

2018-2019

Annual Report

CHSSN

*Community Health
And Social Services Network*
Réseau communautaire de santé
et de services sociaux

CHSSN

09/19/2019

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Letter from the President

This year, CHSSN experienced remarkable growth in our programming, our partnerships, and our strength, especially as reflected in our province-wide reach and in the capacity and creativity of our networks.

The CHSSN Community Mobilization model has now proven its worth not only in the start-up phase of our work to enhance the vitality of Quebec’s English-speaking communities, but in its maturity and ongoing growth.

In this Annual Report, I want to point first to the renewed confidence that Health Canada has shown CHSSN in sustaining its support for our core networking project, our adaptation partnerships, and our enhanced knowledge development efforts. Added to this are new Health Canada resources that allowed us to expand our network to regions currently underserved with the creation of two new NPIs in Saguenay and Montérégie-Est and eleven new satellite offices extending the reach of our existing NPIs. Health Canada funding in 2018-2019 also gave us the opportunity to initiate several powerful programs, pilot projects, and partnerships in the field of mental health – a crying need identified repeatedly over the years as a priority by our communities.

We were also pleased to be chosen by the Secretariat for relations with English-speaking Quebecers to manage project selection and effective ongoing use of funds designed to support local community development based on the CHSSN Community Mobilization model. With the transition to a new Coalition Avenir Québec government in October, that confidence was maintained and CHSSN has successfully reinforced our partnership with the government, in particular with the Secretariat and with the Ministère de la Santé et Services sociaux. I should note in particular the importance of our efforts with QCGN this year in managing community participation in the selection of a new Provincial Committee on health and social services that will review access plans for English-speaking Quebecers in the coming year.

I also want to highlight a new partnership with the Lucie et André Chagnon Foundation that is supporting the extension of the Foundation’s focus on early childhood development in Quebec to English-speaking children and families. This is a multi-year funding commitment that allows CHSSN to enhance programming and partnering aimed at the healthy development and the educational success of the 0-5 population through our NPIs and our public and community partners.



CHSSN has always insisted on a knowledge-based approach to program development and we are pleased to have successfully completed our regular five-year survey with the CROP polling company into health-related issues. Importantly, we have refined this edition of the survey to allow us to get insight into communities that had previously been too small to survey with statistical confidence using standard polling techniques. As well, this edition of the survey has dug deeper into people's satisfaction with the services they are receiving from the public system, knowledge that is particularly important as local CHSSN-supported adaptation projects have begun to impact availability and quality of services. The results of the five-year CROP survey will be released throughout 2019.

Finally, I want to thank again all leaders in local communities and in our network of public partners for their ongoing dedication to the health and well-being of Quebec's English-speaking residents and their communities. It continues to be an honour to work with you and a source of inspiration for me personally.



Ron Creary
Chairman



Letter from the Executive Director

CHSSN programming and activity has become so rich and varied that as Executive Director I can only highlight a few of the new initiatives and partnerships that we and our NPIs have embarked on this year. This expansion is doubly impressive when it is recognized that these innovations were launched while sustaining the essential programming that has been established over the years in support of the health and well-being of Quebec's English-speaking communities.

2018-2019 was the first year of our new 5-year agreement with Health Canada and our working relationship with our funder remains excellent with a shared confidence in one another's commitment and capacity that allowed us to take major steps forward in expanding the CHSSN network generally and in addressing issues of mental health in particular. Our work in adapting suicide prevention resources to our communities is of particular note as is our knowledge development and advocacy on issues dealing with the role of fathers in families through an ongoing partnership with the *Regroupement de la Valorisation de la Paternité*.

We were especially happy this year to welcome two new NPIs covering two new regions – Saguenay and Montérégie-East – into the CHSSN family. Their creation represents a lot of hard work by many volunteers, but I wanted to praise the leadership of Brian Peddar and Debbie Caron-Ford in particular for enabling this growth of the CHSSN network in 2018-2019.

