

Our Health

is in Our Hands



English Health
Partnership Network
Annual Report

2011 - 2012



Neighbours 2011-2012 Health Committee

Mrs. Elsie Sullivan, Health Committee Chairperson

Mrs. Cairine Osbourne

Mrs. Marilyn Brethour

Mrs. Janice Beaudin Nolet

Staff: Nathalie Chevrier

Our Goals:

- Effective Health Partnership Network to benefit the English Speaking Population of Rouyn-Noranda.
- Enhance the capacity of our network to support the development of volunteer and community resources serving English-speaking communities
- Partnership activities between the network and the public health and social services system
- Maintain, enhance and expand our network
- Enhance access to Health Prevention Campaign Programs for school students
- Be proactive in developing positive solutions, feedback & reinforcements to local and provincial institutions serving the English community
- Continued participation in the Community Health & Social Services Network (CHSSN)

Neighbours 2011-2012 Health Report

Governance

- Neighbours Health Committee continues to meet regularly and play a vital role in giving the Coordinator guidance and advice regarding the English Speaking Community, by relaying their ideas, complaints and concerns. All members of the Health Committee are now more confident in decision making and voice their opinions and interest at the meetings. They understand their role which is a huge benefit to the health Coordinator. Health Committee also met to determined the priorities, events and workshops that were held during the year as well as Health Coordinator's training and meetings attended. **Results:** Activities, workshops, videoconferences and Health sessions were given to the English speaking community.
- During the year, Neighbours English Health Partnership Network met twice. At these meetings, a group of health organizations and partners gathered and discussed their involvement with the English Community and what was achieved. **Results:** At our last Network meeting every partner recommitted themselves to the 2011-2013 action plan.
- Coordinator attended 7 Board of Directors meetings, where she gave a monthly report and matters of importance were discussed. **Results:** Health Coordinator and Health Committee Chairperson were made aware of what is going on at Neighbours and are able to schedule their activities around Neighbours events.
- Neighbours' AGM is held every year to elect the board of directors and inform their members of previous and future activities and also to give financial reports. **Results:** Opportunity to meet the members and answer any questions or concerns.



Chair of Health Committee, Elsie Sullivan accompanied by a Board of Director member, Margie Beaudin. The two ladies volunteering at Neighbours Holiday Social in December.

For our members

A number of activities were available for our members throughout the year, providing everyone with the opportunity to pick and chose an event, topic or workshop of interest.

- In the summer of 2011, a sun prevention session was given to over 26 members. In collaboration with 2 speakers from the Canadian Cancer Society. Power Point presentation, quiz, question & answer period and promotional items (information pamphlets and sun lotion) were given out at the end of the session. Resulting in informing our members on how to stay healthy during the hot summer months.



Sun Prevention Session

Members attending the session on June 2011 given by the Canadian Cancer Society of Rouyn-Noranda.

- Diabetes affects a large portion of Neighbours members; therefore two sessions were organized in order to cover all areas of this chronic illness. Part 1 consisted of members taking their blood reading performed by a CSSSRN nurse and a PowerPoint presentation on nutrition label reading given by a CSSSRN Nutritionist. Diabetes part 2, focused on different medication available and their side effect (if any) provided by a pharmacist and also a presentation on diabetes complications. This part of the session informed members of the importance of dental care and foot care, given by CSSSRN nurse.



Diabetes part 2

Nathalie Hébert, CSSSRN nurse giving a powerpoint presentation to the attending members.

For our members (continued)

- **Adult Swimming:** Swimming combined with Aqua Therapy was provided weekly to Adults. The session consisted of half an hour free time in the pool followed by half an hour of Aqua Therapy taught by an instructor. Senior Swimming is part of Neighbours weekly health activity, getting our members to move.
- **Videoconferences**
Since the Videoconferences are usually scheduled in the mornings, seniors are more likely to attend. Neighbours offered three videoconferences to the English Speaking Community on different health issues.
 - **Sleep Disorders:** eleven members attended this 2 hour session at Neighbours office. Information pamphlets and copies of the PowerPoint presentation were distributed to all members.
 - **Pain Management:** seven members attended this 2 hour session at Neighbours office. Information pamphlets and copies of the PowerPoint presentation were distributed to all members.
 - A special Lunch & Learn was organized in conjunction with the Cardiovascular Disorders videoconference. Seventeen guests viewed the session followed by a healthy lunch. Special guest pharmacist came in to give an information session on Coumadin heart prescription and blood pressure making this a four hour health session.
- **Seniors Aware Session:** In partnership with the FADOQ and Sureté du Quebec a Seniors Aware session was organized. This session was focused on fraud and how to recognize the signs. A police officer gave a PowerPoint presentation, answered some questions and distributed information pamphlets to all 26 members who attended. Although the name suggests seniors, members of all group age attended this informative evening.
- **Consultations:** Health Canada in partnership with CHSSN conducted a series of consultations in selected English-speaking communities, therefore, 2 focus groups were put together for a discussion session on Health care in Rouyn-Noranda. First group having consisted of 10 Caregivers and 2nd group consisted of 8 men. **Resulting** in everyone had a chance to voice their opinion & influence in policy makers to discuss the male perspective of our Health Care.



