



2025-2026 Citizens'

Annual report



**Point St. Charles
Community Clinic**



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ABOUT US



Founded in 1968, the Clinic is a non-profit organisation (a private, government-approved provider) with a CLSC mission. Its mandate is to provide primary care services for the Pointe-Saint-Charles neighbourhood in Montreal. The Clinic offers medical and social services, whilst addressing the social determinants of health.

The Clinic is the only community-governed organisation in Quebec, whose members are local residents, to provide frontline CLSC services.

At the heart of these principles lies a fundamental conviction: health is an essential and collective right that is non-negotiable.

MISSION

To promote the full health of the population of Pointe-Saint-Charles by offering accessible, quality health and social services, focusing on prevention and the defence of rights, and encouraging civic involvement and inclusion.

VISION

To be an example for community health in Quebec and an inspiring model around the world.

OUR VALUES

RESPECT

Of people and of their uniqueness

COLLABORATION

Working with the various stakeholders

ENGAGEMENT

Defending rights and advocating for health

EXCELLENCE

Best practices in community health

ECO-RESPONSIBILITY

Respect for the physical, social and economic environment

A MESSAGE FROM THE PRESIDENT

For nearly sixty years, the Point St. Charles Community Clinic has been guided by a firm conviction: health is not merely the absence of illness. It is also built through decent living conditions, accessible services and the ability of communities to participate in decisions that affect them. True to this spirit, the Clinic remains committed to upholding a model of community healthcare that is deeply rooted in its neighbourhood.

Over the past year, we have been particularly encouraged by the vitality of community engagement around the Clinic. Several community health meetings have brought together local residents to reflect together on the issues affecting the community. The high turnout at the annual general meeting and the end-of-summer party also demonstrates the neighbourhood's deep attachment to its Clinic and confirms the importance of maintaining a governance model that places citizens at the heart of decision-making.

At a time when the healthcare network is continuing to centralise under Santé Québec, the Clinic continues to affirm the relevance of its model and its autonomy as a private, government-contracted facility.

This autonomy enables us to remain deeply rooted in our local community whilst contributing to the discussions that shape the future of healthcare services. The very positive results of our recent user survey further confirm the relevance of our clinical organisation and the quality of the services we provide.

On a day-to-day basis, the Clinic's teams continue their efforts to improve access to services for the residents of Pointe-Saint-Charles. A number of initiatives launched this year are helping to facilitate this access and enhance the user experience, as you will see in the various sections of this report.




AND THE CLINIC DIRECTOR

The Board of Directors 2025-2026

However, the Clinic faces significant challenges. The financial situation remains a major concern, against a backdrop of budgetary pressures within the healthcare network, widespread cost increases and the uncertainties affecting many organisations in the healthcare sector. Furthermore, the rapid changes taking place in the neighbourhood mean we must start thinking now about how the population's needs are evolving and the role the Clinic will need to continue to play.

Despite these challenges, we remain convinced of the strength of our model. The adoption of Québec's first Policy on Primary Care and Services also opens up new opportunities for organisations like ours, which have long demonstrated the importance of community-based services rooted in local communities.

We would like to extend our warmest thanks to our members, service users, partners, staff, doctors and partners who contribute every day to bringing the Clinic's mission to life. Together, we continue to demonstrate the strength of a community healthcare model, by and for the people of Pointe-Saint-Charles. 



Marie-Chantal Vincent
Vice-president



Denis Charron
Treasurer



Kevin Duguay
Secretary



Louise Chapados
Director



Émilie Corbeil
Director



Mélissa Poissant
Director



Gilles Gagné
Employee director

THE BOARD COMMITTEES

- Audit Committee
- Human Resources Committee
- Governance and Ethics Committee
- Compliance and Quality Committee
- Health Action Committee

PARTICIPATION

From September 2025 to June 2026

94 %

NUMBER OF MEETINGS: 10



On the way to achieving our accreditation

What this means for you

The Clinic is currently preparing for its accreditation visit, which will take place on September 8, 9, 10 and 11. Accreditation is an assessment carried out by an independent body, Accreditation Canada. Its aim is simple: to ensure that you receive **safe, high-quality care** that is **tailored to your needs**.

To achieve this, our teams are working to meet over 800 criteria relating in particular to safety, quality of care and organisation. But beyond these requirements, this process is above all an opportunity for us to continuously improve. It encourages us to challenge ourselves, to listen to our patients and to always strive to support you better.

Every four years, external visitors come to meet us, talk to our teams and see for themselves how care and services are provided at the Clinic.

Our goal remains the same: to provide you with **compassionate, safe care** of the **highest possible quality**, every day.

