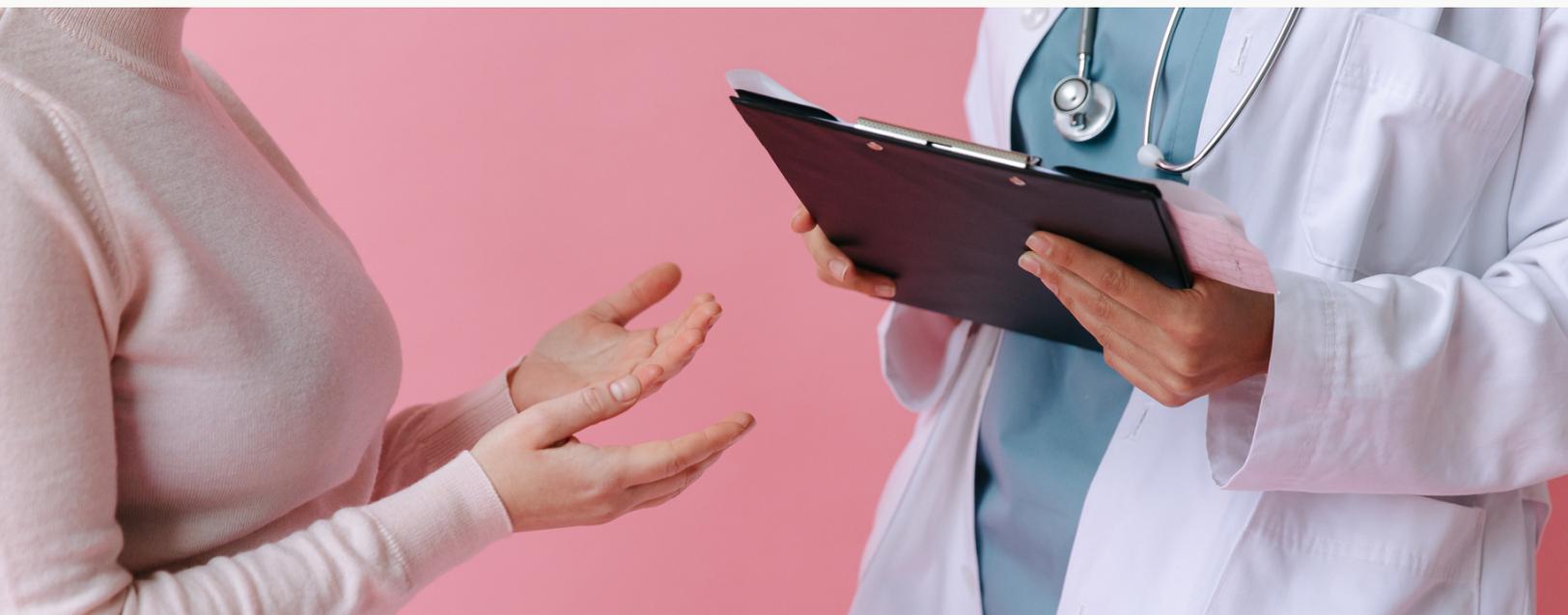




PARTNERS IN HEALTH

Drummondville: 819 850-5560, 1045 Chabanel / Trois-Rivières: 819 875-2332 ext. 1520, 1875 Nicolas-Perrot
 casemcq.com / casemcq.communications@gmail.com



Users' Rights - How CAAP can help

Any Quebecer who uses the services provided by the Health and Social Services network (HSSN) is considered a "User", and users have rights. These rights are recognized by the Act Respecting Health Services and Social Services (LSSSS). Unfortunately, users sometimes find themselves in situations where their rights (or those of a loved one, someone in their charge) are not respected. What do you do? Who can help?

The **Centres d'assistance et d'accompagnement aux plaintes (CAAP)** or the **Complaints assistance and support centres** in English, are regional services mandated to assist users of the HSSN to address issues and file complaints. We have our own centre here in the MCQ. Simply reach out by phone or email:



819-840-0451 / 1-877-767-2227
 info@caap-mcq.qc.ca

Your Rights as a User

- Right to information
- Right to receive services
- Right to choose a professional or institution
- Right to receive appropriate care according to one's health status
- Right to consent to care or to refuse care
- Right to participate in decision-making
- Right to be accompanied, assisted and represented
- Right to shelter/accommodation
- Right to receive services in English
- Right to access one's User file
- Right to the confidentiality of one's User file
- Right to lodge a complaint

MEET ANDREW RYAN, OUR NEW CULTURE & HERITAGE PROJECT COORDINATOR



My name is Andrew Ryan and I am excited to join the CASE team Dec. 12 as Culture and Heritage Project Coordinator. I lived most of my life on the East Coast, but family enticed me to this beautiful corner of Quebec. In 2017, I met my “conjointe” Annick in Charlottetown, PEI, which was my home at the time. Annick is from Drummondville. Soon after, I made the best decision of my life: to move here to start a family with her. And that dream came true February 7th, 2019, when we were blessed with our first child, Victor.

