

# CHSSN COMMUNITY NetLink

SPRING 2019 | VOLUME 30

- + CIUSSS de la Capitale-Nationale **P2**
- + Alliance for Community Adaptation **P3**
- + CHSSN Partner News **P4**
- + New NPIs & Satellite Offices **P5**
- + The Chagnon Foundation **P6**
- + Addressing Social Determinants of Health **P7**
- + Mental Health **P8**

◀ Marguerite Blais, Quebec Minister Responsible for Seniors and Informal Caregivers, speaks at AMI-Québec's conference "Putting Young Carers on the Map," funded by CHSSN & Health Canada.



## Health Canada Supports CHSSN in Two Priority Areas

Over the past six months, CHSSN and its community networks have undertaken more concerted efforts to address two priority areas: increasing knowledge related to barriers in accessing health and social services in English; and supporting mental health promotion.

“These efforts support the priorities that we developed with our NPIs and their communities in 2017,” explained Jennifer Johnson, Executive Director of CHSSN. “We’re ready to use these resources immediately as a result of those consultations.”

The CHSSN in collaboration with the polling firm CROP will conduct a province-wide survey to better understand the health and social services needs and priorities of English-speaking Quebecers. 3,000 English-speakers will be interviewed by telephone with an additional eleven focus groups to be held in regions where the population is very dispersed.

“We will go much deeper into questions concerning access to health and social services by English-speaking Quebecers.” said Johnson. “We’ve made so much progress in the last decade working with our public-sector partners in improving accessibility, especially through Adaptation initiatives, that we need to understand better our communities’ current needs.”

Several mental health promotion initiatives will also be delivered across the province thanks to the funding, predominately addressing needs in suicide prevention.

“The new focus on mental health is also very welcome,” said Johnson. “We identified this as a critical challenge in the 2017 *Report on the Health and Social Services Priorities of English-speaking Communities in Quebec* that we presented to Health Canada.”

CHSSN also submitted the Priorities report to the *Ministère de la Santé et des Services sociaux* and in October 2017 the *Ministère* formally supported the report’s recommendations. ■



(L to R) James Carter, Ron Creary, Jennifer Johnson, Christopher Skeete, William Floch

## CHRISTOPHER SKEETE

### MEETS CHSSN NPI LEADERS

On November 21, 2018, as part of its regular gathering of NPI leadership, CHSSN held a special forum on enhancing regional community capacity in Lac Delage. The keynote speaker for the day was Christopher Skeete, MNA for Sainte-Rose and Parliamentary Assistant to the Premier for relations with English-speaking Québécois.

Skeete brought greetings from the Premier, expressing pleasure “to meet with you on his behalf and to take the pulse of your experience and of your objectives.”

“You can count on me to support your efforts to work with the Government of Quebec,” he continued, “to build and maintain harmonious relations with the different communities that you represent.”

“I am there for you,” pledged Skeete, “to assist you in working with the government to access the services to which you are entitled as full members of the Quebec family. It is indeed important to gain an awareness of the governmental mechanisms, to become better acquainted with them, to increase your capacity to work effectively with government across departments and across regions.”

Skeete applauded the CHSSN, “which is doing a tremendous job of making Québec’s English-speaking communities increasingly dynamic.”

Skeete then spent a generous amount of time “speed-dating” with NPI leaders, moving from table to table in a café style set-up that allowed the Premier’s Parliamentary Assistant to understand better the diversity and complexity of the English-speaking communities of the province. ■



## CIUSSS Agent for English Language Services is “Part of the Family”

“People who do this work tend to see it as more than just a job,” said Anne Duchesne from her office in Quebec City. “It’s more like being part of a family — you start to feel like a member of the community yourself!”

Duchesne is the English Language Planning, Programs and Research Agent with the CIUSSS de la Capitale-Nationale. She plays a key role in the development and implementation of Health Canada supported adaptation projects in the region.

