

# "Les Bons Coups"

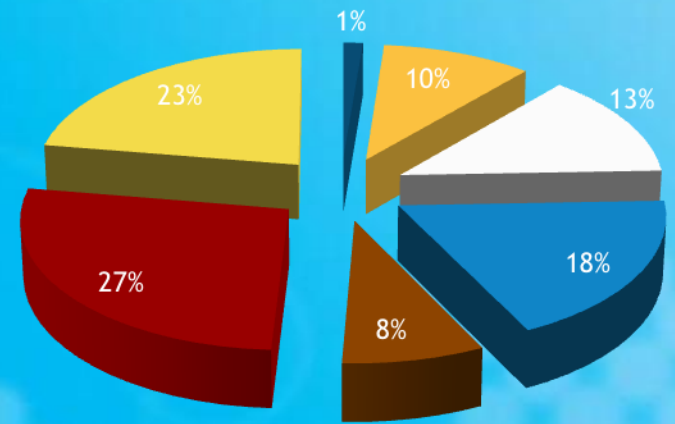


*A positive networking model  
 in the Laurentians.*

# EIGHT REGIONAL MRCs OF THE LAURENTIANS



Percentage of Anglophones by CSSS Territory



- ANTOINE-LABELLE
- DES SOMMETS
- PAYS-D'EN HAUT
- ARGENTEUIL
- SAINT-JÉRÔME
- THÉRÈSE-DE BLAINVILLE
- LAC-DES-DEUX-MONTAGNES

# POPULATION BREAKDOWN BY REGION

	Anglophone		Francophone		Total
	Nbr	%	Nbr	%	Nbr
Argenteuil	5,315	16.67%	25,630	80.40%	31,880
Deux-Montagnes	6,484	5.80%	99,978	89.45%	111,764
Pays-d'en-haut	3,795	9.51%	35,160	88.14%	39,890
Thérèse-De Blainville	7,765	5.09%	136,915	89.70%	152,640
Antoine-Labelle	375	1.09%	33,930	98.18%	34,560
Laurentides	2,900	6.47%	40,965	91.46%	44,790
Rivière-du-nord	2,331	1.64%	135,897	95.56%	142,211
<b>Totals</b>	<b>28,965</b>	<b>5.19%</b>	<b>508475</b>	<b>91.17%</b>	<b>557,735</b>

# The Laurentian Network

- Introduction
- What is LESAN?
- English Communities Committee (ECC)
- LESAN Argenteuil
- LESAN Deux-Montagnes
- Health Center Partners Committee
- Pays-d'en-Haut Committee
- Conclusion

# What is LESAN?

- LESAN is sponsored by the 4 Korner's Family Resource Center.
- LESAN is an acronym for Laurentian English Services Advisory Network.
- It is the umbrella group for all the English Committees in the Laurentians.
- LESAN will enable the Anglophone community to establish common goals and be in a position to speak with one voice to promote improved services in our language.

# LESAN Committees

- English Communities Committee of the CSSS des Sommets
- LESAN Argenteuil
- LESAN Deux-Montagnes
- Pays-d'en-Haut Committee
- Health Center Partnership Committee

# English Communities Committee

- Founded in October 2005, the ECC acts as a two-way communications bridge between the widely-dispersed English population of the MRC des Laurentides and the CSSS des Sommets
- 20 municipalities
- Total population : 39,235
- E-FOLS : 3,145
- AGE : 570 under 25 and 860 over 65



# “Les Bons Coups”

- Contributed an enormous number of volunteer hours to translate public documents, outpatient procedures booklets and to create a completely bilingual automatic telephone system.
- Maintained outreach through presence at other organizations and meetings as well as through a regular column in the local English monthly newspaper.
- Instrumental in supporting the founding of Laurentians CARE, a resource centre for English-speaking caregivers and the people they serve.
- Helped establish and maintain an English page on the CSSS website.
- Bilingual triage checklist now in use in the emergency department.



# “Les Bons Coups” (cont’d)

- Worked with 4 Korner's to create an English Community calendar.
- Entered a team in the medical foundation's Dragon Boat annual fundraising and community-building event.
- Ensured that the Mini-Museum in the hospital lobby presented a bilingual display.
- Established a partnership with 4 Korner's through which a permanent agent has office space at the medical foundation.
- Built on the good relationship that has developed with the institution through 7 years of working together in a spirit of cooperation and respect.

