

CHSSN 2017-2018 ANNUAL REPORT



CHSSN 2017-2018 Annual Report

LETTER FROM THE PRESIDENT

This year CHSSN welcomed the renewal of federal government funding for official languages including a significant boost to resources available through Health Canada for the work of CHSSN with its community and public partners. The Action Plan for Official Languages 2018 – 2023: Investing in Our Future reflects months of hard work to identify priorities for the enhancement of the vitality of official languages communities across Canada and recognizes the critical nature of those priorities with an additional \$500 million over the plan's five-year life span. Specifically, CHSSN will use increased funding for health and social services in Quebec to expand our networking efforts and support adaptation of the public system to better meet community needs.

We were also pleased to sign the renewal of the implementation agreement between Québec's ministère de la Santé et des Services sociaux (MSSS) and ourselves to support projects across Quebec adapting the public system to better serve English-speaking communities across the province. The new agreement marks another milestone in the recognition by the MSSS of the quality of the work being done by the CHSSN network and its local public partners. It is a strong statement of respect by our organization and its networks for provincial jurisdiction over health and social services including investment by Health Canada to improve access to publicly funded services in English for our communities.

As we moved toward the establishment of a new Provincial Access Committee flowing from Bill 10 in 2018, CHSSN provided key support to the MSSS in its revision of guidelines for institutions required to prepare new access programs of health and social services in English. This is further evidence of the kind of close partnership that has been developing between CHSSN and the MSSS for many years, but that really blossomed this year with this initiative as well as with our "Building Together" conference in Quebec City in November. "Building Together" gathered all CHSSN local networks and our public partners to showcase projects adapting the public system that are having a profoundly positive impact on our communities. Health and Social Services Minister Dr. Gaétan Barrette and MSSS Assistant Deputy Minister Pierre Lafleur were both warmly received at the conference.

The engagement of the Government of Quebec with English-speaking communities got a huge boost this year with the establishment of the new Secretariat and a newly appointed Minister responsible for relations with English-speaking Quebecers. The Minister, Kathleen Weil, travelled across the province meeting local community organizations including a number of community health networks (NPI's) and member associations of the CHSSN. We look forward to active collaboration with the Secretariat in the period ahead.

We are also very happy to report that the CHSSN NPI and member association networks continue to expand and our active partnerships with francophone organizations both in Quebec and across Canada. These relationships are growing and deepening, in particular in 2017-2018 with la Société de Santé en français.

CHSSN finished the year in a spirit of renewed vigour and purpose and we look forward confidently to a very busy 2018-2019.

Ron Creary

President, CHSSN



CHSSN 2017-2018 Annual Report

LETTER FROM THE EXECUTIVE DIRECTOR

2017-2018 has been a year where quiet networking has resulted in something akin to an explosion of new relationships and innovative programming and projects at CHSSN.

In addition to the important processes of renewal and relationship enhancement with both Health Canada and the MSSS described in our President's letter, CHSSN has become a sought-after English-speaking partner for a number of important Quebec-wide social service and health initiatives. Of special note are *la Grande semaine des tout-petits* focusing on children 0-5 and their healthy development, and *l'Observatoire des tout-petits*. We were also proud to be asked to become the primary connection between the English-speaking community and *la Fédération des Centres d'Assistance et d'Accompagnement aux Plaintes*, a critically important intervenor in assuring the highest quality health and social services.

One of our new partnerships – with *le Secrétariat à la jeunesse du Québec* – has resulted in an important new effort with CASA and the Townshippers Association to extend the CHSSN approach of enhanced access to publicly funded services into the field of youth employment. Regional innovations like this also allowed the development of the CHSSN “Bright Beginnings” framework, an adapted “ecosystemic approach” to supporting English-speaking children aged 0-5 and their families. This model originated with our networks on the Gaspé coast and Magdalen Islands.

The CHSSN “Building Together” conference in November allowed us to showcase successful adaptation projects carried out by the public system with the support of the CHSSN. The adaptation program underscores the core CHSSN value of partnering between communities and public agencies to enhance access to health and social services for English-speaking Quebecers. The program also reinforces the foundations of our strong working relationships with leadership at Health Canada, at the MSSS, and with the new Secretariat for relations with English-speaking Quebecers.

The kind of outstanding projects showcased in November have, happily, been part of many applications submitted by our public partners to CHSSN to access new resources coming through the federal Action Plan for Official Languages – 2018-2023. We look forward to these new initiatives.