Adaptation projects, as the name suggests, identify health and social services that already exist in French that are needed in English-speaking communities in a region. Then, working closely with the public system, community partners find innovative ways to adapt those services and make them accessible to English-speaking patients and clients. All adaptation projects are approved by local CISSSs or CIUSSSs and by the MSSS.

“Right now, the big challenge is preparing the new five-year Access Plans that are required by Bill 10 not only for the CIUSSS but for individual establishments and institutions in the public system,” said Duchesne.

Looking ahead, the CIUSSS with Duchesne’s leadership will be addressing the needs of the intellectually and physically handicapped as well as individuals and their families who are dealing with difficulties on the autism spectrum.

There’s also a perennial challenge of assuring the presence of health professionals who can provide services in English, especially at the historically English-speaking Jeffery Hale Hospital and St Brigid’s Home for seniors, but also for specialized hospital services for English-speaking patients from across eastern Quebec.

“Obviously we need to find people with the language skills,” said Duchesne, “but working in an institution like Saint Brigid’s isn’t like other places in the system — you need to see yourself as part of a community caring for itself.” ■

(L to R) Abdou Lat Fam (Batshaw), Tania Callender (ACDPN), and Harley Schwartz (Batshaw)



## NPIs & Organizational Members Create POWERFUL NEW MODELS OF SERVICE DELIVERY

Abdou Lat Fam, the Senior Ethnocultural Diversity Advisor at Batshaw Youth and Family Centres couldn’t be more categoric or enthusiastic about the success of the Alliance for Community Adaptation.

“This partnership with ACDPN (the African Canadian Development and Prevention Network) has been more effective than we ever imagined!” he said in an interview with NetLink. “Working with a community-based organization like ACDPN means that we can do ‘co-interventions’ with families where youth may be in need of support. We have shown that this can often avoid a more formal, more intimidating Youth Protection process — with better results for the children and youth involved.”

Tania Callender is the Executive Director of ACDPN. She agrees with Fam, highlighting the need for the public system to recognize that English-speaking

Black Quebecers are a “double minority,” culturally and linguistically.

“The cultural adaptation of services and intervention programs is at the center of ACDPN’s mandate,” she explained. “While access to Health and Social services in English is essential, we should not underestimate the role that cultural adaptation can play in improving outcomes for children and their families.”

As part of this mandate, ACDPN began working on the problem of the over-representation of Black children and youth in the Youth Protection system in Montreal more than five years ago.

“We set out to create a model of institutional-community partnership that would bring services closer to communities and help both sides understand one another better,” said Callender.

The Alliance for Community Adaptation is the end result of years of patient, sensitive community organizing within the Black community by ACDPN and tireless outreach to institutions like Batshaw and the local CIUSSS. It was launched in October of 2018 with strong support from Lam.

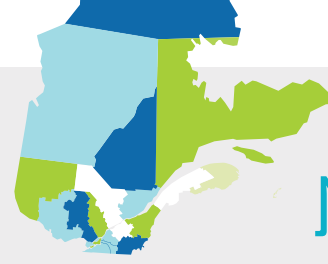
“When ACDPN met with me after I joined Batshaw last spring and

proposed the Alliance for Community Adaptation, I was immediately inside,” remembered Lam. “I brought it to Linda See our Director of Youth Protection and she agreed it was a good idea. Since its implementation, dozens of families have been helped by it.”

“We’re documenting our success with the Alliance for Community Adaptation model,” said Callender. “We need to be able to make as strong a case as we can that public institutions must invest in the communities they are meant to serve, building bridges of understanding and partnering to maximize the outcomes of their efforts.”

ACDPN is one of the 21 community health networks, or NPIs, whose development CHSSN has supported. NPIs are actively working in all regions of Quebec to address the needs of groups such as the elderly and their caregivers, vulnerable children and youth, and families in difficulty.