CHSSN's continued efforts in the area of early childhood development have blossomed this year as a result of a five-year, \$3.8 million grant from the Chagnon Foundation to allow the NPI network to address issues related to the well-being and development of children in Quebec, especially the 0-5 age group. CHSSN is also providing ongoing communications support to the organizers of *La Grande semaine des tous-petits* as well as working with our NPIs and our organizational members to encourage local and sectorial involvement in this essential work on behalf of some of the most vulnerable members of our communities.

Our knowledge base concerning English-speaking children and their families grew rapidly in 2018-2019, in part through work with the *Institut de la statistique du Québec* (ISQ). This year, ISQ analyzed the results of the *2017 Québec Survey of Child Development in Kindergarten* (EQDEM) on the basis of maternal language giving our NPIs, our public sector partners, and our English-speaking institutions insight into the needs of children of kindergarten age. This analysis showed that English-speaking children are more likely to be in situations of vulnerability than French-speaking children in all regions of the province. CHSSN's demography consultant Joanne Pocock also completed a new study for us in 2018-2019 on the key demographic and socioeconomic characteristics of Quebec's English-speaking youth, ages 15-29.



2018-2019 was also an important year in the development of our partnership with the newly formed *Secrétariat aux relations avec les Québécois d'expression anglaise*. Because of our successful Community Mobilization Model, CHSSN was asked to support and manage the implementation of the Secretariat's initiative *Enhancing Regional Community Capacity* to develop the capacity of local and regional community organizations that they can respond to the needs and priorities of English-speaking communities across the province. This three year program makes accessible unprecedented funding from a provincial government.

CHSSN's work in 2018-2019 with the *Secrétariat à la jeunesse du Québec (SAJ)* was enhanced by these new demographic insights as we continued our partnership with them and with CASA and the Townshippers Association aiming at better integrating English-speaking youth into local job markets. We also successfully applied for two more years of funding from SAJ and will be expanding the reach of this project to two new regions in 2019-2021.

2018-2019 also saw CHSSN update its core Community Mobilization model, proud that the leadership capacity we have built in our networks based on our model has consistently risen to the challenges of service excellence to our communities, of sound management of the resources entrusted to us by government and private partners, and of effective governance at the local, provincial, and national levels. Beyond that, the CHSSN approach to community building got international exposure when we were invited to present at a conference at Åbo Akademi University in Vaasa, Finland, on enhancing the vitality of minority language communities. An outcome of this conference is the confirmation of a production of an international edition of the Canadian journal *Minorités linguistiques et société / Linguistic Minorities and Society* entitled: *Public Policies and Citizen Practices Supporting Social and Health Services for Minority Communities of Official and Co-Official Languages*. CHSSN is working with our consultant Joanne Pocock to submit an article.

It's been an outstanding year for us and I am grateful for the support of colleagues and friends in all our partnership networks and proud of the hard work and success of CHSSN staff and volunteers.



Jennifer Johnson
Executive Director



1. Networking – Working with Partners to Improve Access

CHSSN’s Networking and Partnership Initiative (NPI) is a program designed to support Quebec’s minority English-speaking communities in improving and maintaining access to the full range of health and social services in English. Funding for this program is provided by Health Canada and the project is managed by CHSSN.

The program supports the capacity of Quebec’s English-speaking communities to ensure their vitality through cooperation and partnership with the health and social services system and uses the CHSSN Mobilization Model as a framework for local leadership development, needs assessment, partnership creation, and action. Note that an updated version of our foundational Community Mobilization Model was created and published and made widely available through the CHSSN website and at various gatherings of NPIs.

