

CHSSN COMMUNITY NetLink

SPRING 2018 | VOLUME 28

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A New Audience for NetLink

CHSSN has produced NetLink since the spring of 2003. It's been our vehicle for reaching members twice a year to tell them about our initiatives as well as an opportunity for CHSSN member organizations to share what they're doing to improve access to health and social services in English.

As our members have developed and their partnerships have expanded, we have been increasingly asked to make NetLink available in French so that it can be shared with partners. So today, you're receiving the first bilingual edition of NetLink which will be distributed to a much broader audience, including those who are now part of our efforts to improve access for the English-speaking community.

We are very excited about these changes and hope that as a reader of NetLink you can think of new partners to introduce it too. It is our hope that you will share the link to NetLink with all of your partners and encourage them to view it online.

CHSSN welcomes the Federal Action Plan for Official Languages. (L to R) The Honourable Diane Lebovillier, Minister of National Revenue; Jennifer Johnson, CHSSN; Cathy Brown, CASA; the Honourable Mélanie Joly, Minister of Canadian Heritage. **More on page 2**

For the time being, we will continue to produce NetLink in hard copy for our members but with no increase in the number of copies in paper format. We would prefer not to enlarge the environmental footprint of our newsletter. As our audience expands, the electronic version of Netlink will become our primary format for distribution.

I look forward to seeing how NetLink grows and develops. I believe it can become an important vehicle for connecting the community and its partners around the issues concerning access to English-language health and social services.

Jennifer Johnson
Executive Director, CHSSN

CHSSN praises the NEW FEDERAL ACTION PLAN for Official Languages

On March 28, 2018, the Honourable Mélanie Joly, Minister of Canadian Heritage, unveiled the *Government's Action Plan for Official Languages 2018–2023: Investing in Our Future*. The renewal of the federal government's commitment to the promotion of a bilingual Canada offers “a vision for the future, new financial support, and specific measures to support the vitality of official-language minority communities and promote French and English from coast to coast to coast.”

“Today we are delivering the largest federal investment in official languages in our history,” said Minister Joly. “This new plan contains more than 30 new measures to help support our communities across the country and ensure that official languages continue to thrive for years to come, from a Francophone immigration strategy and early childhood education, culture and education initiatives to a new fund for English-speaking Quebecers.”

“We're thrilled that the engagement of the federal government has been renewed and enhanced,” said CHSSN Executive Director Jennifer Johnson who attended the announcement in Ottawa. “We're feeling a real commitment in this plan to supporting the vitality of the communities that we work with across Quebec.”

In addition to maintaining the existing funding in support of official languages, the new plan proposes an additional investment of nearly \$500 million over five years across a wide range of initiatives aimed at enhancing the use of French and English across the country, particularly for the enhancement of the well-being of Official Language Minority communities in all provinces.

“There are very important increases to budgets available through Health Canada to improve access to health and social services in English in Quebec,” explained Johnson. “Our priority, supported by Health Canada, is to expand our network into areas not currently served. We've been asking for the resources to do this for nearly a decade now.”

Johnson points to strong foundations for expansion already in place with CASE in Drummondville and MWCN in Chateauguy — Vaudreuil-Soulanges, as well as an important extension of work

by Heritage Lower St. Lawrence into Rimouski. Another underserved region for priority attention is the Saguenay.

Johnson also looks forward to enhancing adaptation projects with public partners.

“There are basically two envelopes with increased funding — the first for networking and the second to support our adaptation partnerships,” she said. “Health Canada has been very impressed by the engagement of our public partners and the innovation that has resulted from the close collaboration we have fostered between local communities and the Quebec health system. This is a big vote of confidence in what this kind of partnering can do.”



KATHLEEN WEIL IMPRESSED BY “ENGAGED, TALENTED, THOUGHTFUL” COMMUNITY



(L TO R) Minister Kathleen Weil with Cathy Brown, Executive Director CASA, Stella Kennedy, President CASA, Candice Dort, Youth Coordinator CASA — celebrating official opening of their new office and launch of a new logo! [Learn more on page 6](#)

Kathleen Weil, the new Minister responsible for Relations with English-Speaking Quebecers, was appointed last October but she's already logged thousands of kilometers on what she calls her “road trip” to meet the communities she's working with. NetLink caught up with her in Gaspésie for a brief conversation.