Batshaw Youth and Family Centres is an organizational member group of CHSSN. The 60 organizational member groups of CHSSN represent the full spectrum of health and social service, cultural, and educational organizations as well as sectoral activists. ■



# News from CHSSN PARTNERS



(Left) Eldon Keon, Lord Aylmer School; Erica Tomkinson, Western Quebec School Board (WQSB); Danielle Lanyi, Connexions; Kiran Somjee, Canadian Centre on Substance Use and Addiction; Kelly Connolly, WQSB; Marc Olivier Chabot, Sûreté du Québec; and Ginie Waller, Connexions.

## STRAIGHT TALK FROM CONNEXIONS

Connexions welcomed parents and school staff to their session *“Straight Talk About Cannabis.”* Guest speakers from the drug awareness team of the Western Quebec School Board, the Sûreté du Québec and the Canadian Centre on Substance Use and Addiction spoke about the effects of cannabis on youth, statistics on use, cannabis legalization in Canada, and how to have an unbiased and factual conversation with young people about cannabis to help them make healthy and informed choices.

There’s a summary of the presentations and resources at [www.centreconnexions.org/cannabis-session-resources](http://www.centreconnexions.org/cannabis-session-resources).

## HUNDREDS PARTICIPATE IN ARC COMMUNITY SERVICES FAIR

Despite cold and icy conditions, over 400 persons took part in the Assistance

Referral Centre (ARC) exposition featuring forty services and programs aimed towards enhancing the community vitality of the English-speaking community of the Montérégie.

Hosted at the Access Adult Education Centre in St-Lambert, all three Montérégie NPIs and CISSSs took part. Added to our success was new participation from school boards and several cultural communities.

## NEW EXECUTIVE DIRECTOR AT SENIORS ACTION QUEBEC

The board of Seniors Action Quebec is pleased to announce the appointment of Vanessa Herrick as the organization’s first executive director.

“Vanessa’s appointment will move us ahead in our work as the voice for Quebec’s English-speaking seniors,” commented President Michael Udy. “We will continue to focus on partnerships with community organizations and governments, and on policy and advocacy.”

## NEW PROJECT TO PROVIDE SUPPORT FOR ENGLISH- SPEAKING SENIORS

A new project undertaken by Seniors Action Quebec funded by the Anglo Secretariat is focused on reinforcing support provided to English-speaking seniors in Quebec while enhancing their vitality and quality of life. The focus is on topics such as housing, access to information on health care, social services, and legal issues, financial concerns, transportation, isolation, and the many forms of elder abuse.

Activities will begin in spring of 2019 so please see our website for further details: [www.seniorsactionquebec.ca](http://www.seniorsactionquebec.ca).

## MERGED MAB-MACKAY & CONSTANCE-LETHBRIDGE REHABILITATION CENTRES GET NEW NAME

On February 14, an event attended by staff alongside members of the Lethbridge-Layton-Mackay Corporation was held to celebrate the launch of the new name and logo for the Lethbridge-Layton-Mackay Rehabilitation Centre (LLMRC). The LLMRC, created from the merger of the iconic MAB-Mackay and Constance-Lethbridge Rehabilitation Centres, provides rehabilitation services to children and adults with motor, sensory, and language impairments living in CIUSSS West-Central Montreal’s territory and in the greater Montreal region, as well as to those living in other regions of Quebec for certain ultra-specialized services. ■



# New NPIs & Satellite Offices to SERVE THE COMMUNITY BETTER

English-speaking communities have been mobilizing themselves over the past decade, creating community-based health and social service networks called NPIs throughout Quebec.

These networks use the CHSSN Community Mobilization Model to organize a local English-speaking community and then to sensitize local and regional authorities to the realities and challenges facing their community. Now, the CHSSN NPI network is growing again.

Evidence of need gathered by CHSSN as well as enhanced funding from Health Canada available in the new federal *Action Plan for Official Languages — 2018–2023* allowed the establishment of two new NPIs in Saguenay and

Montérégie-Est in late 2018. In addition, eleven “satellite offices” are in the process of being created by established NPIs in 2019 (see below).

Montérégie-Est is a good example of an underserved area of the province where local leadership and community institutions have come together to create a new, stand-alone NPI.