Senior's Aware Session made possible in collaboration with Valerie Perron , Streetworker/ FADOQ and Officer Emmanuel Charette, Sureté du Québec

At Noranda School

Relations between Neighbours Health Committee and the local English School is very important. We continually search for new ways to enrich the students' life through workshops, presentations and diverse materials.

- Students received information on self-esteem and confidence at the end of the school year. Elementary students were taught the importance of cleanliness and self-confidence, but also on respect and how to treat each other, while the secondary students viewed PowerPoint presentations and films on self-respect, body acceptance and self-esteem in finding a summer job. Neighbours used references, workshops and situational problems from manuals such as Confidence is Cool, Healthy Mind Healthy Body and Backpack to briefcase. **Results:** Students gained confidence and tips on how to present themselves and be successful in finding a job.



Noranda School students learning how to show respect and gain self-esteem.

Information session given throughout the months of May and June 2011.

- A Halloween Safety Power Point Presentation was given to the elementary students of Noranda School. After a brief discussion on safety, Neighbours reusable bags and illuminated blinkers were distributed to the students. **Results:** Presentation was given to over 90 students and made visible on Halloween with the aid of the illuminated blinkers.
- Bullying is a growing concern in schools across Canada. Neighbours presented Pink Shirt Day at the local English School. A presentation on bullying was shown to the entire school, pamphlets and Pink shirts were also distributed. **Results:** 140 students were made aware of bullying and its effect on their peers.



Pink shirt Day Campaign at Noranda School

Group picture of students from elementary and secondary

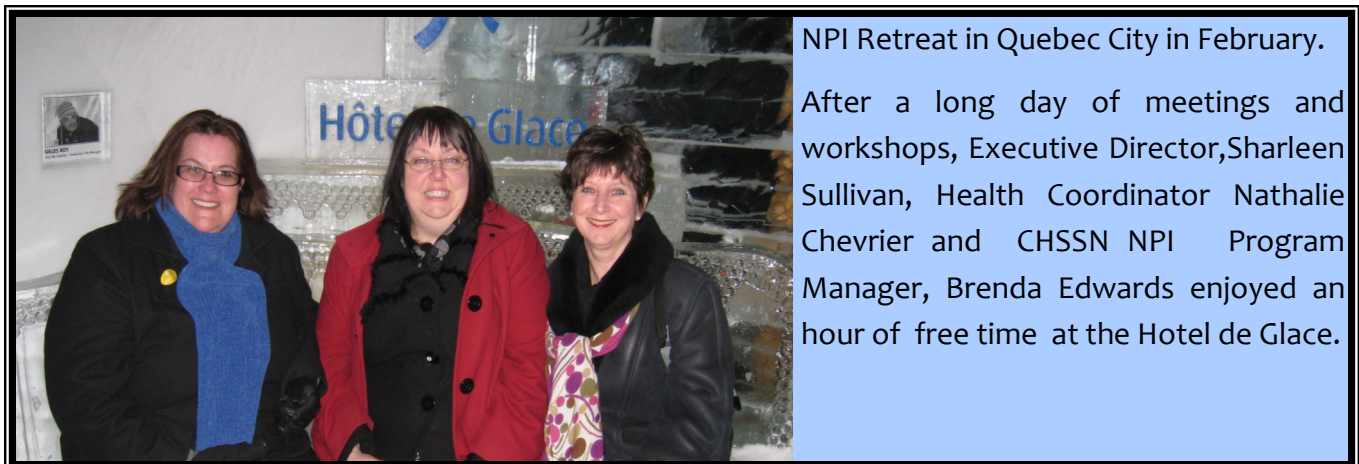
At Noranda School (continued)

- Work with Nathalie Hébert, School Nurse – Proof read and corrected PowerPoint presentations on Health issues (Hygiene, Sex Ed and UV. Mission). System D program was introduced at Noranda School in late Spring 2011, in September 2011, the School Nurse, studied the program and is currently utilizing it with the students.

