

2014-2015

ANNUAL  
REPORT

THE EAST ISLAND NETWORK FOR ENGLISH LANGUAGE SERVICES

REISA

*The East-Island Network for English-Language Services*  
*Le Réseau de l'Est de l'Île pour les services en anglais*



Canadian  
Heritage

Patrimoine  
canadien



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## **President's message**

The past year has been another busy and productive year for REISA. The following report outlines the programs and activities REISA has been involved with in Montreal's East-end communities, including the promotion of programs dedicated to both the youth and seniors, networking and support to partners.

The highlight of the year has been the funding obtained from the Agence de Santé et des services sociaux under the Adaptation of health and social services initiative for a Liaison pilot project.

REISA's work is viewed as critical to the English-speaking community in the East-end; . REISA's financial reality also means that we have to be strategic and careful in the way we deploy our resources. There are many good causes and the temptation to respond to them all is big; however, we need to set clear priorities and zero in on those that are more urgent and/or more likely to have a significant impact. I see these two issues as the main challenge for the coming year.

REISA is lucky to have a competent and dedicated staff; led by Fatiha Gatre Guemiri and assisted by Robyn Graham (up until the beginning of January) as well as Ghislaine Prata's invaluable consult. However, the small team can hardly respond alone to the most burning issues, let alone to all the rest. To strengthen our impact for the benefit of the East-end English-speaking community, we need to explore how we could possibly enhance member participation.



**Ella Amir**

**President of the Board of Directors**

## PARTNERSHIP STRUCTURE

### **Groups and Community Organizations**

- Almage Senior Community Centre
- AMI-Québec
- Black Community Resource Centre
- CCS
- Centre for Dreams & Hopes
- Concertation Saint-Léonard
- Consensus Mediation
- Don Bosco Youth Leadership Centre
- Gerald McShane CLC
- Laurier Macdonald CLC
- Leonardo Da Vinci Centre
- EAST Foundation
- Italian-Canadian Community Services of Québec
- Table de Concertation des aînés de Montréal-Nord
- Toxico-Stop
- Table de Concertation: Vivre Saint-Michel en Santé

### **Public institutions**

- English Montreal School Board
- Batshaw Youth and Family Centres
- Institut national de santé publique du Québec
- Pavillon Foster
- McGill Center for Studies in Aging
- McGill University
- Concordia University
- CEGEP Vanier

### **Centres de santé et de services sociaux**

- CSSS de la Pointe-de-l'Île
- CSSS d'Ahuntsic et Montréal-Nord
- CSSS de Saint-Michel et Saint-Léonard
- CSSS Lucille-Teasdale

### **Services to immigrants and refugees**

- Scalabrini Centre of Montreal for Refugees and Immigrants

## **BOARD MEMBERS and STAFF**

### **Board Member**

Amir, Ella - President

Boucher, Françoise

Cesta, Dora

Colasurdo, Giovanna

D'Abate, Dominic

Maiolo, Maria

Nadler, Howard - Secretary and Treasurer

Primiani, Josephine

Tullio, Germain - Vice-President

Williams, Dorothy

### **Organisation**

AMI-Québec

Accès Bénévolat

English Montreal School Board

Almage Senior Community Centre

Consensus Mediation

Italian - Canadian Community Services of  
Québec Inc.