Brian Peddar has worked as a community developer and institutional connector for many years with various school board and regional health authority structures in the Montérégie-Est territory.

“We’re focused on English-speaking communities in towns like Chambly and Belloil where numbers are still relatively high and also more isolated people further north in St-Hyacinthe and Sorel,” said Peddar. “When I heard a presentation about the CHSSN NPI network, I decided to put together and push the dossier to create an NPI for the new CISSS de la Montérégie-Est.”

The Montérégie East Partnership for the English-speaking Community (MEPEC) was launched in November 2018 with a board of six community members of which Peddar is the inaugural president. MEPEC has hired an Executive Director, Karoll-Ann Carrier, and is actively building links with local health authorities.

“We have the great advantage of established partnerships between pre-existing NPIs and CISSS de la Montérégie-Est as well as professionals like Lynn Mailloux at the CISSS who have been incredibly helpful in connecting the English-speaking to the public health care system for several years now,” explained Peddar. ■

NPI	Satellites
4 Korners Family Resource Center	Lachute Saint-Sauveur Sainte-Agathe-des-Monts
CASA	Escuminac
CASE	Trois-Rivières
Coasters Association	Kegaska
English Community Association of Lanaudière (ECOL)	Mascouche
Heritage Lower Saint Lawrence	Rimouski
Montérégie West Community Network (MWCN)	Vaudreuil-Dorion
Neighbours Regional Association of Rouyn-Noranda	Val-d’Or
North Shore Community Association	Sept-Îles

◀ The founding Board of MEPEC





## Christiane Nadeau

“A gentle diplomat with a big heart,” retires from CHSSN

In February, Christiane Nadeau, CHSSN’s Adaptation Project Coordinator retired after almost 15 years with the organization.

“This is a big loss for our team,” said Jennifer Johnson, Executive Director of CHSSN. “Christiane has crafted solid relationships with our CISSS/CIUSSS partners that have been critical to the success of our Adaptation projects. She has supported our partners in a very unique program with finesse and political savvy that is difficult to teach and hard to replace.”

Nadeau started with CHSSN in 2005 as a member of the support team for the Adaptation Project and became the primary manager for the project.

“Early in my work here, I discovered how hard communities were working to develop access to services in English,” said Nadeau. “During all those years I’ve developed some great friendships but more important for our work is the trust we have built; without trust for one another, this work is very difficult.”

The Adaptation Project works with local health authorities to identify existing services available in French that would most benefit English-speaking residents as well. It’s a key component in a portfolio of measures to improve population health made possible by a grant from Health Canada through federal government programs that support Quebec’s English-speaking communities as well as French-speaking communities in the rest of Canada.

CHSSN works in close collaboration and by formal agreement with Quebec’s Ministry of Health and Social Services (MSSS). All local Adaptation projects, designed to support equitable access and better health outcomes for English-speaking Quebecers, are approved by regional CIUSSS-CISSS leaders and by the MSSS. Supporting these collaborations was Nadeau’s daily task.

“It’s amazing how well communities and public partners can work together — they all understand that working in partnership can be a win-win situation for everyone,” said Nadeau. ▣