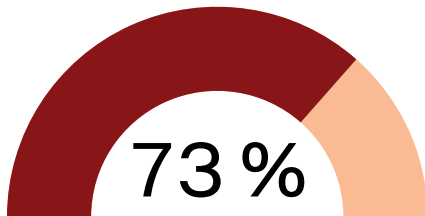


THE CLINIC IN FIGURES

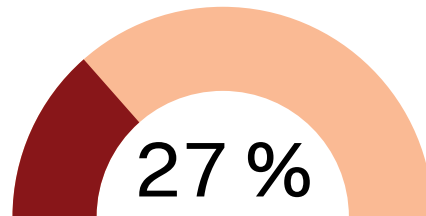
	Distinct users			Procedures		
	2024-2025	2025-2026		2024-2025	2025-2026	
Medical team	3 337	2 312	↓	8 674	5 526	↓
Routine nursing care	1 861	1 901	↑	4 688	5 236	↑
Multidisciplinary teams	1 768	1 625	↓	9 064	8 258	↓
Home support	499	541	↑	33 024	33 607	↑
Midwifery services	130	232	↑	102 *	96 *	↓

Total interventions 2025-2026 : **52 720**
 Total distinct users 2025-2026 : **5 580**

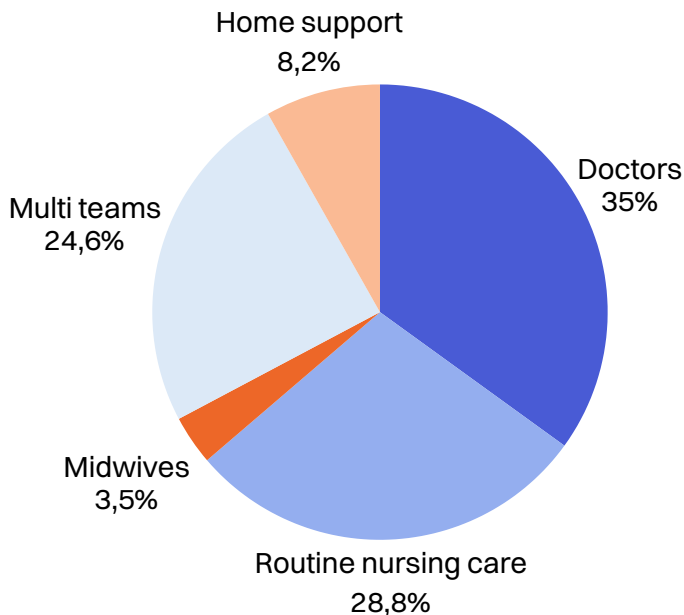
Users who live in Pointe-Saint-Charles



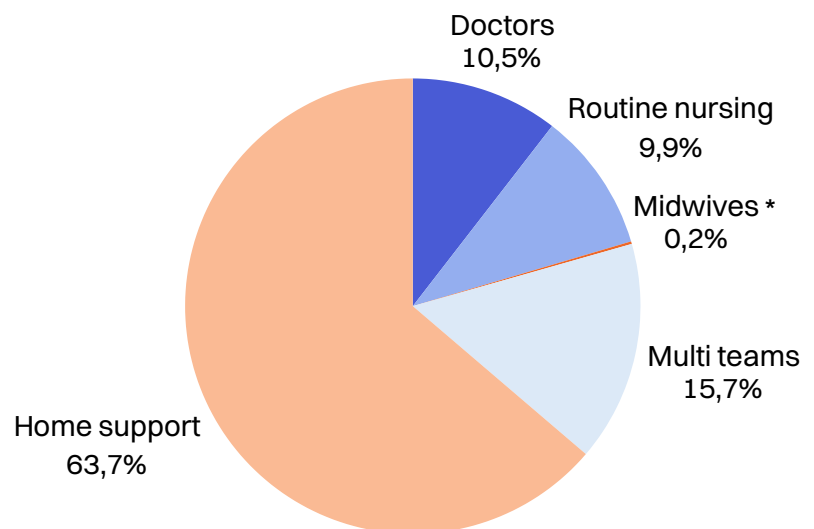
Percentage of the PSC population reached



Breakdown of users by service 2025-2026



Breakdown of interventions by service 2025-2026



* For midwifery services, procedures = births

THE MAJOR PROJECTS OF THE YEAR



The Board of Directors ensures the Clinic is well governed and that its mission is fulfilled. Over the past year, the members have been particularly focused on a number of key issues concerning the organisation's future and access to services for the residents of Pointe-Saint-Charles.

Shaping the future of the Clinic and the neighbourhood

Pointe-Saint-Charles is undergoing significant changes, particularly with the development of the Bridge-Bonaventure area, which will bring many new residents to the area in the coming years. To prepare for this, the Clinic has drawn up a master plan and a long-term clinical plan. This work will enable us to better anticipate the changing needs of the population and define a vision for the development of our services over a period of approximately fifteen years.

An organisation undergoing transformation

The year was also marked by a number of organisational changes aimed at improving the coordination of services and working conditions for staff. This restructuring, together with plans to redesign the Clinic's premises, will enable the organisation to adapt to the current and future needs of the local community.

Furthermore, the Clinic has strengthened its collaboration with its main institutional partner, the CIUSSS du Centre-Sud-de-l'Île-de-Montréal, by updating and signing a new framework agreement for collaboration. This agreement, which had not been revised since 2007, will better support the development of services in the years to come.