Thanks to increased support from Health Canada, the CHSSN network of NPIs saw substantial growth in 2018-2019:

- Montérégie East Partnership for the English-speaking Community (MEPEC) was approved as an NPI sponsor;



Left to right: Brian Peddar, Eric Jabari (Political Counselor, Prime Minister's Office), Marie-Hélène Leboeuf (political attaché to Simon Jolin-Barrette), Francine Guay (political attaché to Matthew Dubé, Karrol-Ann Carrier



- Saguenay-Lac-Saint-Jean approved as NPI sponsor organization for 2019-2020 upon incorporation, expected April 2019;



Eco-02 Board of Directors with Debbie Ford-Caron (Center)

- NDG Seniors Citizens Council identified as an NPI in development covering the CISSS Montreal Centre Ouest;
- ACDPN identified to expand NPI activities into the West Island for 2019-2020;
- RIESA identified to extend NPI activities into North Montreal in 2019-2020;
- 11 satellite locations in place or in development (4 Korner, CASA, CASE, Coasters Association, Connexions, ECOL, Heritage Lower Saint Lawrence, Montérégie West Community Network, Neighbours Regional Association, North Shore Community Association, REISA).



CHSSN manages a range of relationships and programs with various government departments and province-wide campaigns to ensure effective partnerships based on our Community Mobilization model. In 2018-2019, for example, CHSSN:

- secured ministerial approval from the *Secretariat aux relations canadiennes* for the CHSSN Adaptation and Knowledge Development initiatives under the Official Languages Health Contribution Program;
- campaigned in close collaboration with QCGN to solicit high quality, representative candidates for the Provincial Committee on Access to Health and Social services in English;
- presented our communities' position on health priorities to PSCC consultations regarding the Canadian Heritage development program;
- developed a policy position with regard to modernization of the Official Languages Act;
- managed the implementation of "Enhancing Regional Community Capacity," a \$5.7 million project with the *Secrétariat aux relations avec les Québécois d'expression anglaise* to develop regional community capacity to represent English-speaking communities in sectors beyond health and social services (see details in section 5 of the report);
- met with representatives from the Public Health Agency of Canada and with Employment and Social Development Canada to discuss the CHSSN Early childhood framework and how to move forward in partnership for the benefit of English-speaking children in Quebec;
- secured funding from *la Fondation Lucie et Andre Chagnon* for a networking approach to support the development of English-speaking children aged 0-5 (see section 6 for more information);
- participated in a Conference on Linguistic Minorities and presented "Empowering a Minority Community to Improve Access to Health and Social Services: How knowledge, partnership and community mobilization can change a system" at Åbo Akademi University in Vasa, Finland.





Left to Right: Louise Bouchard, PhD, is a Professor from University of Ottawa that accompanied Jennifer to Finland to represent the French-speaking communities of Canada, Jennifer Johnson, Ari-Pekka Toivari, Fredrica Nyqvist, PhD, our host from the Åbo Akademi University. Fredrica is a Senior Lecturer in the Faculty of Education and Welfare Studies and specializes in maintaining healthy active lifestyles in seniors of the Swedish-speaking Finish community.



Ari-Pekka Toivari is Executive Director of Folkhaisan, a NGO supporting the linguistic minority of Swedish-speaking Finns in accessing health and social services in Finland. A very wonderful example of NGO support for a linguistic minority.

- Submitted an article for the Canadian journal *Minorités linguistiques et société / Linguistic Minorities and Society* entitled: *Public Policies and Citizen Practices Supporting Social and Health Services for Minority Communities of Official and Co-Official Languages.*

Integral to its support of the 21 NPI networks, CHSSN connects them to province-wide initiatives like *La Grande semaine des tout-petits*, the Caregivers Consultation organized by Marguerite Blais, *Ministre responsable des Aînés et des Proches aidants*, the *SU-PÈRE* conference, and the *Journée de la persévérance*, and the *Association québécoise de prévention du suicide* and helps create innovative approaches to issues like mental health with CHSSN member organizations and programming partners including Educaloi, ELAN, and LEARN.



CHSSN continued to provide networking and leadership development opportunities for NPIs in 2018-2019 through mini-conferences and retreats that give key government leaders like Christopher Skeete and William Floch access to our community and its concerns as well as connecting with important government partners including Health Canada and Office of the Commissioner of Official Languages. Practical leadership and management issues are also regularly addressed at these sessions with modules this year on performance measurement, knowledge translation and gender-based data collection. There were also 2 NPI/ERCC retreats one in November and the other in February with over 60 participants at each one. The first was focused on sharing best practises and training on a variety of topics such as mental health, behaviour change, a visit from the chair of the Health and Social Services Provincial committee, Aging and Palliative care and the complaints process, with the highlight being a NPI Banquet and Recognition awards to recognize certain organizations that have reached the 10 year milestone in the NPI program.