Batshaw Youth and Family Centre

East Foundation, Centre for Dreams and Hopes

Toxico-Stop

Black Community Resource Centre

### **Permanent Network members**

Bergantino, Gina

Laurier MacDonald - Community Learning  
Centre

Vella, Cathy

Gerald McShane Community Learning Centre

### **Staff**

Gatre Guemiri, Fatiha

Graham Johnson, Robyn

Priolo, Alessia

Zappitelli, Juliana

Prata, Ghislaine

Kosseim, Mylène

### **Title**

Executive Director, NPI Coordinator

Communications and Projects Agent

Student Summer Employment Program

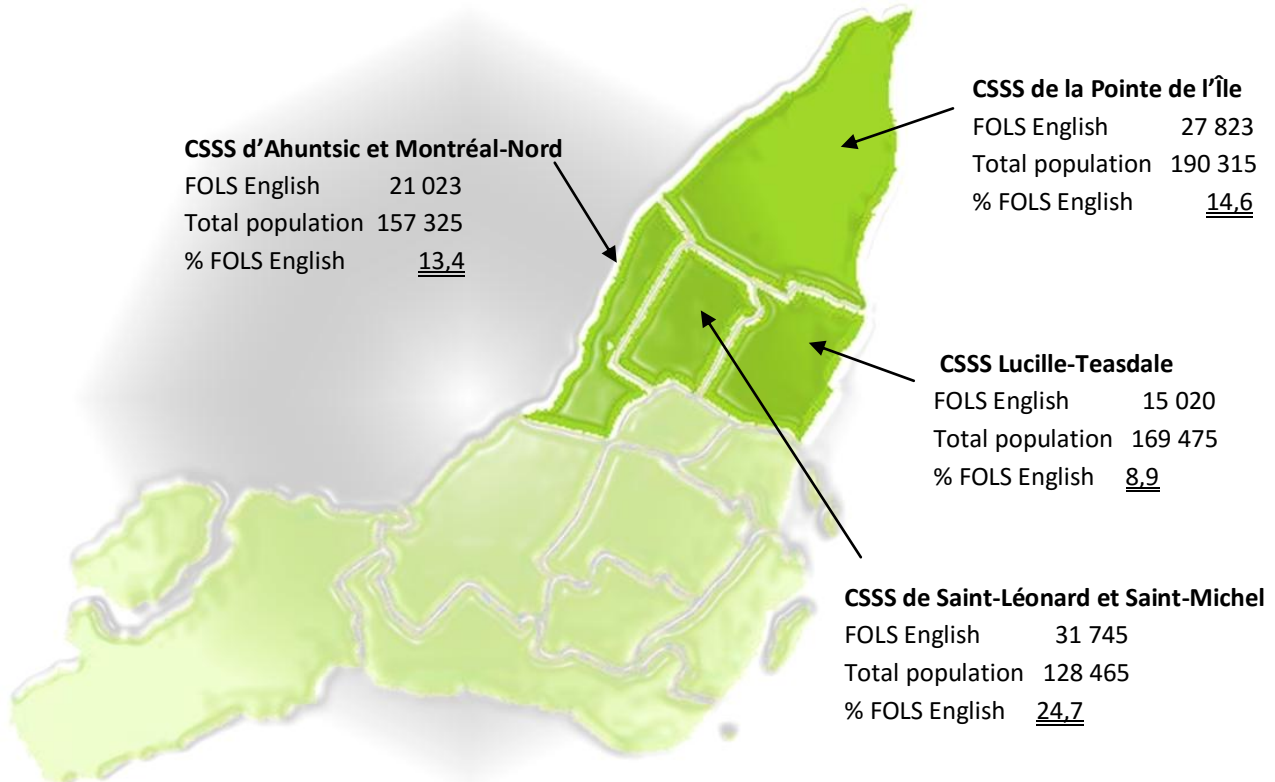
Project Agent - McGill Retention of Health  
Professionals

Consultant - Advisor

Consultant Adaptation Pilot Project - Liaison

## GEOGRAPHIC PORTRAIT

### *Overall English-speaking population in the East Island of Montreal per CSSS territory*



FOLS English East Island	95 611
Total East Island Population	645 580
<b>% FOLS English East Island</b>	<b><u>14,8</u></b>

**Legend:**

*FOLS English:* population belonging to the CSSS whose first official language spoken is English

*Total population:* Total population of the CSSS

*% FOLS English:* Percentage of population living in the CSSS whose first official language spoken is English