Ensuring the Clinic's long-term financial stability

Against a backdrop of significant financial pressures across the entire healthcare network, the Board of Directors has been closely monitoring the Clinic's financial situation, which remains a cause for concern due to a recurring funding shortfall and growing pressure on its ability to maintain its services. Several initiatives are underway to review the funding rules applicable to the Clinic, notably in collaboration with Santé Québec and with the support of the Association des établissements privés conventionnés (AEPC).

At the same time, the Clinic is continuing its efforts to turn its finances around and control expenditure in order to limit the impact of the chronic deficit, whilst maintaining access to services for the public. The situation requires constant vigilance and sustained efforts to ensure the continuity of services and the long-term viability of the Clinic.

The Board of Directors is also closely monitoring the investments required to maintain the Clinic's infrastructure, which represents a significant challenge for the coming years.



Supporting a strong and attractive workplace

The Clinic attaches great importance to the quality of its working environment. The Board of Directors regularly monitors collective agreement negotiations and issues relating to staff recruitment and retention. These efforts are aimed at maintaining a stable and stimulating working environment for staff, which is essential to providing high-quality services to the public.

Reaffirming the Clinic's role in primary care

Against the backdrop of a transforming healthcare system, the Clinic is continuing its efforts to gain recognition for the value of its community healthcare model.

The adoption of the new government policy on primary care and services also opens up new opportunities for organisations such as ours. The work carried out over the past year is helping to position the Clinic as a key player in the development of local services that are rooted in communities and tailored to the needs of the population.

CITIZEN PARTICIPATION



Citizen participation has always been at the heart of the Clinic's mission.

To engage its members and ensure the participation of service users, the Clinic has updated its strategy for citizen engagement.

Here are the key initiatives involving citizen participation at the Clinic during the 2025-2026 year.

Establishment of the Members' Committee

With a view to promoting community involvement, the Members' Committee aims to encourage local residents to get involved in the Clinic's activities and events. It is made up of Clinic members and has met eight times this year. The Clinic is proud to present this new committee, which gives tangible expression to the community's commitment to the health of the people of Pointe-Saint-Charles.

Community Health Meetings

The Community Health Meetings are forums for meeting, sharing information and exchanging views, designed to promote and protect the health of our community. Their aim is to create opportunities for neighbours, friends and colleagues to get together and discuss health-related issues. The first meeting took place on April 12, 2025 and was attended by around fifteen people. The Clinic's Health Action Committee led a discussion to understand and debate the harmful effects of the private sector's encroachment on healthcare. On October 29, around thirty people gathered for the second Community Health Meeting, under the theme 'Ageing well, living better: a right for everyone'. Thanks to the participation of Anne Plourde, a researcher at the Institute for Socio-Economic Research and Information (IRIS), this meeting provided a better understanding of the impact of the new home support policy and helped mobilise support for better home support services to enable healthy ageing.

End-of-summer party

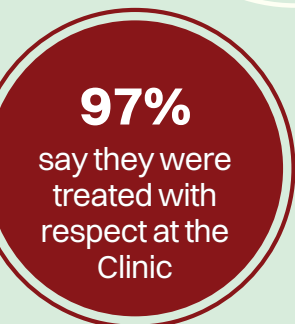
On September 27, 2025, over 250 people gathered at Hibernia Square to celebrate the start of the new school year. Families from the midwifery services were able to get together and enjoy a workshop on babywearing, whilst participants had the chance to find out about the Clinic's services and committees. The atmosphere was festive, with music, inflatable games, face painting and food.

2025 Annual general assembly

On June 18, 2025, nearly 100 people attended the Clinic's Annual General Assembly (AGA). To make this occasion for coming together and reviewing the year more interactive, we invited participants to take part in a station-based tour to explore the annual report in a different way. Each station was staffed by members of staff, as well as members and service users of the Clinic, who presented the Clinic's achievements and answered questions. This helped to make the AGA a little more dynamic, encouraged engagement with the annual report, and fostered discussion among the various people involved with the Clinic.

Results of the satisfaction survey among users (autumn 2025)

Over 600 responses received



Our goals

- Increase awareness of the resources available at the Clinic
- Promote these resources annually
- Improve access to appointments
- Standardise the information provided by reception
- Enhance the sense of safety and respect

HEALTH ACTION COMMITTEE REPORT

Details about the Committee

- 11 citizens, including three board members, served on the committee in 2025-2026
- There were 10 meetings in 2025-2026

The Committee's files

Dental care

Eye care

Mental health in young people

Older adults losing their independence

The private sector's incursion into healthcare

The Committee's achievements and work in 2025-2026

In the spring of 2025, the Committee issued a press release to alert the public to the growing encroachment of the private sector into healthcare in Quebec. We took the opportunity to put forward our proposed solutions in response to six alarming findings regarding the private sector's presence in healthcare.