# LESANA

Working in collaboration with the CSSS d'Argenteuil serving:

- 9 municipalities
- Total population: 29,433
- E-FOLS : 5,680
- AGE : 1,475 under 25 and 1,330 over 65



# “Les Bons Coups”: Services for Seniors

- A number of years ago, an English community member requested a meeting regarding the lack of services offered to the English community. The meeting led to the understanding that most of the necessary services existed, but the community was unaware of them.

## *Scratch my back, I will scratch yours!*

- In 2010, the LESAN committee held its first meeting, which included the participation of a community organiser from the homecare services of the CLSC.
- The new Director of 4 Korner Family Center joined the roundtable for services to the elderly.

# “LESANA Bons Coups” (cont’d)

*Results from the new networking :*

## 1. Opening of new services for caregivers

- With the implication of 4 Korner in the Argenteuil MRC in the Fall 2011, it was possible to offer activities and services to English caregivers.
- “SOS Exhausted” documents were translated.
- The first “SOS Exhausted” group was held in the spring of 2012. The CSSS social worker dedicated to caregivers worked in tandem with a coordinator from 4 Korner to look after English caregivers.
- Since 4 Korner was offering new services to the caregivers, they joined the Argenteuil local caregiver committee.

## “LESANA Bons Coups” (cont’d)

*Results from the new networking :*

### **2. Adaptation of a locally-produced play dealing with elder abuse.**

- April 2011, the “*Table de concertation Parole aux aînés d’Argenteuil*” presented the play “*Faudrait pas prendre grand-mère pour une dinde et grand-père pour son dindon*” 4 times.
- It was an overnight success and the regional elder abuse committee provided a budget in order to present the play around the Laurentians.
- The play was translated for the benefit of the English community with the collaboration of 4 Korners.

## “LESANA Bons Coups” (cont’d)

- 4 Kornerers invested in the translation/adaptation.
- A theatre workshop began in November 2012, with 15 interested volunteers.
- During the holiday season, they started to learn their parts.
- The LESAN Argenteuil Committee will be responsible for promoting the play next spring.

*Grandpa is Not a Cash Cow  
and Grandma Won't Take Any Bull*

# LESAN Deux-Montagnes

*In collaboration with :*

- The CSSS du-Lac-des-Deux-Montagnes
- PANDA BLSO
- Community Connections
- Lions Club
- Maison des Jeunes
- Lake of Two Mountains High School, Mountainview, St-Jude, Sir Wilfrid Laurier School Board
- CESAME
- Peri-naissance
- L'Ecluse
- Christ Church, AGAPE Deux-Montagnes

# The population

## MRC Deux-Montagnes and South of Mirabel

- 12 municipalities
- Total population: 98,883
- E-FOLS: 7,085
- AGE: 2,025 under 25 and 910 over 65



# A Long History of Collaboration

## *At the CSSS du Lac des Deux-Montagnes :*

- Exchange of information between organizations working with the English community;
- A commitment to offer quality services;
- Strong collaboration with the community and responsiveness to the needs of the community.

# Les Bons Coups

- Getting to Know Our Communities
- Observation stages at the hospital
- Stand Up Program
- Caregivers
- Information sessions - drug prevention committee
- Programs for parents
- FUN FRIENDS
- Forum sur la negligence: collaboration on cases



# In Kanehsatake

- The Health Center Partners Committee
- Cancer support group
- Request for caregivers workshops
- Fun Friends training
- Art program to begin in the winter



# *“La Table Anglophone”*

## The English Community Advisory Committee

*Working in collaboration with the CSSS  
des-Pays-d'en-Haut serving :*

- 10 municipalities
- Total population: 36,090
- E-FOLS: 4,095
- AGE: 830 under 25 and 1,025 over 65

# Quality of services: a priority

- Services in your language makes it easier to receive the help you need - especially with regards to psychosocial services.
- Improving access to services may only require small simple steps - no need for a major overhaul of the system.
- Positive relationships with community organizations, a close knit community and a willingness to meet the needs puts the Pays-d'en-Haut in a position to easily meet the needs of its community.

# “Les Bons Coups”

- Participation of CSSS at table to present information about partnerships on the territory.
- Translation of seniors resource pamphlet.
- Information session to present services offered at CSSS.



# “Les Bons Coups” (cont’d)

- Resource directory
- Invitation to participate in Forum sur la Negligence in Pays-d’en-Haut to better meet the needs of the most vulnerable families.
- FUN FRIENDS training at Morin Heights Elementary School.
- Community activity bringing home schooling families into the school.

# Conclusion

- A vast territory
- Specific needs in each territory
- A specific networking model



# Questions?