The second retreat focused on three elements: providing new network coordinators with an orientation session referred to as the “NPI/ERCC Kick Start”, Health Canada was also present and delivered a workshop on Performance Management, with the final day and a half being focused on training from **Tamarak** covering the topics of *Turf, Trust and Collaboration* and *Collaborative Governance Structures*.

2. Enhancing Knowledge of Health Status and Well-Being

The first goal of the CHSSN Knowledge Development program is to carry out studies, analyses, and research to establish an evidence-base and to improve understanding of the health status and well-being of English-speaking Quebecers. This includes an in-depth knowledge of the problems facing English-language communities, of issues related to access to health and social services, and of the most effective intervention methods to reach the English-language communities of Quebec

A key accomplishment in this program for 2018-2019 was the negotiation and signing of a 2018-2023 Contribution Agreement and the implementation of first steps in a knowledge development initiative with the *Institut national de santé publique du Québec* (INSPQ)



INSPQ-CHSSN reports and knowledge development and dissemination materials produced this year include:

- “Health Profile of Linguistic Communities in Québec” based on data from the *Enquête québécoise sur la santé de la population* (EQSP);
- “At the Crossroads of Linguistic Definitions: Portrait of Linguistic Communities in Quebec;
- Territorial Service Networks in 2016,” an analysis of the potential of survey databases from the *Institut de la statistique du Québec* (ISQ) that helps to better document and qualify the linguistic characteristics of populations across the territorial service networks;
- A website page dedicated to the work and results of the above analysis
- INSPQ infographic of the highlights of the study based on the EQSP data that was shared on social media.

INSPQ also undertook an analysis of the potential of the survey data available at the *Centre d'accès aux données de recherche de l'Institut de la statistique du Québec* to identify the most promising data for potential study in 2019-2020.

CHSSN Knowledge Development that reinforces links with the *Ministère de la Santé et des Services sociaux* (MSSS) also continued in 2018-2019:

- an internet platform for access program respondents was created by the MSSS using promising practices to increase access to English-language health and social services curated by the CHSSN from NPI initiatives in the previous year. The site also includes tools and generic documents developed by the CHSSN to assist respondents in the preparation, development, implementation, and monitoring of access programs in their regions;
- CHSSN NPI's are influencing the makeup and knowledge of regional access committee mandated to evaluate the access programs and to advise the public health and social service establishments on the needs of the English-speaking communities in each region of the province.



CHSSN's latest Baseline Data Report, "2017-2018 Demographic profile of the English-Speaking communities" with the companion "Regional Mini-portraits" was disseminated to 60 people at an event hosted by the CHSSN and QUESCREN in Montreal. At the conference, researcher Joanne Pocock illustrated the data available. In 2018-2019 she also completed a first investigation focused on youth – "Key Demographic and Socioeconomic Characteristics of Quebec's English-speaking Youth (15-29).

The evidence base for CHSSN's work has become very rich and complex. As a result, a new online data repository and library was designed and built this year, to go live in late 2019.

In partnership with the the *Regroupement de la Valorisation de la Paternité* (RVP), CHSSN spearheaded the inclusion of English-speaking fathers in the latest version of RVP's "Étude sur les pères Québécois". A robust sampling of 400 polling subjects as well as focus groups produced rich results that were presented by CHSSN at the provincial SU-PÈRE conference comparing English and French results. Over 200 participants in attendance. The importance of access to services in English as well as the need for more mental health resources for English-speaking fathers were identified, among other conclusions.

The CHSSN provided funding support for the "Colloquium on the Role of Young Carers" organized by AMI Quebec in March 2019. More than a hundred community representatives and partners attended along with the Quebec minister responsible for seniors, Marguerite Blais. The Minister committed to following up on the issue of support for young caregivers with the interested community organizations, including the CHSSN.



