

Facebook : @CliniqueCommunautairePSC

Instagram : @cliniquecommunautairepsc

LinkedIn : Clinique communautaire de Pointe-Saint-Charles

Bluesky : @cliniquepsc.bsky.social



PHYSICAL COMMUNICATION TOOLS

The Clinic also uses physical communication tools to pass on information. Our leaflets, flyers, posters, etc. can be found at the Clinic's reception desks or scattered around the neighbourhood, or distributed to all the addresses in the Point, particularly for information concerning vaccination and the Annual General Meeting.

THE CLINIC IN A NUTSHELL

The magazine you are reading right now is another of our communication tools, providing information on the Clinic's activities for the current year.



News from the committee

BY SIMON CARDINAL
President

The Users' Committee held its Annual General Meeting on September 19, and we are pleased to report that it was a productive and engaging event. More than 20 people joined us to exchange ideas and share their thoughts on various topics related to the quality of services offered, user concerns and the challenges some people may face in accessing medical services. Two new members were recruited during the meeting.

An important point of discussion concerned the Clinic's plans to update the access ramp to ensure compliance with current regulations. The committee is delighted that this vital project is now underway. We will continue to monitor progress and actively participate in relevant discussions to ensure the best outcomes for all users.

We would also like to take this opportunity to remind everyone that the Users' Committee is looking for new members. This is an excellent opportunity to get involved, for people who are passionate about improving services and defending users' rights. Your voice counts, and your contributions can make a real difference to improving the quality of care and accessibility in our community.

If you are interested in joining the committee or would like more information, please contact us. Together, we can work to provide a better experience for all users of the Clinic's services.

To contact the Users' Committee:
info@cuccpsc.ca



Breastfeeding Drop-ins 2025

WHEN?

Every 2nd and 4th
Wednesday of the month
from 1:15 to 3:15 pm

WHERE?

St. Charles Library
1050, Hibernia Street (3rd floor)

January	January 8 January 22
February	February 12 February 26
March	March 12 March 26
April	April 9 April 23
May	May 14 May 28
June	June 11 June 25
July	July 9 July 23
August	August 13 August 27
September	September 10 September 24
October	October 8 October 22
November	November 12 November 28
December	December 10

Tel.: (514) 937-9251 #6212
lina_hu@ssss.gouv.qc.ca
ccpsc.qc.ca/en/breastfeeding

Getting Involved at the Clinic: There's Room for Everybody!

BY CÉLINE BIANCHI AND ARIANE CARPENTIER

Communications Agent et Community Organiser

Getting involved at the Clinic is the best way to preserve its collective and community character. It ensures that the Clinic remains focused on the needs and various realities of neighbourhood residents. Getting involved means sharing power, offering a counter-discourse and improving the ability of the less privileged to take action, while providing a space for socialization. There are many ways in which you can contribute to your Clinic's civic and community model. What part do you want to play?



STAYING INFORMED AND GETTING INVOLVED FROM TIME TO TIME

WHOM?

Anyone who is interested in the Clinic's project and wants to volunteer.

WHY?

To receive the monthly newsletter to keep up to date, volunteer at special events, help prepare the Annual General Meeting, etc.



BECOME A MEMBER

WHOM?

Anyone who lives in Point St. Charles, is 18 or over and supports the Clinic's mission and values.

WHY?

To participate in the Clinic's democratic life, have the right to vote at meetings and have the opportunity to sit on the Board of Directors.



GET INVOLVED IN THE USERS' COMMITTEE

WHOM?

Anyone who uses the Clinic's services.

WHY?

To inform users of their rights, defend them, support them and gather their comments on the quality of care and services received at the Clinic.

INVOLVEMENT

Between 4 and 8 meetings a year.



GET INVOLVED AS A USER PARTNER

WHOM?

Anyone who has received care and services from the Clinic.

WHY?