## New partnership with the LUCIE & ANDRÉ CHAGNON FOUNDATION

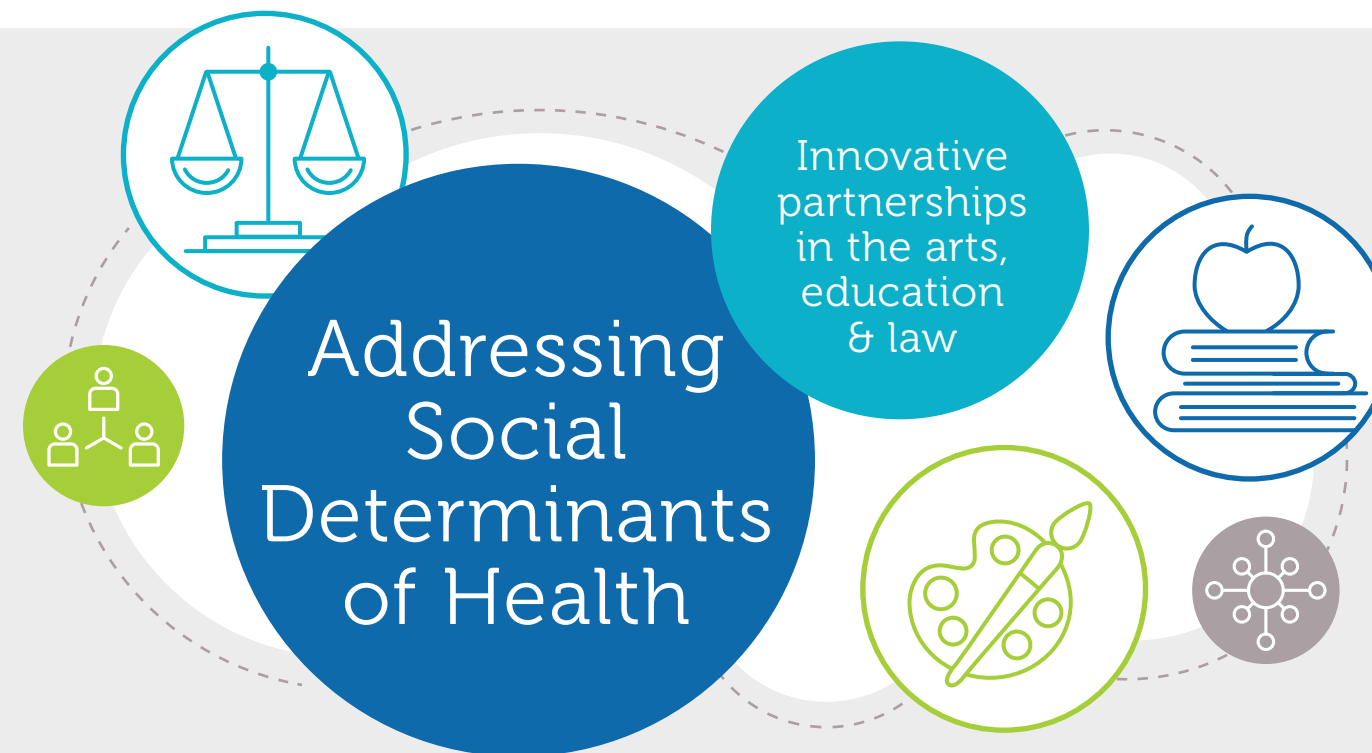
CHSSN has embarked on a new partnership with the Lucie and André Chagnon Foundation to work with them on their vision for Quebec as “a supportive, equitable and inclusive society that enables every child and every family to realize their full potential and play an active role in society.”

“We are excited by this new connection and its potential for English communities across the province,” said Jennifer Johnson, Executive Director of CHSSN. “The five-year, \$3.8 million grant will allow our NPI networks to further enhance programming aimed at some of the most vulnerable members of our community.”

The mission of the Lucie and André Chagnon Foundation is “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. ▣

For more information on the Lucie and André Chagnon Foundation, visit their website [www.fondationchagnon.org](http://www.fondationchagnon.org)



“CHSSN has teamed up with several organizations beyond the formal health and social services sector in the English-speaking community where we’ve recognized great potential to address issues related generally to mental health,” explained Russ Kueber, Program Manager with CHSSN.

### LAW

CHSSN and Éducaloi are working to expand the reach of the legal information and referral strategy that started as a pilot project in 2015–2016.

