



Annual Report

2021-2022

CHSSN

COMMUNITY HEALTH &
SOCIAL SERVICES NETWORK

RÉSEAU COMMUNAUTAIRE DE
SANTÉ ET DE SERVICES SOCIAUX



Santé
Canada

Health
Canada



CHSSN Annual Report

2021 - 2022

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Our mission is to support English-speaking communities in Quebec to develop programs and services addressing the social determinants of health through knowledge sharing, collaboration, and training.

Table of Contents

Letter from the President	4
Letter from the Executive Director	5
Mission, Vision and Values	6
Networking and Partnership Initiative (NPI)	8
Adaptation Program	14
Knowledge Development Program.....	16
Early Childhood, Youth and Families Program	17
COVID Mental Health Initiative (CMHI)	22
Broadening Support and Representation in the Health and Social Services Sector (BSR)	23
Senior Wellness Centres (SWC) Initiative	25
Youth Mental Health Initiative (YMHI)	26
CHSSN Team	28
CHSSN Funding Partners.....	29

PRESIDENT'S LETTER

A year of finding our “New Normal”

CHSSN has navigated another year that tested the resiliency of our organization and its ability to adapt to the new realities of community organizing created by COVID-19.

As we moved back into our offices, we also expanded our reach and our resources using many systems and approaches that allowed us to come through the worst of the pandemic, solidifying our critical role for the health and vitality of our communities in the process.

2021-2022 will be remembered as a period of consolidation of key partnerships with Health Canada, with the Secrétariat aux relations avec les Québécois d'expression anglaise, and with the Lucie and André Chagnon Foundation. Our close collaboration with the Ministère de la Santé et des Services sociaux du Québec continued and an exciting renewal of our link with the Public Health Agency of Canada was also in the cards.

Of particular note is the work we accomplished with Health Canada, supporting them in the review and renewal process for the next five-year funding envelope for official language minority groups.

Along the way, CHSSN also sponsored two major online conferences, one taking a comprehensive look at women's health in English-speaking communities in September 2021 and the other celebrating the resiliency of our networks in the face of the pandemic in February 2022. The dynamism of these events and the enthusiasm of participants attested to their pertinence and quality.

The public debate regarding the adoption of Bill 96 amending the Charter of the French language generated many questions about the provision of health and social services in English.

The CHSSN voiced its concerns to Government officials in the course of its administrative relations with them. The CHSSN felt it could not divide its programs to fit a definition of English-speaking persons according to an English education eligibility rule.

In addition, CHSSN programs, including its partnership with the health and social services system, are carried out in accordance with section 15 of the Act respecting health services and social services (the right to services in English). The CHSSN considered it important that the general provisions of the Charter of the French language, as amended by Bill 96, not be applied to section 15.

Our volunteer and staff leadership have characterized 2021-2022 as “a year to find our new normal.” In this task, as with many others over our now 20-year history, CHSSN has succeeded through partnering and collaboration and looks forward to the next challenge.



Ron Creary
President of the Board

LETTER FROM THE EXECUTIVE DIRECTOR

Renewed confidence, renewed support

From a staff perspective, this year has been all about helping our networks find their new normal. This has included a strong focus on mental health issues, as a growing challenge to the vitality of the communities we serve.

This was also true for our own organizations and the staff and volunteers who have worked so tirelessly and selflessly during the pandemic.

We're very pleased that Quebec's Secrétariat aux relations avec les Québécois d'expression anglaise, recognizing the ongoing excellence and impact of our Seniors' Wellness Centres, granted CHSSN and its networks \$500,000 to address gaps in mental health services caused in part by COVID-19. The very effective use of this funding by our networks makes us hopeful that the MSSS will sustain this funding in the future.

The mental health needs of young people were also addressed by a new three-year, \$900,000 program grant from the Secrétariat à la jeunesse du Québec. Our friends and partners at the Lucie and André Chagnon Foundation have more than matched that funding with their own commitment of \$1.5 million over three years for mental health programming for English-speaking youth.

In 2021-2022, the Public Health Agency of Canada chose to renew its support for CHSSN's "Healthy Early Years" program that has had rapid and appreciative uptake by our networks. The program has another three years of funding (until 2024), and we hope the success of this collaboration will open the door to ongoing support from the Agency in other areas.

We continue our close collaboration with Health Canada. In anticipation of the renewal of funding for official language minority communities, we have been helping develop an evidence base for Health Canada's in-depth review of current funding effectiveness.

New resources have allowed us to increase our staffing and support for the networks that get the job done in local communities across the province. Throughout the pandemic and especially in this year of establishing our "new normal," much of our work has been focused on assisting our community-based organizations in staying on track with the lengthening list of commitments and obligations that more funding and growing community awareness entails.