NL Congratulations on the appointment; how have the first months been in this newly created post?

KW You know it's been a gift — a true gift. I love community development work. I've always believed you can make a big difference connecting local communities with decision-makers in government. I'm working to make those connections and finding out there's real interest from my cabinet colleagues and real strength in the English-speaking communities to address challenges.

NL What has your “road trip” taught you so far?

KW Obviously, I already knew that a great deal has been happening with federal government support for Official Language minorities for a number of years. Still, I have

been impressed by the engaged, talented, thoughtful community leaders that I have met across all sectors — education, health, economic development, youth. There's particular strength in the health field that I attribute to the work of CHSSN and its community and health system partners. That strength is particularly important now as we work to re-establish a provincial access committee that truly reflects the community and its concerns.

NL What are you hearing about health and social services as you travel?

KW Unquestionably, it's the number one issue for people. There is deep concern about related matters like youth retention, French second language programming and employability, and poverty, but health is top of the list. I think we're on the right track

here, though I don't want to underestimate the challenge or the need to support community leaders so they can participate effectively in a dialogue and in common action.

NL What about your own support to the communities you're meeting?

KW We have about \$23 million designated for our work with English-speaking communities. Right now, we're negotiating with Treasury Board to establish some accountability rules for decision-making and for distribution of that money. Our priorities will include youth retention, employability, capacity building, and access to government services, especially health services. We're intending to get some direct support out by the summer to signal to the community that there's a government in Quebec City that cares.

PATIENT NAVIGATOR in Quebec City is “JUST TAKING OFF!”

Jennifer Johnson, Executive Director of CHSSN, beams with enthusiasm about the Patient Navigator.

“We’ve planned this for months but now it’s up and running and really just taking off!” she said. “More than 20 enquiries and 9 patients in the first month with minimal promotion — that’s an excellent indicator that we’re responding to a real need.”

The Patient Navigator is a position that was recently created by CHSSN and the local Networking Partnership Initiatives of Eastern Quebec. The new service is linked to the launch of the travel4health.ca website and travel toolkits (available from local community organizations) for English-speaking residents of the Eastern regions of the province — Gaspésie-Îles-de-la-Madeleine, Bas-St-Laurent, Côte-Nord — who have to travel to larger cities for specialized medical services.

The Patient Navigator is the point person on the ground providing support to English-speaking patients and their companions travelling to Quebec City, assisting them in navigating the different steps in the care pathway as well as the informational, emotional and logistical challenges the experience presents.

“We’ve hired Steve Guimond as our first Navigator,” said Johnson. “Already he’s bringing the kind of patience, maturity, and listening skills to the job that make a big difference to the people we’re serving. And he understands that we’ve given him a clear mandate to advocate directly for patient rights when necessary.”

The Navigator links patients to existing services and assists patients by greeting them at the airport, arranging transportation to hospital and to lodging, as well as communicating with health care personnel and professionals as needed. ■

For more information about the services of the Patient Navigator or to connect with Steve Guimond, visit travel4health.ca



YOUTH MENTAL HEALTH & RESILIENCE supported by project fund

CHSSN has worked actively for more than a decade with the LEARN CLC (Community Learning Centres) network of schools to bring vital health and social services information to local communities.

There are about 85 CLC schools in English-speaking communities across Quebec that invest in partnerships that provide a range of services and activities, often beyond the school day, to help meet the needs of learners, their families, and the wider community. Their aim is to support the holistic development of citizens and communities.

Two years ago, CHSSN and LEARN CLC organized a first provincial conference on youth mental health issues. The success of that event and the obvious need for more investment in the issues that were surfaced led to a funding program for 2018 designed to assist local schools and communities with pilot projects to tackle the challenge.

“Thirteen projects were selected, some completed and some ongoing,” reported Debbie Horrocks of the CLC Provincial Resource Team. “They range from a zoo therapy project in Valcartier to a youth mental health summit in the Pontiac region.”