Marguerite Blais, MP for Prévost,
Minister Responsible for Seniors and
Informal Caregivers



3. Adaptation of Health and Social Services

CHSSN's initiative to adapt health and social services is supported through an investment from Health Canada. This initiative is accomplished in partnership with the *Ministère de la Santé et des Services sociaux* (MSSS). An implementation agreement between CHSSN and the MSSS incorporates the projects into Quebec's initiatives to improve access to health and social services in English. The agreement also divides the roles and responsibilities among the CHSSN, the MSSS, and local health and social services agencies.

For 2018-2019, CHSSN undertook 16 direct projects with CISSSs and CIUSSSs to improve access. \$1.2 million was invested directly into the public system for its implementation of activities. As examples of activities, several CISSS-CIUSSS developed English language versions of existing documentation on a wide variety of health and social service topics. Others developed strategies to reserve an appropriate portion of professionals' time for English-speaking clients. Still others invested in recruitment efforts designed to increase bilingual staff presence and capacity. Knowledge development and better partner relationships with local English-speaking community organizations and institutions also received attention as did identification and dissemination of best practice ideas for more effective service of English-speaking patients and clients in the public system.

The Adaptation program has also fostered a collaborative partnership between the CHSSN and the MSSS. This year the CHSSN provided consultant time to the MSSS secretariat for access to English-language health and social services in its objective to develop an evaluation framework for new access programs of services in English to be approved by the Government in 2019-2020. The CHSSN is supporting the MSSS in its efforts to better assess the performance and quality of services offered in the access programs.

Adaptation funding also allowed NPIs to develop critically important mental health programming in collaboration with the *Association Québécoise de prévention du suicide* and the Mental Health Commission of Canada. Local efforts included participation by all 21 NPIs in promoting Suicide Prevention Week, promotion of an English language suicide prevention web resource (www.howtotalkaboutsuiicide.com), "sentinelle" training for volunteer suicide prevention counselors, and the development of mental health information sessions for more than 300 high school students in Gaspé, Montreal East, and Verdun.



SUICIDE PREVENTION WEEK 2019

February 3-9

Overview



CHSSN recognized for its contribution to the 2018 Suicide Prevention Campaign



4. Community Health Education Program (CHEP)

The Community Health Education Program (CHEP) seeks to increase the availability of health promotion and disease prevention information for English-speaking communities, enhance collaboration between community and public health professionals, and facilitate distance learning of health and social services information in English in remote, rural, or dispersed Quebec communities via videoconferencing, DVD's, and follow-up activities. Community networks, principally CHSSN NPIs, select an area of focus/health priority topic based on their community's needs and in collaboration with their public health partners.



CHEP session at Heritage
Lower Saint Lawrence,
Metis, Quebec

The aim is to raise awareness and provide information to individuals and their communities where there is a gap or a void in health and social services information in English. When a community network decides to host a health-related videoconferencing or DVD session, it encourages and invites professionals, caregivers, and volunteers in education, health and social services, to come learn alongside and support community members. With increased collaboration between community and public health professionals as a key outcome, community networks seek to connect public health service providers to the community.

CHEP promotes existing resources, linking with organizations whose mission is to provide health and social services information, tools and support to the public and who can do so in English. This support can be at the provincial, regional, or local level.

An important focus of CHEP are follow-up activities that provide ongoing education, information, resources, and support beyond the initial delivery of information sessions. For example, following a videoconferencing session, participants could decide to form a support group or create a resource center, building from the momentum. This year's CHEP sessions were attended by 780 participants. Topics of the sessions included:



- Better Bone Health: Osteoporosis – An Update
- Why Can't I Sleep?
- Eating Well: Sugar and Salt – What's New?
- Living Life's Losses
- Gotta Go, Gotta Go – Bladder Health Update
- Palliative Care, Comfort Care and Home Care
- Women's Heart Health

15 NPI's also hosted DVD sessions of previously held CHEP videoconferences in 2018-2019 with:

- 615 participants
- 50 sessions held and
- 18 topics addressed

Cummings Centre's Virtual Learning Program

Through the renewed support of the CHSSN, NPI's had continued access to the Cummings Centre's Virtual Learning Program as well as their Pillars of a Healthy Brain online course. Cummings Centre continues to build its video library and makes these lectures available to the Networks. Cummings' lectures include topics on general health and wellness for older adults; The Doctor Is In sessions on Anxiety and Depression; and health topics such as Neuroplasticity and Stroke and Glaucoma Awareness.