Happily, we've been able to return to our offices since November 2021 and this has allowed easier integration of new staff into CHSSN operations and coordination of our support to local organizations.

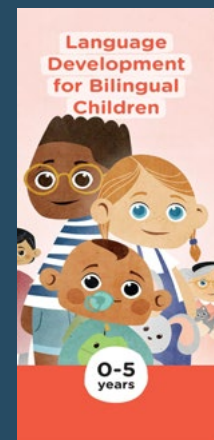
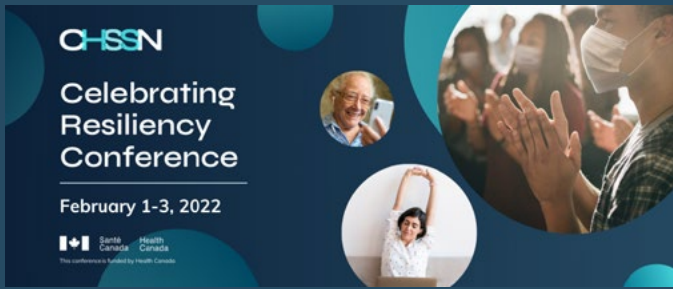
This year also marked a focused move by CHSSN onto social media platforms, primarily Facebook and LinkedIn, to share highlights of our work and to transmit key information about events, new programming, and reporting and application deadlines. Our newsletter, NetLink, is also now entirely online, and it is my hope that everyone subscribes to receive it automatically when a new edition is available.

My work as Executive Director has been made possible and pleasurable by the dedication and excellence of the volunteer and staff leadership and support that CHSSN enjoys. As such, I want to close with a sincere thank you to everyone who has contributed to the success of our organization in 2021-2022.

Sincerely,



Jennifer Johnson
Executive Director



Our Mission

Our mission is to support English-speaking communities in Quebec to develop programs and services addressing the social determinants of health through knowledge sharing, collaboration, and training.



Our Vision

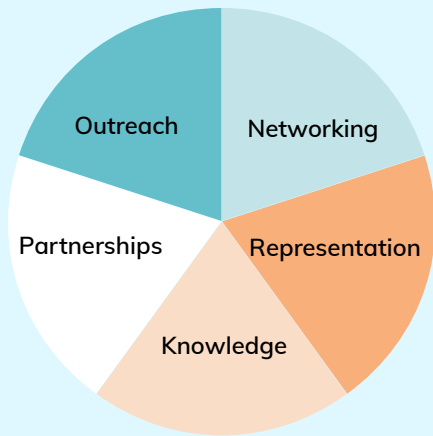
Achieving equitable access to health and social services in English through the development of programs and partnerships to address social.

Values

Social inclusion
Equity



The Networking and Partnership Initiative (NPI)



NPI Activity components

NPIs aim to improve access to English-language health and social services. They do this by collaborating with health and social service providers and health partners and adopting the five key strategies : Outreach, Partnerships, Knowledge, Representation and Networking.

Networking with partners to Improve access across Quebec

Through funding from Health Canada under the Action Plan for Official Languages 2018-2023, we continue to support the implementation and development of the 23 Networking and Partnership Initiatives across the province.

NPI satellites reaching underserved English-speaking populations

This past year has seen important progress in NPI satellites reaching an underserved English-speaking OLMC (official language minority communities) clientele. Some of it was due to the Pandemic, as English-speakers required additional support and reached out to their local satellites for information and referral. They have also become essential sites in offering additional programming such as seniors' wellness centres and early childhood activities.

For example, approximately three quarters of the sites are offering new programming and all 14 satellites report significant increases in requests of support from the English-speaking clientele including health and social service providers seeking complementary access support services for their patients.

COVID-19

A continued strategy for coping with the social distancing requirements of COVID-19 is the digital training program. This year our CHSSN staff organised many successful online workshops and events for community organizations.

Some of the most important events were:

- Two health promotion workshops
- One workshop on reaching vulnerable populations
- One communication and social media workshop
- One workshop on the Foundations of Equity, Diversity, Inclusion and Belonging and
- A two-part workshop on Behavior Change and Awareness.

There were **741 participants** from communities across Quebec who were joined together in extraordinary learning opportunities, including presenters from Quebec, Canada and as far away as Australia.

Illustrated in the 2021 Fall edition of CHSSN's newsletter, NetLink, it is clear that as we move through the COVID crisis, mental health services are needed more and more. Many programs within our Network and Partnerships are addressing this need.



▲
NetLink Vol 35 Published:
October 30, 2021

Celebrating Resiliency Conference

This online event, held over three days, celebrated and showcased the resiliency and the contributions of Quebec's English-speaking communities during the COVID-19 pandemic and beyond. The event highlighted speakers from many diverse backgrounds. Keynote speakers included Jennifer Johnson and Dana Vocisano (Resilient Communities), Jodie Glean-Mitchell from the University of Toronto (Nurturing Equity and Inclusion in Outreach) and Melanie Joanisse from l'Institut du Savoir Montfort.