The projects bring together school, community, and public health and social services system stakeholders and resources.

“One of the biggest benefits for local communities is the relationships that are established and the partnerships that develop from these pilot projects,” said Horrocks. “That can have an ongoing positive impact on our schools and on our young people.” ■



Bright Beginnings

for kids
aged 0-5

Bright Beginnings is an adapted approach to supporting English-speaking children and families. The idea originated through a collaboration between three English-speaking community organizations on the Gaspé Coast and Magdalen Islands. They successfully began to work with their regional and local partners to better adapt programs and services to support English-speaking children 0 to 5 years old and their families. The framework also integrates successful approaches undertaken by other English language community organizations throughout the province.

The framework promotes an “ecosystemic approach” to young children within English-speaking communities. An ecosystemic approach encourages the development of strategies that reinforce protective factors which have a positive impact on the child, the family, and the community. It facilitates collaboration between public systems and community partners and engages them in a joint planning process from pregnancy to early adulthood, with a particular focus in this case on all 0–5 kids.

Bright Beginnings also responds to specific risk factors often faced by English-speaking children and their families such as:

- + lack of services available in English;
- + increased isolation and mental health problems; and
- + high percentage of parents living on very low incomes.

To cite some statistics, for individuals of parenting age in Quebec (25–44), 8.9% of English speakers are unemployed compared to 6.9% of French speakers. Further, in 21 of the 22 administrative regions, the percentage of English-speakers in low income situations (\$20,000 or less) is higher than French-speakers.

This socio-economic pressure on English-speaking young families is compounded by the fact that access to services is often limited. A survey conducted on the Gaspé coast and Magdalen Islands, for example, revealed that out of the 37 programs offered to children and families in the region, only 6 were available in English. English community organizations in other regions across Quebec identify similar situations. ■

The *Bright Beginnings* framework is available in French and English at chssn.org

A new Provincial Access Committee is on its way

The CHSSN and QCGN have joined ranks to find engaged community volunteers to sit on a new Provincial Access Committee to advise the Minister of Health and Social Services on access to services in English.

“Our organization along with the QCGN will propose candidates who understand the health system and who best demonstrate knowledge of the English-speaking community and its issues regarding access to services.” says Ron Creary, Chair of CHSSN and a member of the joint selection committee seeking candidates.

The Minister is expected to name the new Committee by the fall, setting in motion the development of new access programs of services in English. ■



News from CHSSN PARTNERS

CASA CELEBRATES OFFICIAL OPENING OF THEIR NEW OFFICE AND LAUNCH OF A NEW LOGO!

This past May, CASA invited a variety of community and government partners to celebrate the official opening of their new office in New Carlisle and the launch of a new logo.

CASA's growth and success over the years has seen the number of employees grow from 4 in 2004 to 40 in 2018. The need for more office space was evident.

"Us Anglophones are not going anywhere!" said Cathy Brown, Executive Director of CASA. "This new home for CASA and the rebranded logo reflects our past, but more importantly an exciting future ahead."



CAMI STRENGTHENS PARTNERSHIPS TO BENEFIT SENIORS

CAMI, the English-speaking community association on the Magdalen Islands, has been focused on working collaboratively with partners to develop a community strategy to support seniors' health and well-being.

The organization was also successful in obtaining funding from the provincial government for an Outreach and Liaison Agent for seniors via the ITMAV program. ITMAV (*Initiatives de travail de milieu auprès des aînés en situation de vulnérabilité*) seeks to empower seniors to make good choices about their own well-being and to connect with community-based resources in their home regions.

VISION GASPÉ-PERCÉ NOW MAKES HEALTHY EATING ACCESSIBLE AND CONVENIENT

Vision Gaspé-Percé Now has an exciting new partnership aimed at supporting seniors with a convenient and nutritious Frozen Meals program.

There are currently 5 organizations working together to ensure this program is sustainable. It's an interesting approach and a new model for the region.