Partnerships serve to enhance access to English-language information, resources, services and support. The communities create important partnerships with many diverse organizations and institutions like CLSCs and hospitals, schools and CLCs, and community radio stations.

CHSSN's CHEP also forges partnerships with regional and provincial health and social services organizations, including:

- | | |
|--|---------------------------------------|
| ▪ Alzheimer Society – Montreal & Quebec | ▪ Montreal Douglas Hospital |
| ▪ AMI Quebec | ▪ Parkinson Society Quebec |
| ▪ Canadian Cancer Society | ▪ The Arthritis Society |
| ▪ Canadian Hospice and Palliative Care Association | ▪ The Cummings Centre |
| ▪ Care-Ring Voice | ▪ The Fraser Recovery Program |
| ▪ Heart and Stroke Foundation of Quebec | ▪ Concordia University Perform Centre |
| ▪ Procure Quebec | |
| ▪ Yamaska Literacy Council | |



5. Bright Beginnings with the Lucie and André Chagnon Foundation

In February 2019, CHSSN signed a \$3.8 million, 5-year contract with the Lucie and André Chagnon Foundation entitled “Bright Beginnings: Mobilizing the community and its partners to promote the well-being and educational success of English-speaking children and youth in Quebec.” This funding is designed to support networking, representation, outreach and partnership development related to children, youth and families.



CHSSN staff members Russell Kueber (Right) and Jennifer Johnson with our program officers at the Lucie and Andre Chagnon Foundation, Mathieu Forges (Left), Patricia Rossi (next to Russ)

CHSSN shares the Foundation’s vision for Quebec as “a supportive, equitable and inclusive society that enables every child and every family to realize their full potential and play an active role in society” and is proud to share in its mission to prevent poverty by contributing to the educational success of young Quebecers (from conception until age 17) by helping them develop their full potential.

The Foundation provides long-term support for organizations and associations that are working together to actively develop their capacity for sustainable initiatives aimed at promoting the educational success of all children living in Quebec and sees CHSSN as an effective partner to extend the benefits of its work into the English-speaking communities across Quebec.

CHSSN’s involvement with *la Grande Semaine des tous-petits* and CHSSN’s ongoing knowledge development and programming efforts aimed at children aged 0-5, at youth, and at English-speaking fathers will be cornerstones for Bright Beginnings.



6. New Provincial Program to Enhance Regional Community Capacity (ERCC)

The CHSSN signed a funding agreement with the newly formed *Secrétariat aux relations avec les Québécois d'expression anglaise* (SRQEA) in August of 2018 and started a new vocation for CHSSN. The CHSSN Community Mobilization Model is being applied to support organizations serving English-speaking communities to enhance the ability of English-speaking communities to participate fully in Quebec society, bolstering the capacity of their organizations to meet community needs and work in collaboration with the Quebec Government at all levels (local, regional and provincial). This agreement is for three years (2018-2021) and is a \$5.7 million project.

The critical elements of the project are to:

- broaden the territorial scope and services of regional English-speaking organizations through development of satellite points of contact;
- support organizations to diversify their mandates to in non-health sectors and respond to community needs;
- support the translation of key documents ; and
- increase the capacity of these organizations to represent their needs and increase contact and relationship with government and community stakeholders.

Twenty-three community organizations are funded by the project. The CHSSN-ERCC model promotes facilitation of knowledge transfer, application of strategies and methods to promote organizational performance, and promotion of best practices in the areas of governance, leadership and financial management.