During the year, CHSSN continued to invest in evidence-based decision-making resources and tools with new research results from our partnership with *l'Institut national de santé publique du Québec*. As well, our knowledge mobilization program produced demographic research and analysis by our own experts including a new Baseline Data Report with individual community dashboards. All new research is available at our website, www.chssn.org

The work of CHSSN is supported by a remarkable and effective staff whose dedication I want to recognize in our Annual Report. We are also guided by a volunteer Board of Directors whose engagement and wise counsel have once again this year led us to new heights of success in our mission to improve access to health and social services in English across Quebec. Above all, we thank our community and public partners – without them, we could not have the positive impact we are seeing in the communities that we serve.

Jennifer Johnson,

Executive Director, CHSSN



CHSSN 2017-2018 Annual Report

CHSSN 2017-2018 PROGRAMS

1. Networking and Partnership Initiative (NPI)

The 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. Funding for this program is provided by Health Canada through the *Roadmap for Canada's Official Languages 2013-2018: Education, Immigration, Communities* and the project is managed by CHSSN.

Sally Scott, Director, Programs Division
Health Care Programs and Policy Directorate, Strategic Policy Branch

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. To achieve this, the program currently funds the ongoing development and work of 20 community health and social service networks (NPIs) and we have begun to prepare for the development of a new organizations for the start of the next Federal Action Plan 2018-2023. It is



our hope that with the new funding announced in March 2018, we will be expanding our networks to 3 new regions and to at least 10 new satellites with existing networks, significantly expanding the reach of the NPI network.

2. Adaptation of health and social services initiative 2014-2018

CHSSN's initiative to adapt health and social services is also supported through an investment from Health Canada. This initiative was undertaken in partnership with the *Ministère de la Santé et des Services sociaux* (MSSS). An implementation agreement between CHSSN and the MSSS was concluded in order to incorporate the projects into Quebec's initiatives to improve access to health and social services

in English. The agreement also divided the roles and responsibilities among the CHSSN, the MSSS, and the health and social services agencies.

A summary table of the supported projects is available on the CHSSN website:

<http://chssn.org/chssn-programs-and-projects/adaptation-of-health-and-social-services-initiative-2014-2018/>

2017-2018 was the final year for these four-year projects and their success was highlighted in our November conference “Building Together”. This event showcased the amazing projects that are being done in the regions. The CHSSN website has all of the content for the conference available.

<http://conferences.chssn.org/>

Kathleen Weil, Minister responsible for Relations with English-Speaking Quebecers
Secrétariat à l'accès à l'information et à la réforme des institutions démocratiques



3. The Community Health Promotion Projects Program (HPP)

The Community Health Promotion Projects Program (HPP) is a program designed to support the 20 community health and social services networks (NPIs) in building partnerships and programs in the area of health promotion for the English-speaking community in their region. Funding for this program is provided by Health Canada and the project is managed by the CHSSN.

NPIs' project descriptions can be viewed on the CHSSN website by clicking on the interactive regional map at: <http://chssn.org/chssn-programs-and-projects/community-health-promotion-projects-hpp/>

The most extensive Community Health Promotion Project at CHSSN is the Community Health Education Program (CHEP).

CHEP seeks to increase the availability of health promotion and disease prevention information for ESCs and increased collaboration between community and public health professionals, this dynamic program facilitates distance community learning of health and social services information in English to remote, rural or dispersed Quebec communities via videoconferencing, DVD's, and follow-up activities. This year there were 617 participants at the 8 live sessions and an additional 642 participants attended the 46 DVD sessions held in communities throughout the year.

Community networks select an area of focus/health priority topic based on their community's needs and in collaboration with their public health partners. 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.

This year's topics for the CHEP program were:

Salt and Sugar: What you Really Need to Know

Ticks and Lyme Disease—an Update

What is Parkinson's Disease

Silent Thief: Osteoporosis and Bone Health

Medical Emergencies in Seniors and How to Handle Them

The Changing Role of the Pharmacist—Ask a Pharmacist

Keep Your Teeth Healthy Longer

Hearing Loss...or What did you say?

The program involves community organizations that support a community network within the CHSSN Networking and Partnership Initiative as well as other community and provincial organizations like CLSCs, schools, and Community Learning Centres.