The Committee strengthened its partnership with its provincial ally, the Coalition solidarité santé, through its participation in the democracy committee.

On the issue of the RAMQ programme reimbursing only one hearing aid, the Committee joined forces with a new partner, the Association des retraités du secteur public, to demand reimbursement for two hearing aids for seniors who request them.

One of the Health Action Committee's demands concerns the introduction of a national school-based programme for high school students, to strengthen their mental health education.

To help advance this demand at the provincial level, the Health Action Committee recommends piloting a programme of workshops locally, focusing in particular on emotional education, anxiety, depression and self-esteem. This approach has been endorsed by the Board of Directors.

This programme, aimed at teenage boys and girls in schools, would be developed by members of the Clinic's youth team, in collaboration with local partners.



THE CLINIC IN THE MEDIA

This year, the Clinic increased its efforts to make its voice heard, advocate for healthcare rights and share its unique model. Promoting our community-based healthcare approach, safeguarding access to health and social services, and championing prevention and community engagement remain at the heart of what we do.

Radio interviews

We gave three radio interviews on Radio-Canada's 15-18 programme. One focused on the role of CLSCs and their community outreach mission, another addressed the issues surrounding the new home support policy, *Mieux chez soi*, whilst the last discussed the place given to CLSCs in the government's most recent policy on primary care and services. These interviews were excellent opportunities to showcase the Clinic's model and advance our positions.

Press releases and position statements

The Clinic drafted and issued a collective statement regarding the new home care policy. We issued three press releases detailing our actions and demands in relation to home health care. Another press release condemned the growing role of the private sector in healthcare. Finally, we submitted a brief regarding Bill 1, the Constitutional Act of 2025 on Quebec, to condemn its undemocratic process and its potential infringements on the autonomy and rights of community groups.



University panels

The Clinic took part in two academic panels to promote its model and its approach to community healthcare. One was part of the international symposium *La Grande transition* at UQAM, on the theme: *The democratic and ecological approach to healthcare in popular and community clinics*. The other was organised with the Chair in Health Inequalities and researcher Jean-Pierre Girard on Ivan Illich's work *Medical Nemesis*.

HIGHLIGHTS OF THE YEAR

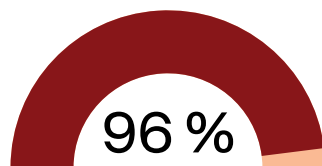


Consolidate CLSC-type services

Strengthened teams serving the public

Following a period marked by several vacancies, the Clinic has successfully filled key positions across various teams. A psychoeducator and a speech therapist have joined the child/family/youth team. A psychologist has joined the adult team, whilst an occupational therapist and a nutritionist have joined the home support team. These appointments strengthen our capacity to provide support and bring stability, expertise and new opportunities to better meet the needs of the community.

Staff retention rate at the Clinic



Relaunch of the Youth Clinic | Improved access to services for young people

The Youth Clinic has resumed its activities to provide local young people aged 12 to 24 with more direct access to services tailored to their needs. This relaunch is part of our commitment to reaching out to young people and their families where they are, by focusing on prevention, active listening and access to local healthcare.

EBMD Accreditation | A guarantee of quality and safety in healthcare

The Clinic has achieved accreditation for outsourced clinical laboratory testing, also known as EBMD. This achievement represents a significant amount of preparatory work, rigour and improvement in our practices. It confirms our commitment to quality, patient safety and compliance with professional standards.



Continuing professional development for nurses | Better supporting integration and skills development

The Clinic has continued to update its induction and continuing professional development programme for nurses. These efforts are designed to better support new staff in their roles, foster skills development and ensure consistent practices across the various departments. This is a key factor in ensuring the quality of care and the stability of our teams.

Vaccination campaigns | A successful public health initiative

The seasonal vaccination campaign once again saw the Clinic's teams working tirelessly. Thanks to the staff's dedication, the support of partners such as CÉGEP André-Laurendeau, and efficient organisation, the Clinic was able to reach a large number of people in the neighbourhood.

School vaccination activities also continued. In December 2025, the vaccination programme for Grade 4 students reached around 130 pupils, with vaccination rates among the highest on the island for Jeanne-LeBer and Charles-Lemoyne schools.



Midwifery services | Maintaining and expanding services despite the challenges

The midwifery team has shown great flexibility in maintaining its service provision, despite the ongoing lack of a local birthing centre. The Clinic remains committed to continuing to support families, particularly those in vulnerable situations.

This year has also seen the development of a new project for families without RAMQ cover, supported by funding from the Trottier Family Foundation and through fundraising. This support enables us to continue our commitment to accessible, compassionate perinatal care that is tailored to families' circumstances.

The team has also continued to diversify its range of services, particularly in the areas of women's health (medicated abortion and assessment of bleeding during the first three months of pregnancy) and postnatal care. These developments enable the team to provide better support to families at different stages of their journey, extending beyond pregnancy and childbirth.