The CHSSN’s community mobilization model for improving health and community vitality was applied to the law and the Quebec legal system. The project sought to build community capacity to inform and educate citizens about everyday legal issues and find legal services. That pilot will now be extended to a total of nine communities through their NPIs:

- + 4 Korners Family Resource Centre
- + CASA
- + Coasters Association
- + Connexions Resource Centre
- + East-Island Network for English-language Services (REISA)
- + Heritage Lower Saint Lawrence
- + North Shore Community Association
- + Vision Gaspé-Percé Now
- + Megantic English-speaking Community Development Corporation (MCDC)

### EDUCATION

In education, CHSSN has renewed its collaboration with LEARN and the CLC to support local mental health initiatives. CHSSN and LEARN’s Provincial Resource Team are collaborating once again to offer micro-grants to CLC schools that want to take a holistic approach to well-being and student success.

Schools will use the *Partnering for the Well-Being of Minority English-Language Youth, Schools & Communities* and the *CHSSN Action Framework* to develop a new program or to strengthen an existing activity that explicitly teaches and promotes social and emotional learning core competencies for youth and their families.

### ARTS

A new collaboration with ELAN will help integrate a health component into arts projects in English language schools. ELAN—the English Language Arts Network—is a meeting place for English-language artists and cultural workers of all disciplines from every region of Quebec.

“Conversations with CHSSN began several years ago,” said Guy Rodgers, Executive Director of ELAN. “The growing interest in mental health has created some recent opportunities to link artists and the arts with issues of mental health, especially for young people.”

“We already have a robust Arts-Community-Education (ACE) framework,” explained Rodgers. “We’re adopting the approach of ‘micro-grants’ that will allow up to 14 local schools to participate.”

“We’re relying on the energy and creativity of local principals, teachers, and parents and we know from our earlier ACE projects that those are available in abundance.” ▣



## Mental Health A Renewed Focus for Partnership with Health Canada

Three key projects are allowing CHSSN and its community partners to take some bold steps forward in the field of mental health promotion in 2019.

### HEADSTRONG

“The major focus of HEADSTRONG is to raise awareness of mental health with young people in secondary schools and to reduce stigma,” explained Kueber. “The program has been developed by the Mental Health Commission of Canada and is a proven approach to getting youth to think about mental health.”

The Montreal East NPI REISA is one of the eight CHSSN community network partners to get behind the HEADSTRONG initiative. They held a “Headstrong Summit” March 21st in partnership with The Mental Health Commission of Canada, Laurier Macdonald CLC, and John F. Kennedy High School. Other EMSB schools participating were Rosemount, Vincent Massey, Lester B. Pearson, John Paul I and Perspectives.



“The Summit was a great follow-up to the Mental Health Fair that we organized last October,” explained Caitlin Thomas, Communications and Outreach Coordinator with REISA. “The response to that event was very positive. We’re excited to be working with youth in our area to fight stigma.”

### WWW.HOWTOTALKABOUTSUICIDE.COM

“We’ve been able to develop a wonderful collaboration with the AQPS,” said Kueber. “We’re thrilled to have partnered with them to launch the English language version of their suicide prevention web resource, [www.howtotalkaboute suicide.com](http://www.howtotalkaboute suicide.com)”

The project will also address the challenge of having English speakers available on the volunteer manned suicide prevention hotlines and in local suicide prevention centres. These services are run on a regional basis, making the problem of access even more severe in many parts of the province. A number of solutions are being explored but already the website gives people needing information and services much better access to what is available currently. Working with NPIs, suicide hotline volunteer training has been undertaken in several regions.

### FAVORING FATHERHOOD

Health Canada funding for mental health programming has allowed CHSSN to deepen its relationship with Quebec’s *Regroupement pour la valorisation de la paternité*.

“The really exciting thing for us has been our collaboration with the *Regroupement* on two studies that are helping to create awareness on the importance of access to mental health services in English for men in Quebec,” said Kueber.

A specially commissioned SOM survey of 2,000 Quebec men taken in 2018, revealed that 22% may be experiencing psychological distress, yet generally men do not seek professional support. The study also revealed that for 78% of English-speaking men, having services available in their own language is essential for them to seek support for mental health issues.