To work in partnership with Clinic staff on projects to improve care and services, by contributing your own viewpoint and experience as a user.

INVOLVEMENT

From a few days to several months, depending on the project.



GET INVOLVED IN THE HEALTH ACTION COMMITTEE

WHOM?

Any citizen preoccupied with the state of our health care system.

WHY?

To defend the right to health and promote a public, universal and accessible healthcare system.

INVOLVEMENT

Approximately one meeting a month.



GET INVOLVED IN THE MEMBERS' COMMITTEE

We're in the process of re-establishing the Clinic's Members' Committee!

The committee's mandate will be to organise community life at the Clinic and mobilise citizens for our activities and events (AGM, open house, citizens' meetings, etc.).

Let's work together to build a community committed to the health of future generations!

TO GET INVOLVED OR FOR MORE INFORMATION:



514 937-9251 Ext. 7230



implication.psych@ssss.gouv.qc.ca



Your Neighbour Who Sleeps Outside

BY MARGOT SILVESTRO

Community Organizer

The housing crisis is hitting hard, sending many vulnerable people to the streets. The cost of housing is rising very rapidly, increasing by over 20% in Montreal in recent years. Every First of July, many households are finding it increasingly difficult to find suitable accommodation. The last count of houseless people in 2022 counted 10,000 people sleeping outdoors in one night in the province, half of them in Montreal. We know that this figure is underestimated. With winter just around the corner, there is a shortage of 800 emergency beds in the city, and the budgets to open new ones are insufficient. What's the situation in our neighbourhood, and what can be done about it? Here's an overview of the situation.

Who's on the streets?

The face of houselessness is changing. For a long time, the typical picture was of a man with minor mental health issues. But with inflation and the rising cost of living, more and more older people and families are finding themselves unhoused. There are also more low-paid workers struggling to make ends meet. Those who manage to keep their homes are turning to food banks; some people live in their cars, while others leave the shelters each morning to go to work.

Women are also increasingly affected by houselessness. Many of them remain in toxic or violent relationships for fear of ending up on the street. There are fewer shelters for women than for men, and they are overflowing even more. Women living on the street are more likely to experience violence—sexual or otherwise—than men.

Finally, recent immigrants, Indigenous people and young people with marginalized identities are over-represented among the unhoused.

There are also more intersecting problems related to mental health issues and addiction to hard and poor quality drugs.

In our neighbourhood

In the Point, the situation has deteriorated. Houseless people tend to stay in the area where they lived before becoming unhoused. As a result, there are a number of people in the neighbourhood who have recently been evicted. Others live in very precarious housing conditions, sometimes sleeping with friends or family, sometimes outside. They stay close to the people and services they know. Since they are living far from the public eye, their extremely precarious situation is invisible.

An increase in crime?

In September, the commander of Police Station 15, which serves Point St. Charles, told me that there has been no increase in reports of crime in the district. Social media seems to amplify the impression that crime is on the rise in the neighbourhood, but there has in fact been no significant increase in thefts, assaults or other reports to the police over the past year.

However, it is obvious that more people are living in the parks, around the metro station and on the Lachine Canal. People are making shelters wherever they can, and tents are popping up here and there.

What can you do?

It is important to remember that homelessness is very rarely a choice. It is a systemic issue, an effect of growing social inequalities. Solidarity and mutual aid are the best solutions.

Talking to people, offering them coffee, a blanket, a coat or a meal, remains the best approach. That way you can get to know them and their needs.

There are few resources for the unhoused in the South-West. The Maison Benoit-Labre near the Atwater Market is the only local service centre.

If you have a problem with an unhoused person on your property, you can contact the Équipe mobile de médiation et d'intervention sociale (ÉMMIS) at any time.

For more information or to report a non-emergency situation, please contact me:

margot.silvestro.psch@ssss.gouv.qc.ca
Tel: 514 937-9251 Ext. 7241

PROBLEM?

Whom to call and when?