End of the use of agency staff | A return to permanent staff, particularly in home care

In October 2025, the Clinic completed its transition away from using agency staff, particularly in home health care. This transition represents a significant step towards enhancing service continuity, team stability and the quality of our relationship with service users. It also reflects the efforts made to strengthen our internal resources.



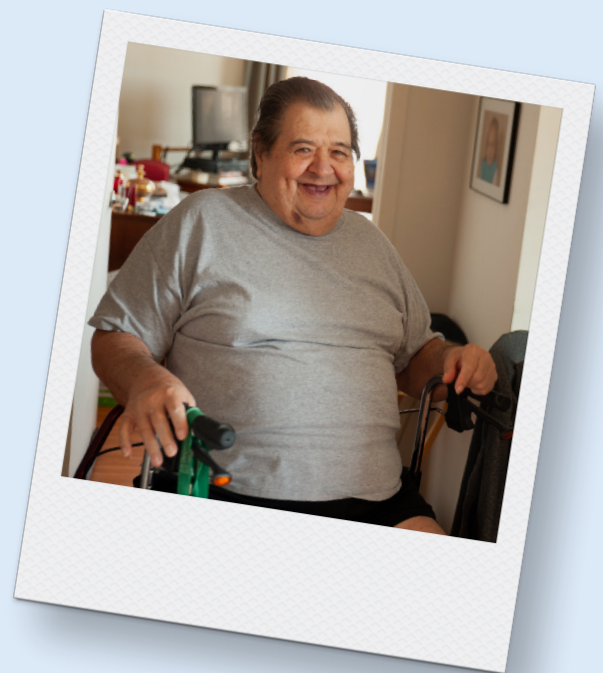
HIGHLIGHTS OF THE YEARS

Prevention and health promotion: Reaching people in their local communities

Relaunch of the *Entour'âge* project |

Identifying vulnerable seniors at an earlier stage

The Clinic has relaunched the *Entour'âge* project, which aims to better identify the most vulnerable seniors in the community and intervene at an earlier stage. This project helps to strengthen links with local partners and supports a preventive approach for people who are losing their independence or are at risk of doing so.



Anxiety support groups for adults | Spaces for support and personal development

Three anxiety support groups for adults were offered. These groups provide a space for information, discussion and support, helping participants to better understand anxiety and develop practical tools for everyday life.

Follow-up meetings were also held with a user partner to gain a better understanding of the participants' experiences and to improve the service provision.

Group activities for families | Supporting parents in the development and health of young children

The Clinic continued its group activities with local families, in collaboration with several partners. Five visits were made to the parent-child groups run by *Familles en action* to discuss motor development and motor skills, with the support of an occupational therapist. Between three and seven families took part in each workshop.

In autumn 2025, four Olo cooking workshops were held in partnership with the *Club populaire des consommateurs*. Six local mothers were able to cook economical, simple recipes using staple foods. Two workshops on introducing solid foods to babies were also offered with *Familles en action*, reaching seven families.

Three series of prenatal classes were offered in May and October 2025, and then in February 2026. Each series comprised four workshops, reaching a total of around 60 parents. Breastfeeding drop-in sessions were also held every two weeks throughout the year at the library, in collaboration with *Nourri-Source Montréal*.

In speech and language therapy, two parent training groups on speech sound disorders provided an opportunity to trial a new service offering. Four families were reached through this initiative.



Group activities for older people | Prevention, raising awareness and maintaining connections with local communities

In collaboration with the neighbourhood's Seniors' Committee, the Clinic ran four prevention and awareness-raising workshops. The topics covered included elder care, universal accessibility, using public transport, and the local elections. On average, nearly 100 people took part in each workshop, held across seven senior centres in the neighbourhood.

The PIED programme, which aims to prevent the risk of falls, was also offered to two cohorts of participants, reaching nearly 25 people.

Activities for children and teenagers |

Discussing relationships, sexuality and prevention in youth settings

The Clinic has run several workshops for local children and teenagers, in collaboration with schools, the *Adozone* Youth Centre and the Pointe-Saint-Charles YMCA.

A series of three workshops on romantic relationships and the rise of masculinism reached nearly 30 young people. These workshops aimed to develop young people's skills in building healthy relationships and distinguishing between what they see online and what they experience in their daily lives.

The teams also delivered workshops based on the *Boussole* programme from the Marie-Vincent organisation to raise awareness among young people about sexual violence. These workshops reached over 90 children in the neighbourhood's primary schools. The Red Cross's *Prudence* programme, which focuses on preventing sexual abuse among kindergarten aged children, was also delivered to ten classes, reaching nearly 135 children.

Workshops on puberty were offered to grade 4 and grade 5 pupils at Jeanne-LeBer and Charles-Lemoyne schools, reaching around 160 pupils. Finally, around 15 pupils from Vézina Secondary School took part in a workshop on sex education and STIs.



“

I just wanted to say a big thank you for these workshops. I think it's very important to provide pre-school children with age-appropriate sex education. We look forward to welcoming you back next year.

