

CHSSN

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

Quebec's English-speaking
Community Networks and
their Public Partners in
Health and Social Services
Baseline Data Report 2012-2013

Joanne Pocock, PhD
CHSSN Exchange Session
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Partnership Approach

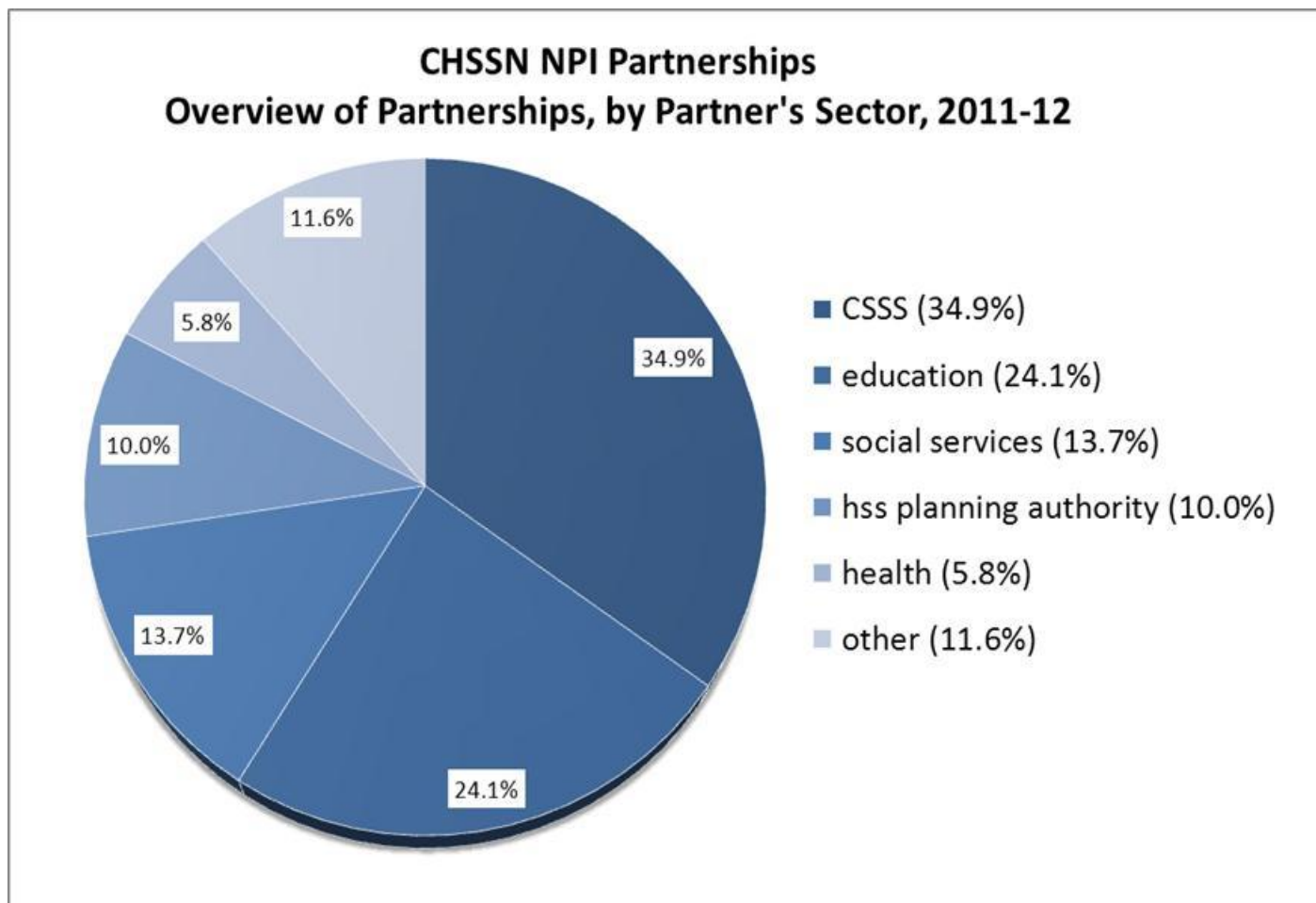
- The CHSSN contributes to the vitality of Quebec's minority language communities by building partnerships within the health and social services system to improve access to services.
- Through the Networking and Partnership Initiative (NPI) 19 community networks have been established across the province. They are at the heart of the CHSSN partnership approach.