3-1-1

- Non-emergency situation involving an unhoused person
- Syringe left behind
- Soiled public property

TRAVAIL DE RUE / ACTION COMMUNAUTAIRE (TRAC)

Local street patrol

514 939-2122 or info@letrac.org

- To report someone who seems to be in need of support

ÉMMIS - 24/7

Mobile mediation and social intervention team

438 372-4387 or emmis@montreal.ca

- Conflict or distress
- Offer support to people in vulnerable or homeless situations
- Concern for social cohabitation

LOCAL POLICE STATION 15

To discuss an urgent situation with a police officer

514 237-0348 (walking patrol)

514 280-0414 (Community Service Officers)

9-1-1

- When a person's health and safety are at risk
- If you witness or are the victim of a criminal act

The Clinic's Activist Group

BY STÉPHANE DEFOY

Community Organizer

The Clinic's Health Action Committee brings together citizens and members of the Board of Directors who defend the right to health and campaign to preserve a public, accessible and universal health care system. Here's an overview of the issues the committee has been working on over the past few years, as well as new issues that have been added following a collective reflection that began last summer. The Health Action Committee chooses its battles, favouring those most likely to lead to concrete results that will benefit users of the province's health services.

ACCESS TO ORAL HEALTH CARE

The committee has been working on this issue, which remains relevant, for a long time.

Our demands:

- Ultimately, to integrate all dental care into the services covered by the public health regime. As a first step, include full coverage (preventive and curative care) of all dental care and services for people under the age of 18 and for seniors aged 65 and over
- As in the case of privately-run public medical clinics, establish a regulation requiring dental clinics to display their fees for routine dental care in a way that the public can clearly understand
- Reinvest in prevention for dental care and services. Concretely, increase the number

of dental hygienists working in CLSCs. This will make it possible to do more prevention work with children at school, as well as offer prevention services to seniors living in collective housing

ACCESS TO MENTAL HEALTH CARE

The committee has decided to focus on prevention.

Our demands:

- Emphasize prevention by introducing a national program in schools to improve mental health education for young people (emotional education courses, workshops on anxiety, depression, self-esteem, etc.)

The Committee has chosen three new projects in which it is actively involved.

EYE CARE

Our demands:

- Full RAMQ coverage for all eye examinations by an optometrist, regardless of age
- Introduction of a program for full or partial reimbursement of spectacle frames and contact lenses for low- and middle-income people who do not have access to insurance

OLDER PEOPLE LOSING THEIR INDEPENDENCE

Our demands:

- For seniors with a high degree of hearing loss, RAMQ coverage for the purchase of hearing aids for both ears, and not just one, as is currently the case
- Under the *daily living and domestic assistance program*, abolition of the initial \$200 that must be paid by seniors eligible for the program for the purchase of equipment essential to their daily activities
- For the same program, an increase in the gross income cap for those eligible. This cap has not been indexed for several years. For a couple or a single person, increase the cap from \$38,000 to \$60,000

DOCTORS MOVING BACK AND FORTH BETWEEN THE PUBLIC AND PRIVATE SECTORS

Our demands:

- Tighten the rules that make it too easy for doctors to switch back and forth between the public and private health sectors
- More specifically, increase the time limit for disaffiliating from the RAMQ from one month to eight months. Also extend the period from 8 days to 3 months for doctors wishing to return to the public network

We always welcome new people to join the Health Action Committee. Do you feel concerned by one or more of the health issues mentioned above? Don't hesitate to contact Stéphane Defoy at

stephane.defoy.psch@ssss.gouv.qc.ca

Let's work together to improve access to health care that meets the needs of the people of Point St. Charles!



The Carrefour and the Clinic: Working Together for Clear Communications in Healthcare

BY CÉLINE BIANCHI
Communications Agent

The Clinic has joined forces with the *Carrefour d'éducation populaire de Pointe-Saint-Charles* in a project to improve the Clinic's communications. It's a major collaboration aimed at improving access to health services in the neighbourhood for everyone.