- Etleva, teacher

”

INTERNS

Every year, staff at the Clinic play an active role in training the next generation by taking on interns. We would like to highlight their significant contribution, which helps to develop the skills of future healthcare professionals and raise awareness of the Clinic's unique model.

We would like to thank **Émilie**, an occupational therapy intern working with Dominique Leclerc. Her work with children and families has been greatly appreciated, and her insightful questions have sparked discussions that will help us improve our services.



We would also like to highlight the work of **Catherine**, who undertook a Master's internship in psychoeducation with the adult team under the supervision of Jean-François Casaubon.

Her contribution to the Clinic and the team has been significant. Among other things, she has managed patient follow-ups, co-facilitated two sessions of the anxiety support group, and delivered a presentation on dialectical behaviour therapy to five teams. We would like to thank Catherine for her dedication. It has been a privilege to share this final step with her before she enters the professional world.

Yumi completed her final bachelor's degree placement in psychoeducation with Myrienne Roldan. She enthusiastically carried out assessments at the psychosocial reception centre, provided follow-up support to young people, and led group sessions. Yumi is professional, organised and dedicated. She was highly regarded by all the colleagues and service users she worked with. Thank you, Yumi, for your wonderful contribution to the Clinic!



Mathilde undertook a second-year Master's placement in speech and language therapy with Laurence Charest in the Child and Family Team of the Multidisciplinary Services. She supported a family throughout the entire care process, helped them cope with the news of a diagnosis, and referred them to the appropriate specialist services. Mathilde quickly formed a deep bond with this family and guided them with sensitivity through an important stage in their lives. She is a student with an eye for detail and an excellent work ethic. We thank her for her excellent work at the Clinic.

LOCAL COLLABORATION

The Clinic has always been firmly rooted in the local community and works closely with local groups to address the determinants of health and improve living conditions for residents of Pointe-Saint-Charles.

Social housing

The Clinic remains heavily involved in issues relating to land-use planning, residential development and the promotion of social housing. This year, the neighbourhood's land-use committee helped shape the Bridge-Bonaventure Sector Master Plan and contributed to the regulatory compliance work of the Le Sud-Ouest borough following the adoption of the 2050 Urban Planning and Mobility Plan. In addition, this committee has set up a property development company, Point Commun, to which the Clinique delegates a representative to the board of directors. Point Commun has announced a project for 400 social housing units, with construction due to begin in 2026. Two further projects are in the pipeline, providing nearly 600 additional homes.

Environmental nuisances

The Clinic is also involved in monitoring environmental nuisances (noise, dust, air quality, pesticides, etc.). A collaboration with residents of Verdun and Action-Gardien has enabled the CIUSSS and political figures at all levels to be involved in calling on the federal government to address the issue of noise from the Champlain Bridge access motorway. Links have also been established regarding the monitoring of pesticide spraying by CN on its tracks. Furthermore, monitoring of rail noise has continued in collaboration with CN and the REM. Through-traffic is also the subject of representations to elected representatives. Finally, the issue of air quality will be a priority in this area for the coming years.

Extreme heat

The Clinic has a responsibility to take action in response to public health emergencies. That is why we have begun working with our local partners to implement measures aimed at mitigating the effects of extreme heat on vulnerable groups in the neighbourhood.



Petition to defend the accessibility of Home support services

The Clinic has taken action to defend the right to age in good health and ensure access to home support services (SAD). Together with its local community partners, the Clinic launched a joint position statement on the new home support policy in October. More than 25 organisations, trade unions and community resources across Quebec have co-signed this position statement. A petition calling on the government to guarantee universal access to home support at no extra cost was presented to the National Assembly in February. The petition received over 4,000 signatures. A workshop outlining the issues surrounding the new home support policy and the Clinic's recommendations to defend access to home support services was held nine times and reached over 170 people locally. To inform the public and raise awareness of the Clinic's campaign, three press releases were issued and an interview was broadcast on Radio-Canada's Le 15-18 programme.



Validation Committee of the Carrefour d'éducation populaire

For the third year running, the Clinic has held feedback sessions with literacy course participants at the Carrefour d'éducation populaire de Pointe-Saint-Charles. These sessions help to ensure that the Clinic's leaflets and posters are written in plain language, making them more accessible.

Advocacy

The Clinic has re-established itself in spaces where the defence of collective rights is prioritised. We have contributed to initiatives related to the local council elections in the neighbourhood and are actively involved in political strategy work with our local partnership. We are also helping to roll out the *C'est quoi le rapport?* campaign, which campaigns for the accessibility of tax returns so that everyone entitled to tax relief can actually access them.

THE MAIN CHALLENGES



Like the rest of the healthcare network, the Clinic is currently facing a number of challenges that are affecting its day-to-day operations and its ability to provide high-quality care. Here are the main issues the Clinic is having to deal with.

Rise in demand for home health care | Increasing and more complex needs

The Clinic has seen a significant rise in demand for services, particularly for home care. This increase has also been accompanied by a rise in the number of patients returning home who require complex and ongoing care. This situation is placing considerable pressure on our teams and requires us to constantly adapt the way we organise our work.