The Community Liaison Model: Improving Access to Health and Social Services for Quebec’s English-speaking Communities

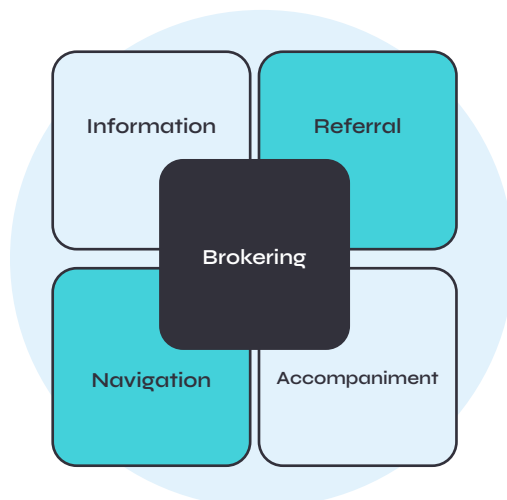
“Having community liaison officers who facilitate individual access is a natural progression for our networks,” says Jennifer Johnson, Executive Director of CHSSN.

“Several networks and their CISSS-CIUSSS partners led the charge on this innovative practice. This study documenting their success should inspire other communities to adopt a community liaison approach and help service providers recognize the value of these positions for the benefit of good patient outcomes.”



▲ A report that explores the role of community liaison work in improving the health and well-being of individuals and communities who face barriers in their access to public healthcare services was commissioned by the CHSSN in 2021.

CHSSN Community Liaison Model



Over the past year, the Networking and Partnership Initiative has seen many important collaborations and innovations and, notably, the emergence of a Community Liaison Model! This model increases communication and support between English-speaking patients and the health and social service professionals serving them. The approach is based on five key strategies depicted in the image on the left.

Patient Navigator

In February of 2018, an initiative called the Patient Navigator Project was launched by the Quebec Community Health and Social Services Foundation. The purpose was to improve the experiences of English-speaking patients from Eastern Quebec that must travel to Quebec City for specialized health services.



The CHSSN NPI program has been supporting this initiative that is also funded by several foundations (hospital and community based) and the local community organizations involved. The Navigator provides traveling patients with assistance on many different and complex steps in their efforts to access services far from home such as:

- Support and accompaniment to appointments
- Navigating multiple appointments in a short time span at multiple locations
- Providing transportation to appointments and lodging
- Logistical support, including lodging suggestions, etc

Ultimately the presence of a Patient Navigator (PN) for English-speaking individuals has improved health outcomes, reduced stress levels, and has greatly enhanced the experience of receiving care in an environment which is often culturally and linguistically

unfamiliar, all identified in an evaluation of the program done in 2020 and is on the CHSSN website.

In 2021-2022 the Navigator had over **3500** interactions with users or potential users of the PN service. Of these **3500** interactions, the Patient Navigator personally navigated **212** patients in Quebec City, as well as **163** companions.

The Navigator Project has provided evidence and made a strong case to the health system to achieve the ultimate goal of 'incorporating our work into the existing 'plan de services.' The patient navigator is cited in the CIUSSS Capitale Nationale Access Plan, and the Navigator has been invited to be a permanent member of the committee to improve access to English-speaking patients at the CHU de Quebec.

Community Health Education Program (CHEP)

The CHEP program has seen record numbers of English-speakers participate in health education sessions over the last year.

CHEP supports vulnerable English-speaking communities to receive health education information in their language, presented by health professionals in an interactive format that includes a question and answer period.

At the beginning of the year, NPI networks continued to invite communities to attend CHEP video conferences from their own home using the ZOOM platform due to COVID-19 restrictions. As the restrictions began to lift, some NPI networks started meeting again as groups at their community organization, to view the CHEP sessions.

Over **1400 participants** attended the 9 CHEP video conferences

“The CHEP sessions are terrific and the participants are always grateful to have them. The videos are very clear, insightful and stimulate a lot of thought and discussions.”

- Judy Jarvis,
Gerontology Consultant,
Saint-Antoine 50+

MONTH	TOPIC	#PARTICIPANTS
April	The Expanding Role of your Community Pharmacist	160
May	Ticks & Lyme Disease	131
June	Eye Health and Vision Care	158
September	Medical Emergencies for Seniors	184
October	Dementia Education	118
November	Fall Prevention	105
January	Decluttering for your health: Strategies for Chronic Disorganization, Hoarding and Downsizing	297
February	From Social Isolation and Loneliness to Belonging and Well-Being	133
March	Diabetes Type 1 and 2 (Hosted by ECO-2)	117

In addition, over 115 individuals viewed recorded presentations of past CHEP sessions and participants benefited from follow-up activities and information provided.