Since the winter of 2024, a series of validation workshops are being held at the *Carrefour*, in the presence of the Clinic's communications officer. At these meetings, literacy participants examine the information leaflets distributed at the Clinic and check that they are clear and well understood. Like expert advisers, they suggest simpler words and phrases, make suggestions for visuals and frankly state what they understand and don't understand.

The project is an initiative of the *Communic'action* coalition, which brings together more than twenty individuals and community organisations. The coalition is working to provide clear health information to people with low literacy levels. As part of the project, several of the province's popular education centres have been paired with CIUSSSs and CISSSs to form validation committees.



Photo : Céline Bianchi

During the Covid-19 pandemic, a number of popular education center workers discovered that a large number of their participants did not understand the instructions issued by Public Health. It was at this point that the idea of a project for clear health communications was born.

Approximately one in two people between the ages of 16 and 65 has difficulty reading and writing in Quebec. This means that one in two people may have difficulty understanding the medical information they receive when using healthcare services. Low literacy can have a direct impact on a user's health. Clear communication can therefore be an important preventive tool.

True to its mission, the Clinic is working with the community to improve access to its services, for everyone.

Working with Club Pop for Local “Olo” Families

BY LINA HU

Nutritionist with the Child and Family Team

Thanks to a non-recurring grant from the Olo Foundation for local initiatives, the Clinic set up four culinary workshops for local Olo families, in collaboration with the *Club populaire des consommateurs*. The mothers who took part in the workshops all enjoyed the experience of cooking new, simple and nutritious recipes together. And beyond the culinary notions, they were able to benefit from rich moments of exchange among themselves. Thanks to these workshops, several mothers even signed up to take part in the cooking workshops offered by *Club Pop*.

Founded in 1991, the initial mission of the OLO program was to help pregnant women living in vulnerable circumstances gain access to prenatal food and multivitamins as part of a nutritional support program during pregnancy. OLO is an acronym for “oeufs, lait et oranges” (eggs, milk and oranges).

This preventive service has been in existence for over 30 years, and has helped more than 250,000 babies to be born healthier throughout Quebec. The Olo program is offered in most CLSCs in Quebec, and the Clinic is proud to be part of the community offering this service to families in the neighbourhood.

How can pregnant women access this service? They can apply for the Olo program through the Clinic psychosocial reception; they will then be referred to the nutritionist from the child and family team. Follow-up can begin around the twelfth week and continue until the end of the pregnancy.

Over the years, the Olo Foundation's mission has expanded to include support for healthy eating habits. In 2014, the *1000 Days to Savor Life* initiative was launched to support caregivers and encourage parents to eat well, cook and eat as a family. This step was the start of the postnatal family support component: 1000 days meaning from pregnancy to age 2.

Since April 2024, the Foundation has deployed a postnatal Olo food offer to further concretize Olo follow-up in the first 1,000 days of babies' lives. The objectives are to support the development of healthy eating habits among Olo families, and to help parents meet the evolving nutritional needs of their toddlers aged between 0-2 years.

In this first phase of deployment, the food coupons offered are for tofu, whole-wheat bread, iron-enriched cereals and baby meat purées. Olo families can then benefit from these coupons during the seven encounters offered between the ages of 0 and 2 years for their child.



Pregnancy and childbirth

Midwifery Services

OUR SERVICES

- Complete monitoring from early pregnancy to 6 weeks after delivery
- Prescription of necessary tests: ultrasound, blood and urine tests, prenatal screening, pap tests, etc.
- Group prenatal meetings
- Home or hospital delivery
- Home visits after the baby's birth (days 1, 3 and 5)
- Breastfeeding support



PHONE US AT

514 937-9251 EXT. 6258



**Point St. Charles
Community Clinic**

**1955, Centre Street
Montreal (Quebec) H3K 2R4**