The Report

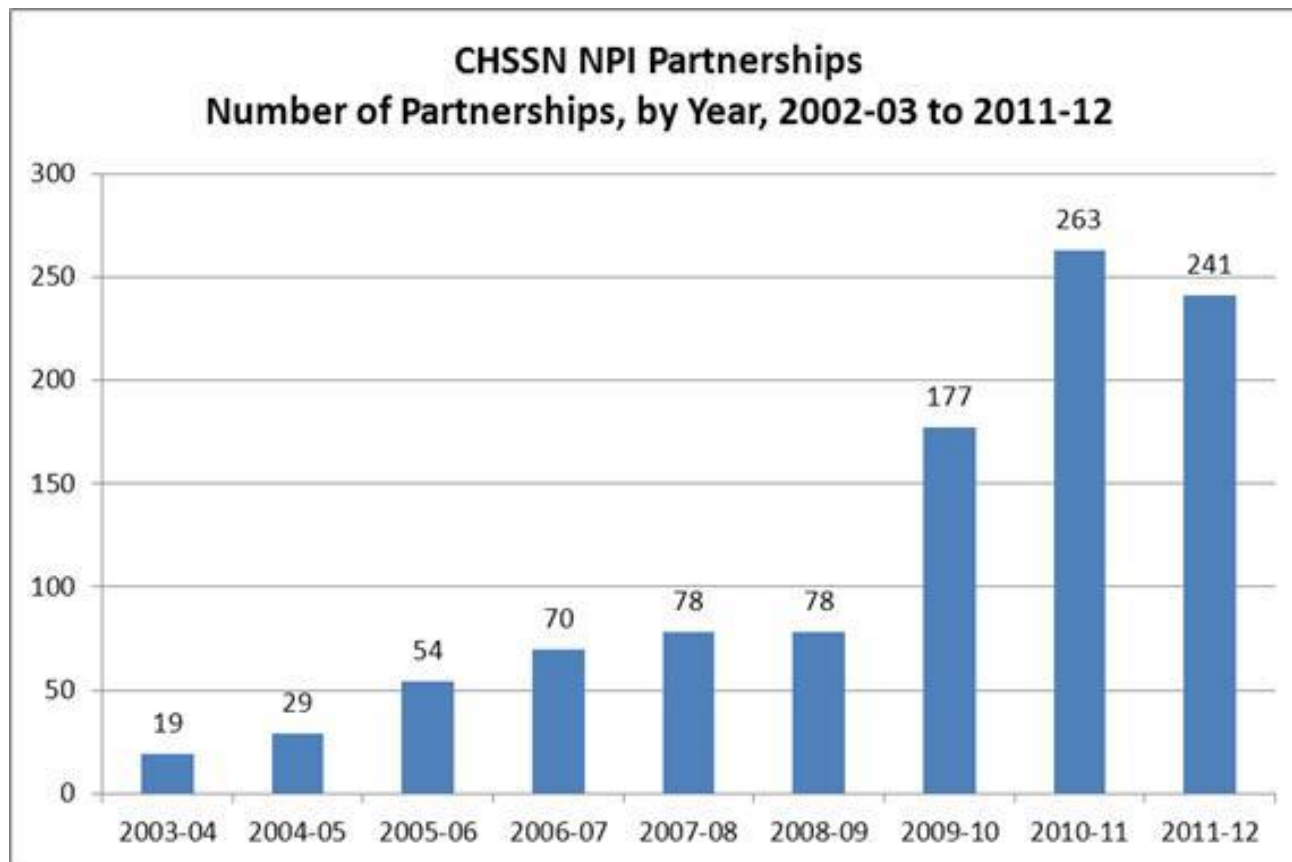
The 2012-2013 Baseline Data Report,

- introduces you to the CHSSN partnership approach
- shares the teachings of the individuals working inside the partnership model across Quebec's regions
- explores the impact of partnership success on communities from the point of view of those most intimately involved.