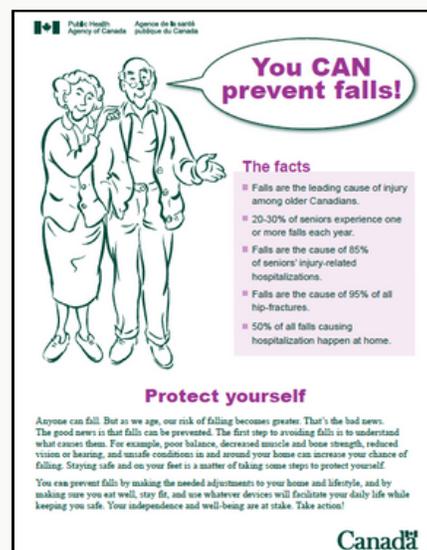
I so value this opportunity to support English culture and heritage. I want to preserve the past of this region and assist in making newcomers feel welcomed, supported and encouraged. I am really excited to meet our partners and start advancing projects. I have a background and experience in research and development, grant applications, and project reporting, all of which I will put to good use at CASE and for the community. Some of my hobbies include snowshoeing, hiking, and cycling. I have a passion for music too. I play guitar, mandolin, and - most recently - started learning the Irish Bouzouki!

FALL PREVENTION - TAKE CARE AND STAY AWARE!

With icy conditions finally here, you're likely to be a bit more cautious to prevent a fall. The truth is, falls can happen anywhere and at any time. Falls represent 40% of all injuries among Canadians regardless of age. That number is much higher for older Canadians, where 85% of injury-related hospitalizations are caused by falls! 50% of falls occur at home. Anyone can fall, but as we age, our risk of falling becomes greater. That's the bad news. The good news is that falls can be prevented.

The first step to avoiding falls is to understand what causes them. Poor balance, decreased muscle and bone strength, reduced vision or hearing, unsafe conditions, and medications can increase your chance of falling. Staying safe and on your feet is a matter of taking some steps to protect yourself.

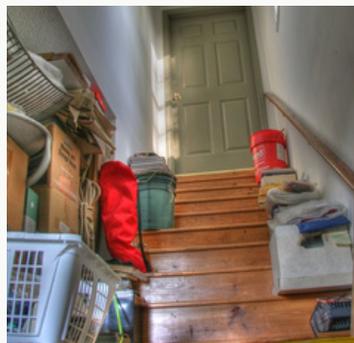
You can prevent falls by making the needed adjustments to your home and lifestyle. The Government of Canada's department of Public Health and Safety has a comprehensive guide on fall prevention. Visit the link to the right or contact Tanya Bolduc at casemcq.communications@gmail.com for a copy.



<https://www.canada.ca/content/dam/phac-aspc/migration/phac-aspc/seniors-aines/alt-formats/pdf/publications/public/injury-blessure/prevent-eviter/prevent-eviter-e.pdf>



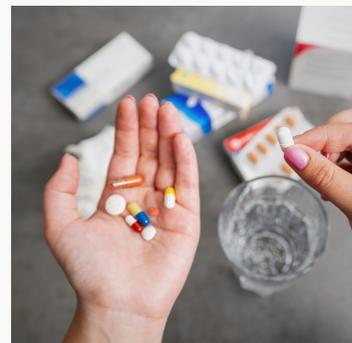
Make sure you wear footwear with appropriate traction for the conditions, inside and out. Use cleats and trekking poles for icy conditions.



Clutter, is a major cause of falls. Keep high-traffic areas like stairways, hallways, footpaths, and the garage clear. If you can put it down you can put it away.



Socks are cozy, but also slippery. Anti-slip socks are readily available and inexpensive. You'll feel safer just wearing them. Trendy too!