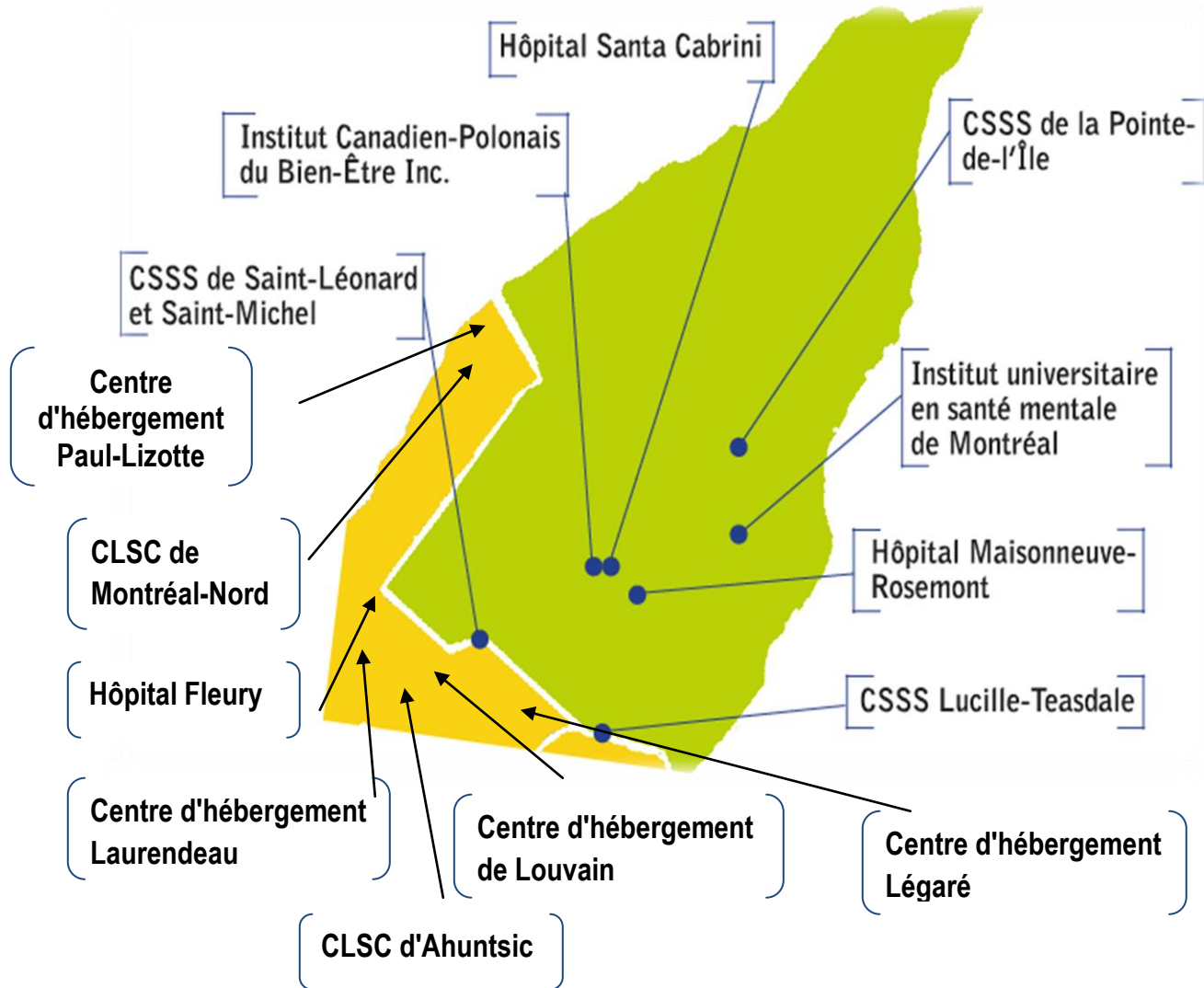
*% FOLS English:* Percentage of population living in the CSSS whose first official language spoken is English

**Source:** Community Health and Social Services Network (CHSSN)/Pocock, J. (2014) *Baseline Data Report 2013-2014 Demographic Profiles of the English-speaking Communities of selected CSSS and CLSC Territories*. Based on the 2011 National Household Survey. [www.chssn.org](http://www.chssn.org)

## NEW GEOGRAPHIC PORTRAIT 2015 - CIUSSS

CIUSSS de l'Est-de-l'Île-de Montréal

CIUSSS de Nord-de-l'Île-de-Montréal



## NPI- Networking and Partnership Initiative

### NETWORKING & PARTNERSHIP DEVELOPMENT

- To strengthen the network as a focal point addressing the health and social service needs of the English-speaking community in Montreal's east end and operate in accordance with a community governance model.

### REPRESENTATION

- Represent the Health and social service needs and priorities of the ESC in Montreal's east end.

### KNOWLEDGE DEVELOPMENT

- To develop an evidence base and share best practices for improving the delivery of health and social services in the English language.