Sample collection and coordination with the CHUM | An issue that remains a priority

Managing specimen collection and coordinating with the CHUM laboratory remains a significant challenge. As was the case last year, this issue has had an impact on public access to services and on the work of our teams. The Clinic is continuing its efforts to stabilise processes and restore a reliable, seamless and high-quality service.

Access to healthcare | A continuing concern

Access to medical services remains a major challenge for the Clinic. No significant progress has been made this year on the project to increase our capacity to provide access, whilst the number of available doctors has fallen over the course of the year. This situation limits our ability to meet all the needs of the local population and remains a key priority for the coming years.



Frequent staff reduction and clinical capacity | Maintaining service provision despite constraints

The frequent need to reduce staff numbers has limited the clinical capacity of certain teams, particularly in nursing, across general wards and in the 0-5-year-old nursing units. Despite these constraints, the teams have managed to maintain a large part of the service provision. We would like to highlight their commitment, their mutual support and the cross-team collaboration that have enabled us to get through these more challenging times.

A rapidly changing external environment | Clarifying the Clinic's role within the network's new governance structure

The arrival of Santé Québec and the announced changes to the funding arrangements for public institutions are rapidly transforming the environment in which the Clinic operates. This new reality raises important questions for our organisation, which has a unique status: the Clinic fulfils the role of a CLSC for the neighbourhood, whilst also being an autonomous, citizen-governed private institution with a government contract.

In this context, the Clinic does not fall directly under the usual funding rules for public institutions, nor under the rules applicable to other private institutions with government contracts. This situation creates grey areas that need to be clarified in order to better define our rights, our obligations and the levers available to ensure the sustainability of our services.

This is why the Clinic is continuing its efforts with Santé Québec, the Ministry and its partners to have its unique situation recognised. This work is directly linked to our financial arrangements and the ongoing discussions with Santé Québec: clarifying the rules of the game is essential to guarantee funding that is consistent with our mission, our responsibilities and the needs of the population of Pointe-Saint-Charles.

USERS' COMMITTEE REPORT

Point St. Charles Community Clinic



USERS' COMMITTEE

The Users' Committee is the guardian of users' rights. It ensures that users are treated with respect for their dignity and in recognition of their rights and freedoms. Here are their priorities for the year.

1. Universal accessibility and access ramp (service point on Ash Street)

Despite the installation of a temporary plywood ramp, access to the service point on Ash Street remains a challenge for many users with disabilities or reduced mobility. Although this temporary solution represents an improvement, it does not fully meet universal accessibility standards and may pose issues regarding safety, stability and dignity for users.

The Committee acknowledges the efforts made but remains concerned about the delays in implementing a compliant permanent solution. This issue remains a priority in order to ensure equitable, safe and inclusive access to all services.

Response from the Board of Directors

The installation of a permanent, compliant and safe access ramp at 500 Ash Avenue is one of the Clinic's key property priorities. This project is linked to the wider project to refurbish the main entrance on Ash Avenue, in order to ensure the overall consistency of the works, minimise disruption to access to the Clinic and optimise the necessary work on the building.

The Clinic regularly monitors the temporary ramp currently in place to ensure it remains safe, functional and well-maintained until the permanent works are completed; the plans for these have been finalised and submitted to the City of Montreal. The planning permission was received on May 14, so planning for the works can now begin.

2. Quality of user interactions and experiences

Overall, the Clinic provides high-quality services. However, over the past year, the Committee has been made aware of several concerning incidents relating to the quality of interactions between staff members and service users. Although these incidents are isolated, they affect service users' overall experience, their trust in the services, and the respect for their healthcare rights.

Response from the Board of Directors

The Board of Directors takes the concerns raised by the Committee very seriously. The quality of interactions with service users is central to the Clinic's mission and is a key aspect of the quality and safety of our services.

These findings are in line with the work already underway at the Clinic. In particular, the Equity, Diversity and Inclusion (EDI) Committee has been tasked with identifying the actions to be implemented, particularly in terms of awareness-raising, training and the consolidation of an organisational culture centred on respect, listening, dignity and embracing the diverse realities of service users.

3. Service continuity and accessibility

Service disruptions have been observed, particularly in walk-in psychosocial services. This situation raises concerns regarding the ability to refer service users.

Practitioners and staff do not always appear to be sufficiently equipped to support and direct service users effectively towards the appropriate resources.

Furthermore, staff absences (resignations, maternity leave, sickness) have a direct impact on service provision. However, users are generally only made aware of these changes when they attempt to access the services. This highlights a lack of proactive communication and transparency, both internally and with users.