Health Coordinator training

Participating in training sessions and attending meetings, provided the Coordinator with knowledge and skills that she needed in order to better perform her job.

- NPI Retreats – Coordinator attended two retreats in Quebec City, in October and in February. Coordinator gained knowledge by participating in workshops, attending presentations given by other NPI Coordinators and Health professionals and by exchanging ideas and best practices. Results: Coordinator exchanged ideas, best practices and how to improve/maintain relations with existing partners.



- Conference Call with the CHSSN – Coordinator was in regular contact with CHSSN by attending and participating in Conference calls. These calls were on different topics benefiting the Coordinator.
- Media workshop: Rita Legault, Director of Communications & Public Relations, from the Quebec Community Groups Network came to Rouyn-Noranda to give a Media Training to the B.O.D and Staff. Rita discussed how to deal with the media and how to prepare for an interview, just to name a few.
- Health Coordinator participated in a Webinar on Quebec Seniors Database to facilitate seniors in navigating the website. The session lasted 2 hours and gave valuable information and tips.

Health Coordinator training (continued)

- Coordinator and Streetworker attended the Videoconference on Family Violence. The videoconference also touched on Seniors Abuse and the program Seniors Aware. A binder containing information on family violence, contact numbers and websites was given to Neighbours to utilize as reference and a guide.
- Health Coordinator attended training on finding Seniors Residence. The workshop was given by ACEF and consisted of the importance of matching the right residence based on individual needs, finances and interests.
- Gaspé shadowing – Coordinator traveled to Gaspé to enrich her knowledge of NPI Coordinator's work from other parts of the Province. While in Gaspé, she met with Coordinators from Vision (Gaspé) and Casa (New Carlisle). Workshops and Best practices were exchange and also a visit to a Wellness Center for Seniors was organized. Coordinator was able to observe and take notes on how to relay Health information, to animate a session and receive feedback from the Seniors themselves.



Gaspé shadowing
Sharleen and Nathaie visited the NPI offices of Vision (tip of the Gaspé Peninsula) and Casa (Gaspé peninsula). Workshops organized by CHSSN, Russ Kueber.

Partnerships

- Health Coordinator attended 6 Table Insectorielle des Personnes Aînées. The Table Insectorielle des Personnes Aînées is a group of different organizations that come together to discuss important topics, events and concerns that touch the seniors of our region. **Results:** A new partnership with the FADOQ was created. The Samedi des Aînés was held in October.
- In partnership with the Regroupement des Proches Aidants, a booklet on "How to survive being a homecare giver" was translated. The Regroupement des Proches Aidants launched an awareness campaign on homecare givers. The campaign focused on the homecare givers needs, health and time and how the public and employers can help.
- Liaison Justice approached Neighbours over the Summer for help. Liaison Justice is an organization that deals with youth at risk. They offer prevention programs on how to stay out of trouble with the law and drugs & alcohol. Health Coordinator helped out with some translations and adapted programs in English for Noranda School.

Partnership (continued)

- CSSSRN: Health Coordinator met twice with Maxime Baril C.S.S.S.R.N. They discussed the ABC Chronic Conditions - Self-management course, Sharleen and Nathalie are to take the training in ABC Chronic Conditions in May to be able to give the course to the English Speaking Community next year.
- The C.S.S.S.R.N applied to receive the services of an English Tempt in Nutrition to work in Rouyn-Noranda for the Fall. Maxime and Nathalie met to put together ideas on 6 to 8 nutrition sessions that will benefit the English Speaking population of Rouyn-Noranda. Two meetings with the C.S.S.S.R.N Nurse was held during the year resulting in 2 Diabetes sessions and UV presentation at Noranda School. Health Coordinator also met with Sylvie Petit, C.S.S.S.R.N Liaison to the English Speaking population to distribute English information to Neighbours members, and maintain partnership to better serve the English Speaking Community.
- New partnership with the Centre Jeunesse Abitibi-Témiscamingue is developing. First contact was made at an Advisory Board Special meeting. Second meeting was made in Val d'Or where Coordinator was brought on a tour of the facilities and a discussion on a need for English Foster Home in the region. A campaign is launched to attract the attention of families to become foster parents.
- Partnership with the Retired Nurses of Rouyn-Noranda, concluded with a wonderful bilingual history booklet of the Healthcare system of Rouyn-Noranda, 1925 to today. Also set up at the Youville Pavillon (Old Hospital) is a health exhibition complete with artifacts, photos and beautiful art sculptures.