### ADAPTING SERVICES & ADDRESSING HEALTH DETERMINANTS

- Development and implementation of annual action plan



## **NETWORKING & PARTNERSHIP DEVELOPMENT**

### **Board and Network meetings**

REISA held three Board meetings, three network meetings and several AD-Hoc executive meetings throughout the year. Accès Benevolat, a founding member of REISA decided to end the partnership with REISA after the departure of the Director who was one of REISA's champions for access to English services. Theo Veccera, from Don Bosco Youth Leadership Centre, was invited and formally accepted by the Board of Directors on October 16. Two planning meetings were held by a committee formed by three Board executive members, the executive director and the consultant to review the action plan and long term objectives and sustainability of the NPI.

Special meetings were held for the development of the pilot project for a Liaison in partnership with the CSSS.

The Annual General Meeting was held on June 18th and was attended by nineteen people representing the public and community sectors.

### **Grant applications and Reports**

Four grant applications were submitted:

- NPI - A four year workplan 2014-2018
- HPP- 2 year plan NPI workplan 2014-2016
- McGill Training and Retention of Health Professionals - four year workplan 2014-2018
- Adaptation - Proposal for a Liaison pilot project in partnership with the 4 CSSS ( included 3 revisions)

Reports were submitted in accordance with the requirements of the Contribution Agreement signed by REISA and the CHSSN.

### **Networking and Representation**

- Participation in several meetings identifying possible challenges introduced by Bill 10 to access to health and social services.
- Identification and support of nominations to the Boards of 2 CIUSSS in the East End.
- Training, networking and best practises exchange at two CHSSN retreats within the year. The retreat in October was organised in conjunction with the CLC Networks.
- Three NPI community visits to 4 Korners, Montérégie and the South Shore provided knowledge.
- Three different communities and the sharing of best practises and network support.

- The CHSSN interpretation survey and the Benchmarking project was updated for 2013-2014. The Benchmarking Project establishes benchmarking mechanisms, whereby the networks can gather statistics to demonstrate the impact on the delivery of health and social services within the various territories.
- Four strategic planning meetings at CCS for the development of NPI Lasalle.
- Negotiations and facilitation by REISA for a smooth transition of the Montreal North seniors satellite group from CCS to Almage.
- HSS Committee meeting with Health Canada.
- Visit of the Health Canada Programs director to REISA in February.
- Regular and special community meetings:
  - Montérégie (Assistance and Referral Centre) Health Fair Symposium
  - ESDC Project Seniors Action Quebec
  - Vivre en Santé: Health Fair at the Leonardo Da Vinci Centre in collaboration with the SCCIQ–focusing on seniors and Alzheimers’
  - CTV media and Press Release workshop held at the Leonardo Da Vinci Centre
  - Saint-Leonard's *Municipalité amie des aînés*
  - Launch of the seniors action plan
- Annual General Meetings for CCS, *Toxico-Stop*, *Table de Concertation des aînés de Montréal-Nord*; *Table de concertation de Saint-Léonard*; *CRÉ de Montréal*; *Servizi*

### **Community development in Montreal North**

A meeting with the Équipe Quartier - a team of four community social workers and nurses from the CLSC Montreal North- shed light on the complex health issues faced by the English-speaking community on their territory. English-speaking families experience challenging situations related to the language issue: loss of communication between parents and children who go to French schools; lack of English services at the CLSC and lack of knowledge of existing services by these families. REISA offered to work closely with this team to reach out to the families.

The profiles of CSSS Ahuntsic/Montreal North were highlighted and presented to the Director of public health in charge of English services at a meeting in November.

## **ADAPTATION OF HEALTH AND SOCIAL SERVICES**

### **Pilot project: CSSS-REISA - Almage partnership**

The development of a pilot project in partnership with the CSSS was in the works for 4 years. The proposal was finally approved by the Agence in December 2014 for a period of 15 months and in partnership with only one of the 4 CSSS . A midterm evaluation is requested before we apply for funding for the following 2 years. The main objective of the pilot are:

- Provide a better access to front-line health services expertise for English-speaking vulnerable seniors in Montreal's East End;
- Support the CLSC Mercier Est Anjou in identifying and implementing arrangements for linguistic accessibility addressing the needs of seniors on their territory;
- Support the CLSC to provide better reception and intake services for English-speaking clients based on needs identified;
- Promote knowledge of access mechanisms to health and primary social services and to community support services available to English-speaking seniors in East Montreal.