In February, Kueber was a keynote speaker on the new findings about English-speaking men’s mental health situation and attitudes at the “*SU-PÈRE Conférence*,” the *Regroupement’s* annual gathering of people “committed to enhancing the role of fathers in Quebec families and greater equality in terms of parental responsibility.” Four NPIs sent delegates to the conference as well. [N](#)

The Community Health and Social Services Network (CHSSN) is a network of community resources, associations and public institutions dedicated to the development of health and social services for English-speaking communities in Quebec.

### CHSSN'S OBJECTIVES ARE TO:

- + Foster projects and initiatives through partnership and network building, to promote access to English-language health and social services and support community vitality;
- + Create new knowledge and provide information on English-language communities and their needs;
- + Promote, evaluate and disseminate successful models of organization of services;
- + Promote informed public policy supporting the vitality of English-speaking communities;
- + Support conferences and other forms of consultation on health and social services for English-speaking communities.

### FOR MORE INFORMATION ON CHSSN VISIT THE WEBSITE OR CONTACT US AT:

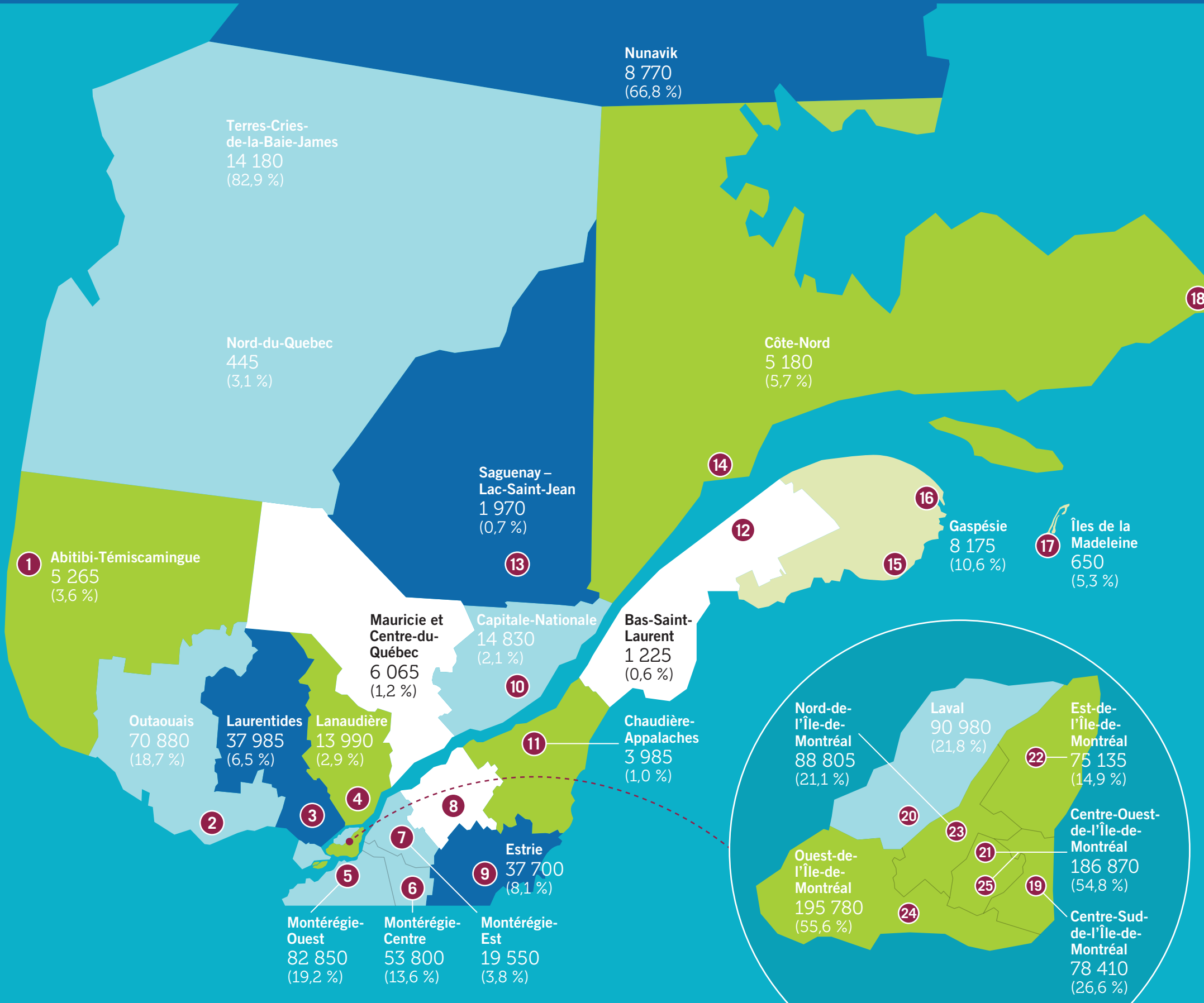
#### CHSSN

1270, chemin Ste-Foy, bureau 2106  
Québec (Québec) G1S 2M4  
Tel: 418 684 2289 Fax: 418 684 2290  
email: [info@chssn.org](mailto:info@chssn.org)  
[chssn.org](http://chssn.org)

Legal deposit: National Library of Canada:  
ISSN 1709-2175 Bibliothèque et Archives  
nationales du Québec.

Publication of this newsletter is made possible through a financial contribution from Health Canada.





Population  
**1 103 475**  
2016 Census of Canada  
Recensement du Canada, 2016

**13,7 %**  
of Quebec  
du Québec

**The CHSSN  
NPI\* Network** | **Le réseau  