THE QUEEN ELIZABETH HEALTH COMPLEX ENHANCES SERVICES TO PATIENTS

The Queen Elizabeth Health Complex, an organizational member of CHSSN, is now home to a Superclinic. Hours for both the walk-in clinic and the imaging clinic have been extended so that clients can now be seen 12 hours a day. There is also public blood sampling in the building.

In the imaging clinic, they have just installed tomosynthesis in their mammography machine which gives a 3-D image of the breast. A C-viewer has also been purchased so that new 3-D images can be compared to older 2-D images. A new ultrasound system enhancing imagery has also been implemented.

These new technologies improving breast cancer detection are available thanks to the generosity of the Doggone Foundation and the Cure Foundation.

SPECIAL NEEDS MEDICAL CARE: BIG STEPS IN MONTREAL NORTH AND EAST.

Special needs clientele (Autism/Down's/global delay) have particular difficulties accessing and using medical services. A year ago, REISA organized a forum on

the future of DI-TSA (*Déficience intellectuelle et trouble du spectre de l'autisme*) services in its region.

Following the forum, a proposal for an adapted medical clinic at the Centre of Dreams and Hopes (the only center offering services in English to this clientele) was presented by REISA to the CIUSSS de l'Est-de-l'Île-de-Montréal and the CIUSSS du Nord-de-l'Île-de-Montréal.

As a result, the CIUSSS du Nord-de-l'Île-de-Montréal has delegated doctors who will see patients at the Centre of Dreams and Hopes as early as June 2018. As well, two family clinics will allocate a percentage of their services to patients with special needs. A services agreement will be signed by the CIUSSS du Nord, REISA, and CDH to formalize this arrangement.

The CIUSSS de l'Est-de-l'Île-de-Montréal has identified clientele at one GMF (family medicine clinic) and will allocate time for special needs care in English.

REISA'S OUTREACH TO ENGLISH-SPEAKING RECENT IMMIGRANTS AND ASYLUM SEEKERS

Starting in February 2018, REISA began a project to understand better the needs of newly-arrived, English-speaking immigrants, refugees, and asylum seekers who are living in east end Montreal.

More than 30 federal, provincial and municipal organizations were contacted. The survey results show that it is difficult to get local results based on official language and that English-speakers are often ignored in efforts to assist the social and economic integration of new Quebecers.

It is estimated that somewhere between 30% à 50% of new arrivals who can speak English move to Ontario.

REISA is working with a number of families contacted during its investigation but there is a need to sensitize authorities generally to the existence of an English-speaking minority within the population of immigrants, refugees, and asylum seekers.

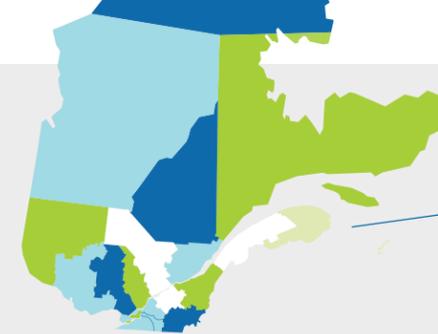
CCS BUILDS CAPACITY TO PROMOTE MENTAL HEALTH AMONG SENIORS

In February, CCS (Collective Community Services) coordinated a Seniors Mental Health First Aid training course in LaSalle. Collaborating with REISA, ACDPN, Senior's Action Quebec, and AMI Quebec, CCS had a full house.

In total, 23 people were trained and certified by the Mental Health Commission of Canada, enhancing their knowledge and bringing back important skills for their clients. The course is intended to increase the capacity of seniors, informal caregivers, staff in care settings and communities to promote mental health in seniors. CTV dropped by and the event was featured on the local 6pm television news.

PARKINSON CANADA BENEFITS FROM THE CHSSN NETWORK

Parkinson Canada in Quebec became a member of CHSSN in 2016 and has since developed a strong partnership with the Cummings Center which already offers adapted programs for people living with Parkinson's. Together they have set up support groups in Côte-des-Neiges and in the West Island and organized two public lectures each year in English.