Opening of Health History Museum

Committee members:

Sharleen Sullivan,
Jocelyne Gaudet,
Diane Ethier,
Martha Hénault ,
Lucie Alarie,
Louise-Hélène Audet



The Donors Wall at the Museum. Neighbours is amongst them.

Beautiful artwork on display at the Museum

Artist:
Mrs. Kruger



Partnership (continued)

- The advisory Board Committee met six times. Discussions on Access Plans with different representatives from different CSSS's were held, each CSSS spoke about what they are trying to achieve in their areas. During one of these meeting contacts were made with the Carrefour Jeunesse Committee and also met with CSSS Témiscamingue and CSSS Eskers de l'Abitibi-Témiscamingue. During another meeting, the advisory committee went over the report published by the QCGN from the results of the many consultants held across the province on the status of Health Care for English speakers. The Committee agreed on a list of priorities to be sent to the Agency board, and the provincial government for final approval.
- In partnership with Parrainage Civique, the Streetworker for Seniors was created, twelve meetings were scheduled to monitor the progress of the streetworker and other projects were also discussed. **Results:** Streetworker found a few English Speaking Seniors to help out. Parrainage Civique, a local pharmacy and Neighbours are currently working on Info-Stop project.
- Health Coordinator attended Annual General Meetings of different partner organizations, hearing their plans for the coming year.
 - Projet Clinique – volet perte autonomie liée au vieillissement , Regroupement des Personnes Aidantes Naturelles, Parrainage Civique, Neighbours
- Vieux Noranda meeting – Members du Vieux Noranda organized a meeting to put together a committee for Vieux Noranda. They will discuss points on improving healthy living. Ideas on adding benches around the neighbourhood to encourage seniors to take walks, adding more green space, like trees to embellish and bring life to the surroundings and eventually creating a bike path were discussed that evening.

Promotional Material

- Items were produced to inform and maintain the health of the English Speaking Community and to promote the Association & Network throughout the region.
- Health Service Directory was produced to provide an easy and quick access to health care and emergency phone numbers. This directory is posted on the refrigerator for easy viewing without rumbling in the phone book. It was distributed to the members at events and available at Neighbours office.
- At the Emergency Room. This pamphlet informs the English population of steps taken at the emergency room, how you are evaluated and your order of priority. It also list the user's right and obligations. The pamphlets were mailed out to all members.
- To ensure better communication with your healthcare professional a mini booklet was produced entitled taking care of my health. This booklet includes questions to ask your doctor, at the pharmacy, at the hospital and so forth. The booklet was distributed to the members at events and available at Neighbours office.

Promotional material (continued)

- Pamphlets on summary of the English-language Health & Social Services Access program for the English-Speaking population of Rouyn-Noranda. The pamphlets also explain the Health & Social Services Agency and the objectives of the Access Program in Rouyn-Noranda. The pamphlets were distributed by mail to all members.

Translations

- Neighbours assisted the CSSSRN with the translation of the Hospital Answering machine service (dial 9 for English).
- Neighbours assisted the CSSSRN with the translation of the Hospital Entrance Directory. This bilingual directory will be at the ground level's entrance.
- CSSSRN asked for help to translate the French version of an automated phone call service for heat wave alert. Health Coordinator translated the message in order to reach the English Population who are at high risk, namely the elderly.
- Newspaper articles – Every so often a request from a member to translate a Newspaper's article is made. Health Coordinator Translated article to be included in Health Bulletin for everyone to benefit.