Be aware of side effects or interactions of your medications, such as dizziness, fatigue and disorientation. Talk to your pharmacist.



intensified negative emotions, particularly depression and anxiety. A variety of factors can contribute to this:

- Seasonal affective disorder (lack of sunlight)
- A recent loss or the anniversary of a loss
- Isolation/loneliness
- Separation or divorce
- Job loss
- Health issues
- Caregiving
- Emotional and financial pressures from family, friends and society, incl. social media
- Social pressures (ex. to drink)
- Pre-existing mental health condition(s)

Mental health emergencies increase during the holidays. If you find yourself helping someone through a mental health crisis, you may encounter legal matters.

Thankfully, Éducaloi created a **Web Guide** to help you navigate this. The guide is available at:



<https://educaloi.qc.ca/en/capsules/someone-you-care-about-is-having-mental-health-problems/>

The Holiday Blues

What can you legally do to help someone who has mental health issues?

Ah, the holidays! 'Tis the season to be jolly! That's the message coming from all directions, be it the TV, family, friends, the grocery store, driving down a street, on social media, even when pumping gas.

Unfortunately, for many people the holidays can bring about feelings other than merriment. Commonly called "the holiday blues", it is marked by increased or



Annis Campione joins CASE as host of the MCQ Social Exchange

The MCQ Social Exchange is back and bustling! This online social gathering, which started during the pandemic, is still going strong.

We are delighted to have Annis Campione join our team as host. She is an artist, photographer and arts administrator. She has worked with Literacy in Action, Townshippers' Foundation, Townshippers' Association and the Eastern Townships Research Centre. She is a life-long learner and loves good conversation.

The Social Exchange has three meetups in December: Thursdays, 1:30 - 3:30 pm, December 7, 14 and 21.

For more information, Annis can be contacted at casemcq.socialexchange@gmail.com

MCQ SOCIAL EXCHANGE
Conversation, Connection and Community!

Thursdays, 1:30 - 3:30 PM
DECEMBER 7, 14 and 21

Join us in this safe, friendly and non-judgmental virtual space to:

- Share memories
- Discuss topics of mutual interest
- Meet new people
- Explore ideas
- Express yourself creatively

On ZOOM
If you are not familiar with zoom, Annis is ready to help guide you.

TO SIGN UP, EMAIL ANNIS:
casemcq.socialexchange@gmail.com

Secrétariat aux relations avec les Québécois
Centre for Access to Services in English
Centre d'accès pour services en anglais
Québec
Canadian Heritage
Patrimoine canadien

Holiday Mocktail



- 1/2 Cranberry, Pomegranate or Cherry Juice, or combination
- 1/2 Sparkling water or gingerale
- Mint leaves (crushed)
- Honey (if needed)
- Lime and/or orange slices
- Frozen cranberries and/or ice



From all of us at CASE, wishing you and your family a safe, peaceful and joyous holiday season!

DECEMBER 2023 EVENTS

Check out our [calendar](#) online!

CENTRE-DU-QUÉBEC

GYM
MINI Move

DEC 2, 9:00 - 10:00 AM

Drummondville Elementary School
565 Farrell Street, Drummondville
casemcq.heritage@gmail.com

ONLINE ZOOM

 **MCQ SOCIAL EXCHANGE**

DEC 7, 14 and 21, 1:30 - 3:30 PM

casemcq.project.agent@gmail.com



Senior Wellness Centre

THREE RIVERS ACADEMY, 1875 NICOLAS-PERROT

DEC 6, 10:00 AM - 12:00 PM

- *Holiday Crafts with Dianne & Gina*

DEC 13, 10:00 AM - 12 PM

- *Holiday Painting with Katt*

Dec 20

- **10:00 - 11:00 AM** *Fun & Lively Fitness*
- **11:00 AM - 12:00 PM** *Christmas Lunch*

infoandliaison.agent@gmail.com

TROIS-RIVIÈRES

Craft & Chat

DEC 13, 7:00-9:00 PM

Three Rivers Academy, 1875 Nicolas-Perrot
infoandliaison.agent@gmail.com

GYM
MINI Move

DEC 2, 10:00 - 12:00 PM

Centre Alexandre Soucy
1800 St. Paul Street, Trois-Rivières
casecq.heritage@gmail.com



DEC 6, 1:30 - 3:30 PM

The Grief of Migration Workshop for New Arrivals Women
Maison des familles, chemin de roi, 385 côte Richelieu
infoandliaison.agent@gmail.com