21 community health and social service networks in the CHSSN Partnership

Learn more on page 11

TOWNSHIPPER'S ASSOCIATION (MONTÉRÉGIE-EST) ENCOURAGES HEALTHY RELATIONSHIPS FOR YOUTH

Tasty Traditions is an intergenerational cooking program that spans over a 5-week period and provides both seniors and children the opportunity to learn and create while contributing in a mutually valuable partnership. Senior volunteers from the municipality and grade 5/6 students from the local elementary school work together to curate a healthy four course meal.

Les couloirs de la violence amoureuse

is a physical labyrinth that guides youth through the cycle of relationship violence. Originating in Lac-Saint-Jean, this tool was brought to the Brome-Missisquoi and Haute-Yamaska region through funding provided by La Table de concertation pour contrer la violence faite aux femmes Brome-Missisquoi & Haute-Yamaska. Through a partnership between Horizon pour Elle and Avante Women's Center, the couloirs were translated into English for the first time and made available to the secondary 4 and 5 students at the English regional Highschool. Avante Women's Center, the Eastern Township's Schoolboard and Township's Association partnered to facilitate and animate the activity. [↗](#)

TOWNSHIPERS' ASSOCIATION (ESTRIE) INNOVATES AND ANIMATES

Health Link / Food for Thought sessions offer English speakers (particularly seniors) an opportunity to socialize, learn more about the services available to them, and connect with workers from the public health partner and local community organizations.

A new *STIs and Contraception Project* has begun at Richmond Regional High School. Through a partnership with *Université de Sherbrooke*, two medical students are working with our NPI coordinators and school personnel at Richmond Regional High School (RRHS) to increase student and parent awareness of sexual health issues (specifically STIs and contraceptive methods).

The *Colour Café* is a multifaceted activity bringing together English-speaking women (and French-speaking women interested in learning English) for an afternoon of colouring and conversations. This activity has become a great way to share information about local services and organizations.

BUILDING TOGETHER!

Successful community and health & social services network partnerships



Dr. Gaétan Barrette & Tania Callendar

The *Building Together* conference gathered all of CHSSN's partners in Quebec City, November 23 and 24, 2017, to review and discuss the results and lessons learned from local adaptation initiatives.

CHSSN coordinates a Quebec-wide health and social services Adaptation Program designed to enhance the vitality of English-speaking minority communities in Quebec by increasing access to existing health and social services for English-speaking Quebecers.

The program is supported by an investment from Health Canada and has been undertaken in partnership with the *ministère de la Santé et des Services sociaux (MSSS)*. An implementation agreement between CHSSN and the MSSS was concluded to incorporate the projects into Quebec's initiatives to improve access to health and social services in English through

partnerships between local English-speaking communities and the health and social services system.

The event highlighted several Adaptation projects that were carried out in 2013–2018, identified best practices, and discussed priorities for new projects in 2018–2023.

The Minister of Health and Social Services Dr. Gaétan Barrette and MSSS Assistant Deputy Minister Pierre Lafleur, as well as Kathleen Weil, Minister responsible for Relations with English-Speaking Quebecers, spoke to the conference and encouraged wider and deeper partnerships between English-speaking communities and the public health system.

The two-day session was co-chaired by Jennifer Johnson, Executive Director of CHSSN, and Iannick Martin, Coordonnateur à l'accès aux services en langue anglaise, *ministère de la Santé et des Services sociaux*. ■

A full report on the Building Together 2017 conference is available at chssn.org



The NPI Network Keeps Expanding!

As the latest chapter in the story of CHSSN's work to support English-speaking communities in all regions of Quebec, two new community health and social service networks recently

launched, bringing the total number of NPIs to twenty-one.

The Montérégie West Community Network (MWCN) sponsors the NPI which covers the newly formed geography of the *Centre d'intégré de santé et de services sociaux de la Montérégie-Ouest (CISSS-MO)*, while the Centre for Access to Services in English (CASE) covers

the geography of the *Centre d'intégré universitaire de santé et de services sociaux de la Mauricie-et-du-centre-du-Québec (CIUSSS-MCQ)*.

Both NPIs have exciting initiatives underway in collaboration with their health and social services partners to better connect with vulnerable English-speakers in their region. ■

NEW CHSSN BASELINE REPORT SUPPORTS EVIDENCE-BASED DECISION-MAKING



CHSSN encourages evidence-based program development and decision-making across its networks and in its partnerships. It supports this fundamental aspect of its work through investment in demographic and other population health studies, including its Baseline Data Reports and Regional Profiles, published annually since 2003–2004.