Left to Right: CHSSN's
James Carter, Policy Advisor
Ron Creary, President
Jennifer Johnson, Executive
Director, Christopher Skeete,
Parliamentary Assistant to the
Premier and William Floch,
Assistant Secretary, SRQEA

*Secrétariat aux relations
avec les Québécois
d'expression anglaise*
Québec 



7. Le Secrétariat à la jeunesse

CHSSN's continued its work with the *Secrétariat à la jeunesse du Québec* (SAJ), coordinating programming with CASA and the Townshippers Association aimed at better integrating English-speaking youth into local job markets.

Townshippers worked closely with 8 *Carrefours jeunesse-emploi* (CJE) to encourage English-speaking young people to investigate opportunities for employment in the Townships and to use the services of the CJE's as they enhance their ability to serve an English-speaking clientele as a result of the CHSSN-Townshippers project. Fruitful contacts with local employer groups and regional officials established in the first phase of the project were strengthened further in order to sensitize an even wider employer network to the availability of capable, bilingual young workers in the English-speaking community.



In the Gaspésie, CASA initiated a wide array of events, consultations, and networking efforts in the MRCs of Bonaventure and Côte-de-la-Gaspésie resulting in a large number of partnered efforts to give information, encouragement, and hands-on assistance to young English-speaking Gaspésians facing the challenges of job-hunting.

CHSSN was solicited by SAJ to submit a proposal to continue this project for two additional years. Both CASA and Townshippers worked with CHSSN to build a proposal based on the lessons learned from the first two years and will apply the materials already translated to two more regions while maintaining the initiatives in the two original regions. A formal response is expected in early June 2019, but preparation work has already begun.



8. Quebec Community Health and Social Services Foundation (QCHF) Patient Navigator

Launched in February 2018, CHSSN is supporting a new initiative of the QCHF called the “Patient Navigator Project”. The aim of this initiative is to improve the experiences of the surprisingly large numbers English-speaking patients from Eastern Quebec (who must travel out of their region to Quebec City for specialized health services) by hiring a Patient Navigator.



Steve Guimond, QCHF
Patient Navigator

Nearly a year and a half later, the Patient Navigator has met with and directly aided 200 patients from Eastern Quebec in Quebec City as well as 140 companions who travelled with these patients. The Patient Navigator has assisted them in moving through the complex steps of the health care pathway with on-the-ground support and accompaniment and has helped solve many of the logistical challenges this experience presents (e.g., multiple appointments in a short-time span at several hospitals across Quebec City).

Residents of the Gaspésie, the Magdalen Islands, the North Shore and the Lower North Shore make up the bulk of the patients who have traveled to the Quebec City region for health services during the past year. This support has been provided free of charge to the individuals using the service.



Travel4Health



9. CROP Survey

CHSSN has been investigating English-speaking Quebecers access to health and social services for more than twenty years with regular comprehensive surveys done by the CROP polling firm.



In 2018-2019, CHSSN commissioned the fifth such survey. In this version, we have concentrated more closely on experiences of service delivery in English and have designed the study to delve into communities whose small size requires more tailored approaches using in depth interviews and focus groups.

These CROP surveys have been a cornerstone of CHSSN's evidence-based approach to community mobilization and partnership development. Results of the survey will be made available later in 2019.



10. 2018-2019 Budget

CHSSN 2018-2019 Revenue and Expenses	
Revenue :	
NPI	4,199,787
Adaptation	1,233,538
Enhancing Knowledge	385,000
ERCC	742,685
S�cretariat � la jeunesse	150,000
Fondation Lucie et Andr� Chagnon (1 month)	323
TOTAL	6,711,333
Expenses :	
Secondary contribution agreements	4,959,296
Salaries and Honoraria	940,936
Travel	55,146
Events	204,405
Evaluation and dissemination	37,469
Operating costs	128,530
Crop Survey	243,893
Mental Health	105,000
others	28,920
TOTAL	6,703,595



CHSSN

*Community Health
And Social Services Network*
Réseau communautaire de santé
et de services sociaux