A steering committee was formed by the REISA team, a consultant researcher and a liaison agent were hired to develop and manage the pilot project. The researcher/consultant's mandate is to develop a logic model, conduct surveys on seniors needs in collaboration with Almage seniors centre, lead the project and produce an evaluation in March 2016.

## **KNOWLEDGE DEVELOPMENT**

### **Demographic profiles**

Demographic profiles of the English-speaking communities of 9 CLSC's in the east end were produced by the CHSSN. The information is regularly used in meetings and shared the health institutions.

### **Survey on services to adults with reduced mobility and seniors**

A student was hired under the Service Canada summer employment program to conduct a survey on services to seniors available in English. The 2012-2015 Regional access plan indicated that all 8 CLSCs have frontline workers who can offer a service in English. Calls were made with specific questions regarding services that are available in English. Only one CLSC responded to our request.

### **Survey on community resources to seniors**

Over 100 community organisations were called in order to document services available for seniors living in the east. Less than 10 organisations were recorded as offering services in English.

### **Referral of services**

REISA referrals stream from members of the community who have searched for English services on the internet and found REISA's website, or from members of the community who were referred to REISA by network partners, both public and community. The requests for information this year were mostly on employment, home support for seniors and speech therapy for youth living with autism.

Website visits are monitored every month and analysed at the end of the year through Google Analytics. Over the past year, the page views and the number of visitors have increased tremendously.

The topics researched on REISA's website were related mostly to employment and search for caregivers for seniors and youth with mental health problems.

### **Dissemination of information**

REISA's dissemination list for its newsletter has grown to include over 70 community organisations and 25 public institutions across the province of Québec (primarily focused in Montreal). Three newsletters were produced during the year.

Updates were made to the website over the summer months and include modifications to the homepage, mission statement, calendar, publications, Board of directors, media, projects and partners. The creation of an interactive blog with the ESC community is planned for the fall 2015.

## HPP- Health Promotion Project

### HEALTH PROMOTION

- To increase access to public health information services.

### BUILDING A KNOWLEDGE BASE

- To develop knowledge and share best practises.

### PROJECT DEVELOPMENT AND IMPLEMENTATION

- To develop and implement a health promotion project to support the mental health of the English-speaking community.

## HEALTH PROMOTION

### **Community Health Education Project (CHEP) Videoconferences**

The Communications agent attended a videoconference on Caregivers and training session for coordinators held in June at the Montreal Children's Hospital. REISA also organized two other CHEP videoconferences at the Laurier MacDonald CLC:

- *"What is Autism?"* was held on October 15 and was aimed at parents and educators of those who work with autistic children. There were 10 participants.
- *"Forgetful but not Forgotten : Alzheimers' Disease"* was held on January 21 and was aimed at discussing what is Alzheimer's Disease: Diagnosis, Progression, Treatments and Risk Factors. There were 12 participants.

### **Mental health**

In the summer of 2014, REISA had a meeting with the mental health representative from CSSS St. Michel-St. Leonard to increase health promotion and public health information available in mental health services in the English language. The CSSS partners could not commit to any action with REISA due to the imminent changes expected with the health care reform of Bill 10.

### **Promotion of careers in health**

REISA participated in the EMSB Career Fair, with close to 2000 students in attendance. REISA had a kiosk and handed out pamphlets with information obtained and translated from a Quebec government site noting the top 40 careers in health for the upcoming year. As a result of the promotional material translated and distributed, REISA was asked to participate in the Lester B. Pearson career fair held in March 2015 and hand out the same information to their crowd of students.

### **Seniors**

REISA facilitated a focus group with 5 seniors and the Almage Seniors Centre team to address the concerns of the English-speaking seniors in the East end of Montreal. The information from this focus group was useful when REISA produced its 2014 Seniors Resource guide.

### **Resource Guide for seniors**

REISA has updated its resource guide with new and existing organizations for the English-speaking population of Montreal East. A senior specific resource guide has also been produced with the input received from the survey on community resources and the seniors at the Almage Seniors Centre.

## **YOUTH -PROJECT DEVELOPMENT AND IMPLEMENTATION**

### **Early Head Start**

REISA collaborated with CCS in the importation of the Early Head Start 0-5 program for east end families. The program would be offered at the Laurier MacDonald High School CLC.