NPI\* du CHSSN**

- 1** Abitibi-Témiscamingue  
Neighbours Regional Association
- 2** Outaouais  
Connexions Resource Centre
- 3** Laurentides  
4 Korners Family Resource Center
- 4** Lanaudière  
English Community Organization of Lanaudière (ECOL)
- 5** Montérégie-Ouest  
Montérégie West Community Network (MWCN)
- 6** Montérégie-Centre  
Assistance and Referral Centre (ARC)
- \* 7** Montérégie-Est  
Monteregie East Partnership for the English-Speaking Community (MEPEC)
- 8** Mauricie et Centre-du-Québec  
Centre for Access to Services in English (CASE)
- 9** Estrie  
Townshippers' – Eastern Townships Partner for Health and Social Sevices – Estrie and ME
- 10** Capitale-Nationale  
Jeffery Hale Community Partners
- 11** Chaudière-Appalaches  
Megantic English-speaking Community Development Corp. (MCDC)
- 12** Bas-Saint-Laurent  
Heritage Lower Saint Lawrence
- \* 13** Saguenay – Lac-Saint-Jean  
English Community Organization of Saguenay – Lac-Saint-Jean
- 14** Côte-Nord  
North Shore Community Association (NSCA)
- 15** Gaspésie  
Committee for Anglophone Social Action (CASA)
- 16** Gaspésie  
Vision Gaspé-Percé Now (VGPN)
- 17** Îles de la Madeleine  
Council for Anglophone Magdalen Islanders (CAMI)
- 18** Côte-Nord  
Coasters Association (LNSCH)
- 19** Centre-Sud-de-l'Île-de-Montréal  
Collective Community Services (CCS)
- 20** Laval  
AGAPE – The Youth & Parents AGAPE Association Inc.
- 21** Centre-Ouest-de-l'Île-de-Montréal  
African Canadian Development & Prevention Network (ACDPN)
- 22** Est-de-l'Île-de-Montréal  
East Island Network for English-language Services (REISA)
- \* 23** Nord-de-l'Île-de-Montréal  
East Island Network for English-language Services (REISA)
- \* 24** Ouest-de-l'Île-de-Montréal  
African Canadian Development & Prevention Network (ACDPN)
- \* 25** Centre-Ouest-de-l'Île-Montréal  
NDG Senior Citizens' Council (NDGSCC)

\* Network in development.