Response from the Board of Directors

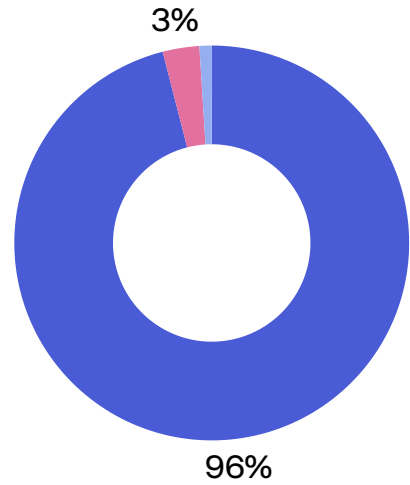
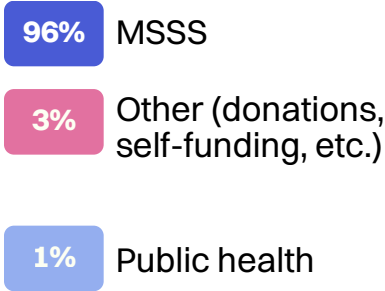
The Board of Directors recognises the importance of service continuity and accessibility for local service users. This issue, which was also highlighted in the user survey, has been incorporated into the Clinic's action plan, particularly with a view to improving the information provided on available internal, external and community resources. The Clinic is continuing its efforts to improve the clarity of referral pathways, equip teams and standardise the information provided to service users.

Regarding walk-in psychosocial support, the team consists of three social workers. Given limited resources, certain absences may lead to temporary restrictions on walk-in services, in accordance with the workload management plan. However, services remain accessible: users can submit a standard request, which is usually processed within a few days. Situations requiring a faster response are referred to the appropriate resources.

2025-2026 FINANCES

INCOME:

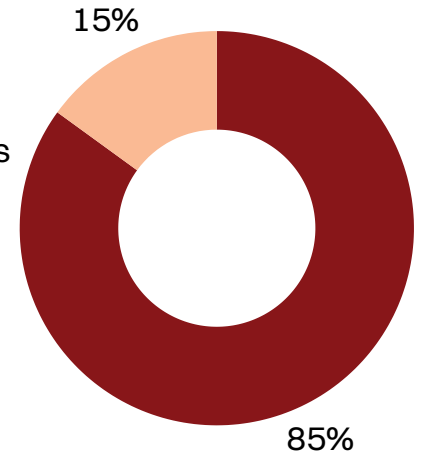
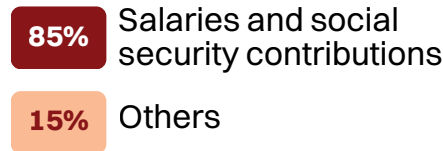
13 069 462\$



Pending | Immobilisations Fund :
388 855\$ (2026-2027)

EXPENDITURE:

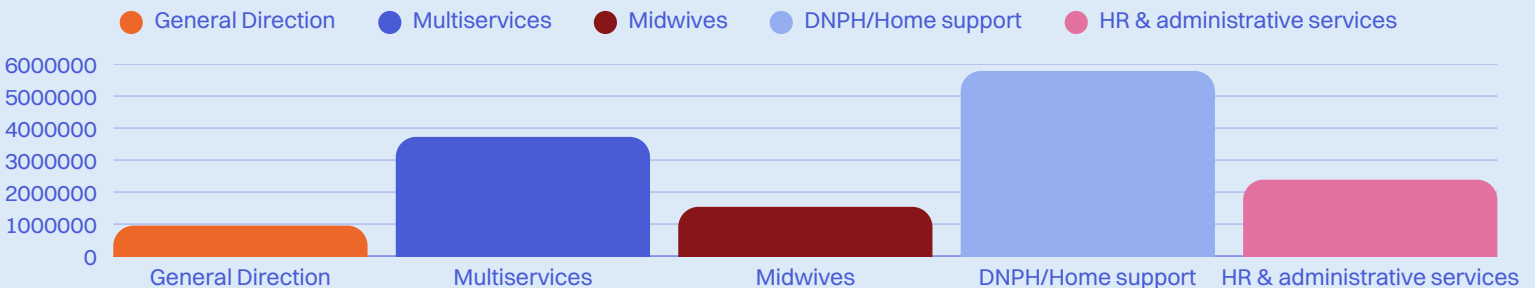
14 390 547\$



BUDGET DEFICIT

1 321 085\$

EXPENDITURE BY SERVICE



*DNPH= Direction of nursing and physical health

OUR RANGE OF SERVICES

ROUTINE MEDICAL AND NURSING CARE

By appointment or walk-in | Women's health

HOME SUPPORT

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

MULTIDISCIPLINARY SERVICES

Child-family / youth / adults

Psychosocial walk-in | psychosocial and nursing services | occupational therapy | speech therapy | psychology | psycho-education | nutrition

MIDWIFERY SERVICES

Complete maternity care, with priority given to vulnerable patients

SERVICES IN SCHOOLS

Psychosocial services | school nurse | dental hygiene | vaccination | promotion and prevention



PUBLIC HEALTH ACTIVITIES

Vaccination | screening | STIs | extreme heat | etc.

COMMUNITY DEVELOPMENT

Support for citizen projects | collective organisation

Thank you to everyone who contributed to the production of this annual report:

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