The new 2017–2018 CHSSN Baseline Data Report was presented by Dr. Joanne Pocock June 1 at the QUESCREN (the Quebec English-speaking Communities Research Network) Research Workshop at Concordia University. It's available along with new regional profiles at chssn.org on the Documents page. ■

The English-Speaking Catholic Council & CHSSN "A BEAUTIFUL EXPERIENCE"

CHSSN has a wide membership of 60 community-based organizations who support equitable access to health and social services in English across Quebec. Many of these member organizations do not work directly in the field of health and social services but they recognize the benefits of CHSSN's work for the communities they serve. The English Speaking Catholic Council (ESCC) is one of these member groups.

Founded in 1981 with a mandate to act as a focal point for the English-speaking Catholic community of Greater Montreal, the ESCC has assumed a higher profile over the years throughout the province and beyond. Paula Celani is an active member of the ESCC and sits on the Board of CHSSN.

"The founding Executive Director of the ESCC, Martin Murphy, was there at the beginning of CHSSN," Celani recently told NetLink. "In a sense, we've been active partners since the organization was first imagined."

The ESCC seeks to develop a sense of community identity and common purpose, to encourage development of leadership

in the community, and to ensure effective representation before government bodies and on various boards, committees and councils. All these goals are enhanced by working with CHSSN.

"Being active in both organizations has been very positive — a really beautiful experience," said Celani. "The sharing of information that's encouraged by CHSSN, linking people across regions, letting us know what's happening and what's possible, has a big impact on people who are active in their communities, me included!"

And it's a two-way street. CHSSN benefits greatly from the deep community roots of member organizations like the ESCC.

"It's definitely reciprocal," observed Celani. "The strength of CHSSN comes from its deep knowledge of our communities as well as the sense of ownership that communities feel for the solutions that are developed with public partners. The pride and satisfaction that arises from serving people better, especially the most vulnerable, is a huge motivator and gives people hope for the future." ■

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:

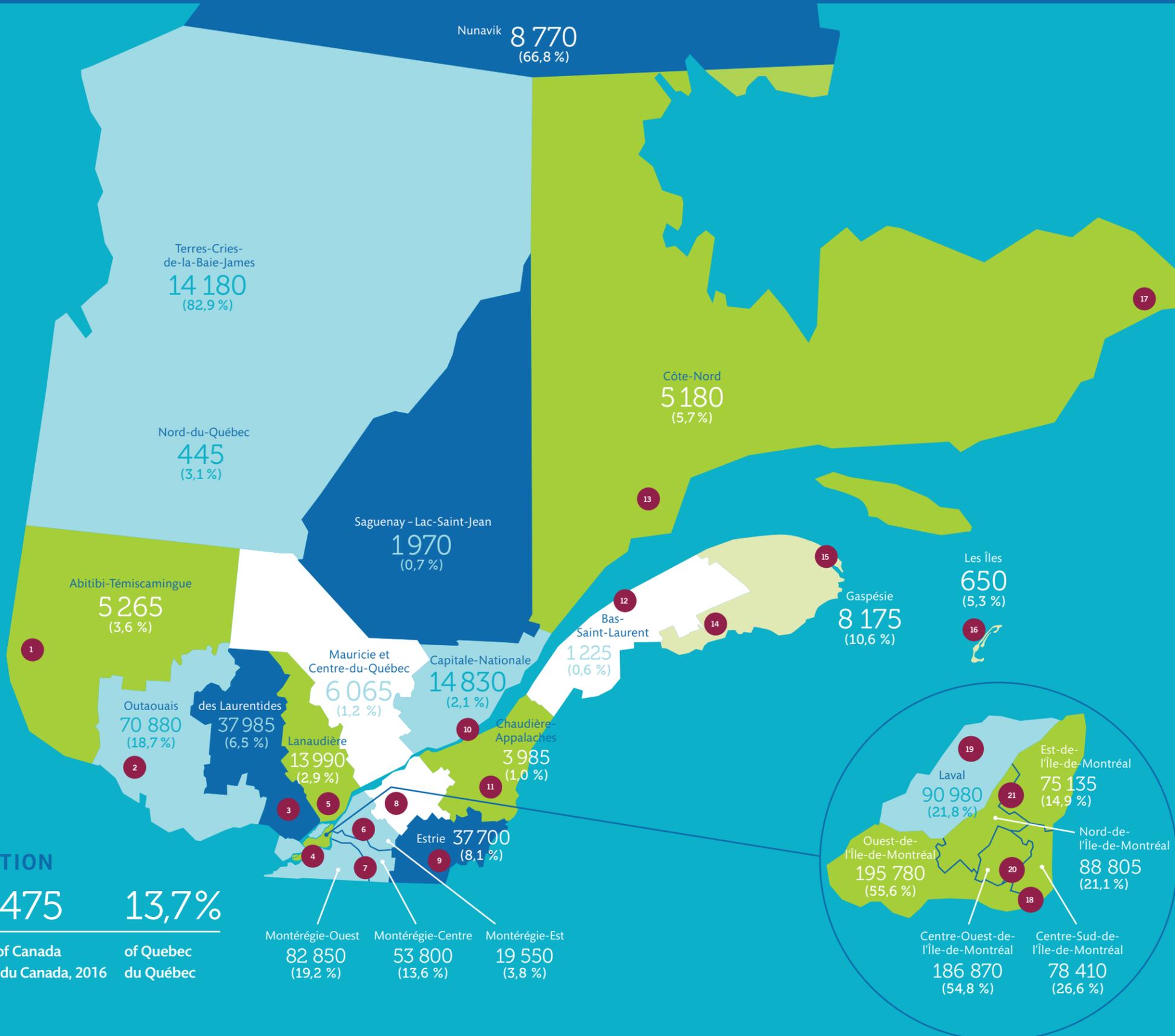
- + Foster projects and initiatives, through partnership and network building, to promote access to English-language health and social services and support community vitality;
- + Create new knowledge and provide information on English-language communities and their needs;
- + Promote, evaluate and disseminate 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:

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POPULATION
1 103 475 **13,7%**

2016 Census of Canada
Recensement du Canada, 2016

of Quebec
du Québec

**THE CHSSN
NPI* NETWORK**

**LE RÉSEAU
NPI* DU CHSSN**

- 1 Rouyn-Noranda**
Neighbours Regional Association of Rouyn-Noranda
- 2 Gatineau**
Connexions Resource Centre
- 3 Deux-Montagnes**
4 Korner's Family Resource Center
- 4 Châteauguay**
Montérégie West Community Network (MWCN)
- 5 Rawdon**
English Community Organization of Lanaudière (ECOL)
- 6 Brossard**
Assistance and Referral Centre Health & Social Services (ARC)
- 7 Lac-Brome**
Townshippers' Association
- 8 Drummondville**
Centre for Access to Services in English (CASE)
- 9 Sherbrooke**
Townshippers' Association
- 10 Quebec City**
Jeffery Hale Community Partners
- 11 Thetford Mines**
Megantic English-speaking Community Development Corp. (MCDC)
- 12 Métis-sur-Mer**
Heritage Lower Saint Lawrence
- 13 Baie-Comeau**
North Shore Community Association (NSCA)
- 14 New Carlisle**
Committee for Anglophone Social Action (CASA)
- 15 Gaspé**
Vision Gaspé-Percé Now (VGPN)
- 16 Grosse-Île**
Council for Anglophone Magdalen Islanders (CAMI)
- 17 St. Paul's River**
Coasters Association (LNSCH)
- 18 Verdun**
Collective Community Services (CCS)
- 19 Laval**
AGAPE - The Youth & Parents AGAPE Association Inc.
- 20 Côte-des-Neiges**
African Canadian Development & Prevention Network (ACDPN)
- 21 Saint-Léonard**
East Island Network for English-language Services (REISA)

* Networking and Partnership Initiative

INFORMATION: CHSSN.ORG