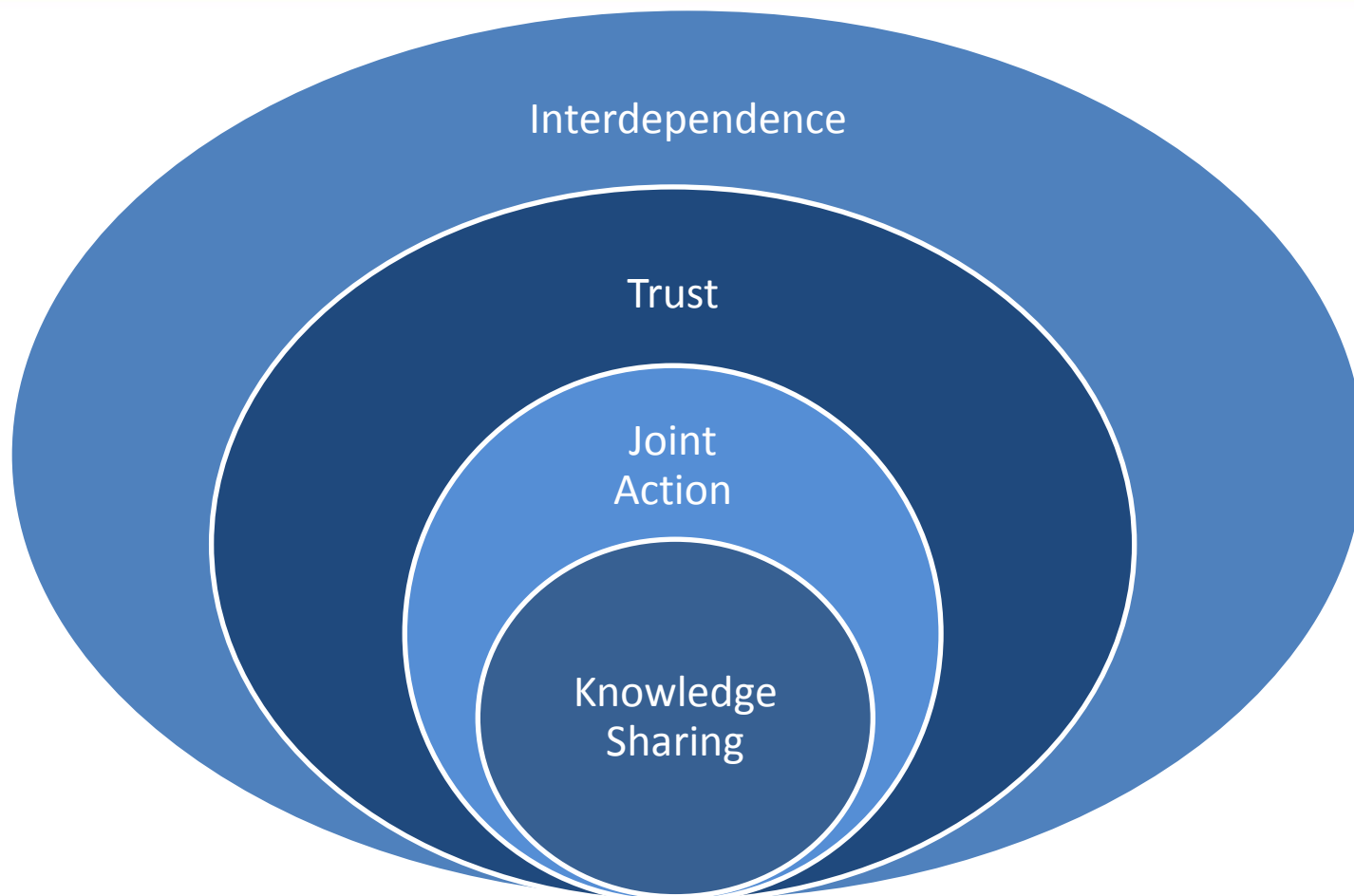
Meet the Partners



Partnership Progress



Lessons in Partnering



Stages of Development

In Their Words

Our partnership is now the model for others

Our partners are now our advocates

We can mobilize quickly now because of trust

We are aware of things we do better together

Everybody gains something from teamwork...we all have
strengths

I am privileged to have the relationship with my partners that I
have

We are all on the same side

We now have an integrated vision

Measuring Impact

- Growth in partnerships and extension of their reach
- Level of awareness of community needs and resources
- Level of health and social service information access
- Communication competency and attitude among health and social service providers
- Rate of contact of community members with health professionals and their expertise
- Rate of inclusion of the community in regional health and social service planning and decision-making
- Innovation in service provision
- Renewed vision of vitality or “quality of life” for English-speaking communities and the larger Quebec public

Impact: Beyond Services

In the end it is about creating the opportunity for people to feel supported and to feel cared for. It is about quality of life and connection between people – not just services. Our NPI partnerships bring the sense of community back to the public system for Anglophones and for Francophones as well. We all have vulnerable people who we want to have quality of life.

Impact: Extending their Reach

One Friday I received an email from a young woman who seemed to be in distress. I contacted her and learned she was in a very difficult situation. She had just arrived from a native community with her young son. She had been forced to leave because of threats from her ex. She couldn't speak French and didn't know where to turn. I contacted our CLSC and within two hours she had support. She had a bed at a shelter and was aware of resources. This was the outcome of the community and our public partners addressing a crisis without delay or barrier. Seamless. We act together to get people into the system.

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