Information Sharing

- During the last few months, coordinator prepared and delivered 2 Health request packages. Members of the English Speaking community where at a loss of finding certain documentation in English, therefore the request was made at Neighbours office which provided the information. Neighbours has multiple health topics ready to be distributed upon request.
- A questionnaire was created in order to obtain the interest of the English Speaking community of Rouyn-Noranda. The questionnaire was sent out to 200 homes and follow up phone calls were made in order to achieve our goal of 125 responses. Questions ranged from interest in videoconferencing to topics on health sessions.
- A Health Bulletin was sent out in April, July, October, December and February 2012 and distributed to 173 homes. This Bulletin has become a priceless source of information to the ESC – we regularly receive request for information and suggestions on information needed. The ASSSAT and the CSSS's from our region are also using our Bulletin as a means of reaching the ESC because NO OTHER means exists!
- Continue to utilize Facebook, the local English School, the church bulletin and emails to promote events and activities during the year. Facebook is fast becoming the second best way to reach the ESC – the first remains our phone committee making direct call to members and stakeholders.
- Francophone partners continue to be invited or made aware of Neighbours activities and events.



Abitibi-Témiscamingue

With a land area of some 65,000 km², Abitibi-Témiscamingue is Quebec's fourth-largest region.

Based on the latest statistic Canada estimates, some 144,886 people live in this region, which 5,295 are English-Speaking, throughout five MRC's. Moreover, the region is divided into six service network territories.

Health & Social Services of Abitibi-Témiscamingue

Health & Social Services of Rouyn-Noranda

4, 9e Rue, Rouyn-Noranda (Québec) J9X 2B2 819-764-5131

Health & Social Services of Vallée-de-l'Or

725, 6e Rue, Val d'Or (Québec) J9P 3Y1 819-825-5858

Health & Social Services of Aurores-Boréales

679, 2e Rue Est - C.P. 6000, La Sarre (Québec) J9Z 2X7 819-333-2311

Health & Social Services of Témiscamingue

22, rue Notre-Dame Nord, Ville-Marie (Québec) J9V 1W8 819-622-2773

Health & Social Services of Témiscaming-Kipawa

180, rue Anvik - C.P. 760, Témiscaming (Québec) J0Z 3R0 819-627-3385

Health & Social Services of les Eskers de l'Abitibi

622, 4e Rue Ouest, Amos (Québec) J9T 2S2 819-732-3341

What is a Health and Social Services Agency?

The regional Health and Social Services Agency is a public body and legally constituted by the Quebec Ministry of Health and Social Services. Each administrative region in Quebec has its own agency.

The mission of the Agency is to promote the improvement of the health and well-being of the population in the territory it serves. The Agency was instituted to coordinate and set up health and social services, more specifically as regards financing, human resources allocation and specialized services.

With regard to the English-speaking population, the Agency follows the legal guidelines stated in the Quebec Act Respecting Health and Social Services which recognizes the right of English speakers to receive Health and Social Services in English. One of the obligations of each Agency in Quebec is to maintain, in collaboration with health institution, an Access Program to Health and Social Services in English.



The objectives of the Access Program in Rouyn-Noranda are:

- English-language services **are available on request** in all sectors
- List of contact people who can speak English and other languages available to Health professionals.
- When necessary, staff **members refer client to a colleague who can speak English.**
- English-language telephone message during vaccination periods.

At the CSSS of Rouyn-Noranda these English Services are supposed to be available:

- **Hospital:**

Reception, routine services, operating rooms, general floor (Medicine), surgery, pediatrics, gynecology, obstetrics, out patient, emergency, intensive care, dialysis, oncology, diagnostic, radiology, laboratory, prenatal medicine, psychiatry, respiratory

Regional Specialities: ophthalmology, urology, neurology, paediatric oncology, otorhinolaryngology, and breast screening

- **CLSC**

Reception, social & nursing services, home care, psychosocial services

- **Long-Term Care**

Reception, nursing, rehabilitation, personal care and day care centre

In the last four years, the *CSSS de Rouyn-Noranda* has acquired a number of mechanisms to improve access to English-language services and achieve the goals of the access program.

In April 2009 the CSSSRN board of directors adopted the English-language component of the clinical and organizational project, including a 2009-2013 action plan.

This component of the Clinical Project serves as a lever for the **English-language Health and Social Services Access Program**, and adds an additional perspective to help fulfill their **obligations to English-speaking people**.

Action Plan 2011-2014

In the next three years, *CSSS of Rouyn-Noranda* plans to continue its efforts to improve access to services for English-language clients. This will involve:

- Continuing to pursue the goals set out in the English-language component of the clinical and organizational project;
- Continuing to collaborate with Neighbours Regional Association (networking project, etc.);
- Continuing to provide English-language training for staff.





Supporting the English Speaking Community



Santé
Canada