### **Special Needs Pilot project**

REISA hired a Drama Therapist to carry out a very innovative 8-week drama therapy program for the Centre for Dreams and Hopes as a pilot project for autistic youth and young adults. The program was a great success and the youth are reported by their parents to be more expressive and happier. The CDH director Josie Primiani has applied to the school board to introduce the drama therapy program in the regular curriculum.

### **New Horizons for Youth at risk**

Gerry Tullio and Maria Verillo, both substance abuse counsellors in schools, developed a series of 8 workshops for youth at risk. REISA hired them to offer the workshops in 2 high schools in the fall 2015.

### **Persévérance scolaire de Saint-Michel**

*Le plan d'action en persévérance scolaire Saint-Michel* has been finalized with the input of the French and English school boards, public health institutions and community partners including REISA.

### **Entente MELS/MESS St-Leonard/St-Michel Local Committee**

REISA was invited to sit on the local committee that has the Entente as mandate. REISA contributes to the committee by bringing awareness about English services.

## **Support to the Montreal Network Table**

### **Community Network Table Planning Day**

REISA assisted in the organisation of the Annual Community Network Table Planning Day on July 3 2014. Partners shared ongoing and in planning initiatives supported by the Community Network table.

### **Forum: Community Partnerships for Sustainability**

REISA hosted the Community Network Table forum: Community Partnerships for Sustainability at the Leonardo DaVinci Centre on March 25, attended by 52 community leaders and some institutional partners. This forum was a great success in providing a wonderful networking opportunity. Presentations were made on 3 programs: REISA-CSSS partnership pilot project; Batshaw Youth and Family Centres and ACDPN – Empowering parents and their families program; AMI-Quebec, Youth Employment Services and Cummings centre – Best-Practice Model of Resiliency. A visit to Almage

Community Seniors centre for tea and exchange with the east end seniors. Presentations were useful and offered potential partnership opportunities.

A report has been produced and is available on REISA's website. Here are some markers of sustainability of partnership outcomes:

- Professional practices impacting a community have changed. This includes marked changes at a program and policy level.
- Community stakeholders have declared in a public forum that concrete and positive change has occurred.
- Partnership leaders, both institutional and community, view each other as credible actors in their respective domains. This has built mutual confidence, promoted a mature understanding of respective constraints, and deepened a joint commitment to achieve results.
- The partnership has become “institutionalized”; that is, integrated into an institution’s strategic and clinical plans.
- The partnership has helped the community organization achieve program and leadership stability, and improve its capacity to meet ever-present funding challenges.
- The community organization has integrated a “network model” as its operating style; that is, continual involvement in peer and partner networks to carry out its mandate.

## **McGill Training and Retention of Health Professionals**

### **2014-2015 COMMUNITY RETENTION INCENTIVE INITIATIVES**

Funds were obtained for the McGill Retention Incentive Initiative. A project agent was hired in March to carry out the promotional activities including:

- Identification and recording of community internship sites
- Interviews with students interns at the Centre for Dreams and Hopes, Toxic-Stop and the Servizi on their learning experience
- Interviews with the directors of community organisations and on the expertise needed for retention
- The fields of needed expertise has been expanded to Physical and Occupational Therapy, as well as Applied Human Sciences
- Development of promotional tools to attract health professionals and students to the east end
- Meetings with the School Board led to the identification of new internship sites in the fields of Guidance Counselling and Nursing.
- Presentations will be offered in the fall to the field placement coordinators at the McGill Schools of Education for Guidance Counselling , Nursing and Physical and Occupational Therapy as well as the Concordia University Schools of Applied Human Sciences and Community, Public Affairs and Policy Studies.



## Network Sustainability

Ensuring sustainability will involve seeking diversified sources of funding. In the past year, REISA has made efforts to this effect including:

- Increasing the network's visibility through membership on various committees and representation within health structures for services to youth and seniors
- Collaborating with new partners of the community and public sectors in order to increase the network credibility as a voice for the needs of English-speaking East Montreal residents

The REISA Board of Directors have discussed engaging the network members to take more of a community leadership role and perhaps more initiative on the part of REISA. There were many strategies that were discussed on how this could be achieved.

REISA is committed to continuing its work with public and community partners in engaging, mobilizing and empowering the vulnerable English-speaking community and in supporting efforts to act on health determinants to improve the health, well-being and community vitality of the East Montreal English-speaking population.

Thanks to all our Network Partners and the CHSSN team for their continued support.