4. Enhancing Knowledge of the Health Status and Well-Being of English-speaking Quebecers

The first goal of the Enhancing Knowledge program is to *carry out studies, analyses, and research to improve knowledge of the health status and well-being of English-speaking Quebecers, the problems facing English-language communities, access to and the use of health and social services, and the most effective intervention methods for reaching the English-language communities of Quebec.*

In 2017-2018 CHSSN produced three knowledge products based on the release of the 2016 Canadian Census information. There was the traditional Base-line Data Report that breaks down the data by Health Region and by health determinant which has been done with the last 3 censuses, but this year we also produced a similar report using MRC territories as more and more of our partners need to have the community information based on this geography and we also produced “Dashboards” for each of the health region that boils down the statistical information into a graphic illustration for easier, quicker pictures of a Health Region. All of these reports are available on the CHSSN website in the document centre. <http://chssn.org/document-center/baseline-data-reports-2003-2013/>

The second goal of this program is to ensure the dissemination of information, lessons learned and promising practices to all of the NPI community as well as to the greater English-speaking community, researchers and partners. The CHSSN NPI retreats and conferences have been the driving tool for this dissemination and this past year has been no exception. All 20 of the NPI networks and several partners and organizations in development attended the two NPI retreats this year. With over 60 participants these events have an important impact on the “learning community” approach the CHSSN uses. Events were held in May and November of 2017. The topics discussed ranged from sharing Early Childhood Development promising practices, Health Literacy Training, Organizational Development Training, Fostering Positive Mental Health in Organizations, Networks and Community Settings, Elder Abuse, Youth Engagement in Health, Volunteer Development and the most important Network Sharing.

The CHSSN works in cooperation with *l’Institut national de santé publique du Québec* (INSPQ), to carry out research and studies on the health status of English-speaking population. This initiative respects the orientations and priorities of the MSSS and takes into account the INSPQ’s mission. Several of these reports are available on the CHSSN Website

Gaétan Barette, Minister of Health and Social Services



5. Guide to the development of access programs for health services

Following the adoption, on April 1, 2015, of the “Act to modify the organization and governance of the health and social services network,” in particular by abolishing the regional agencies and the reorganizing the health and social services network, it has become the responsibility of each health and social services institution to develop an access program for health and social services for the English-speaking population on its territory.

As a result of these changes to the health and social services network, *le Secrétariat à l'accès aux services en langue anglaise*, in collaboration with CHSSN, initiated a project called “Recommendations for the revision of the Guide to the development of access programs for health services.”

The MSSS published the Guide in March 2018. It provides institutions with a procedure they can follow to develop an access program that addresses the English-speaking population’s needs and complies with the legislative and regulatory framework.

As part of the project, CHSSN’s consultant interviewed all our networks as well as all CISSS *responsables* for English language services and integrated the resulting feedback and insights into the renewed Guide. The Guide is available at:

http://chssn.org/wp-content/uploads/2014/11/MSSS_Guide_Programme_Acces.pdf

6. Le Secrétariat à la jeunesse : « Relier les jeunes d'expression anglaise à l'offre provinciale des services d'employabilité et de ressources en matière d'emploi (régions de l'Estrie et de la Gaspésie) »

CHSSN was identified by *le Secrétariat à la jeunesse du Québec* as the most effective bridge between the English-speaking community and the government to enhance participation and improve service to employment services for young English-speaking people in the province because of our extensive networks and our successful approach to community development.

2017-2018 was the second year of a three-year project supported by the *Secrétariat à la jeunesse (SAJ)*. Our network partners are CASA and Townshippers' Association. The main thrust of the project is to bring English-speaking youth who are entering the employment market into *les Carrefours jeunesse-emploi* (CJE) and to work with CJE's to ensure that they have the information and counselling resources needed to help these youth in their job searches. Both regional associations have worked very effectively with their respective CJE's.

The third year of the project will focus on evaluation, identification of best practices, creation of longer term resourcing strategies, and on the extension of similar services to other CJE's.

CHSSN 2017-2018 Revenue and Expenses**Revenue :**

NPI	2,280,000
Adaptation	1,499,967
Community Health Promotion	925,000
Enhancing Knowledge	400,000
Access Program Guide	95,000
Secrétariat à la jeunesse	300,000
TOTAL	5,499,967

Expenses :

Salaries and honoraria	863,164
Travel	50,379
Evaluation and dissemination	22,448
Operating costs	101,621
Secondary contribution agreements	4,275,157
Events	181,585
TOTAL	5,494,354