Finally, 4 Senior Health Modules were updated including Healthy Eating, My Flip Flopping Heart, Depression in Older Adults, and First Aid for Seniors Living at Home (part 1 and 2).

Adaptation of Health and Social Services

The year 2021-2022 is the fourth year of the 2018-2023 of the Adaptation of Health and Social Services for English-speaking People Program. Like last year, the improvement of health services and English-language services was impacted by a second year of the pandemic.

Despite this, the 16 CISSS and CIUSSS rolled up their sleeves and continued to implement their Adaptation project. Moreover, five CISSS and three CIUSSS proposed additional elements to improve their Adaptation project.

For example, the CISSS de la CÔTE-NORD proposed the ALLO project, which will help English-speaking users in the region to find their way around CISSS facilities in order to receive health and social services. The project developed a simple visual cue in the form of a yellow "pocket" for the identity cards of workers in the public health and social services network who are able to address clients and patients in English.

Another special project by the CISSS de la Gaspésie et des Îles de la Madeleine is the "Patient Navigator" pilot project. The project supports English-speaking patients from the Gaspésie who go to the Hospital Center of Rimouski and helps them in the establishment's premises when services in English are more difficult to access.

Over the past two years, several health and social services have been affected in the application of the projects. However, the CI(U)SSS have shown themselves to be creative in implementing their projects despite the increased pressure on the health care system.

Moreover, the vast majority of our partners have decided to strengthen and improve access to information online, such as their websites for the English-speaking population. In addition, several of our partners have also worked on their communication and promotion plan for their Access program.

CHSSN also completed the “Building Together” Adaptation virtual conference series with the sixth and final webinar on the adaptation of the CHSSN 2021, which took place on October 6, 2021. More than eighty participants from the community and CI(U)SSS participated in this event to share experiences and knowledge. The goal was to support CI(U)SSS and NPI to ensure successful implementation of regional projects. The webinar included presentations on two "best practice" projects on community outreach and improving mental health services in English in Estrie and Laval.

Other presentations were Dialogue McGill's work on language training and professional development, Quebec-based Interpreting translation services, and the growing network of Seniors Wellness Centres. Mr. Daniel Desharnais, sous-ministre adjoint à la Direction générale de la coordination réseau et ministérielle et des affaires institutionnelles, MSSS, opened the webinar and expressed his praise for the adaptation approach and its effectiveness.



For more information on the 2018-2023 Adaptation project, the guide is available on our website at [2018-2023 Adaptation Project Guide Adaptation Initiative Project Guide 2018-2023](#).

Enhancing Knowledge of Health Status and Well-Being

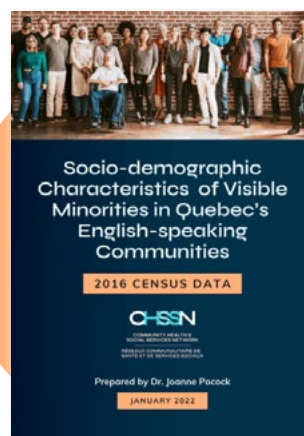
This year we developed material to support the priority setting process for the next 5-year framework of Health Canada (2023-2028). Forty-one of our CHSSN member organizations answered a survey on health priorities for English-speaking communities.

The results were added to an extensive literature review and analysis to create a Priorities Report submitted on behalf of the Health and Social Services Priorities Committee made up of the 22 community health organizations.

The CHSSN has developed over the past 20 years several frameworks and reports that explain elements that are specific to the work done in our communities. This year we developed a report that explores the importance of the Community Liaison role of the NPI networks and its impact on improving the health and well-being of individuals who face barriers to healthcare services (see page 11 of this report for details). It explains our vision of what community liaison means and how it is achieved across the community.

Visible minority communities make up over 30% of the English-speaking community in Quebec. Their importance to and influence on our communities is undeniable.

We therefore updated our socio-demographic profile of this population using the 2016 data as well as the socio-demographic material for English-speaking immigrants. When the new 2021 data becomes available, we will have the material we need to see changes in these communities over time and explore some of the challenges specific to their realities.



Early Childhood, Youth and Families Program

CHSSN's Early Childhood, Youth and Family Program is made up of two complementary initiatives:

- Bright Beginnings, supported by the Fondation Lucie et André Chagnon,
- Healthy Early Years (HEY) supported by the Public Health Agency of Canada.



Fostering Systems Change in the Early Childhood Ecosystem

The Bright Beginnings Program has completed its third year and has built significant momentum.

The yearly evaluation of the Bright Beginnings Program for 2021 showed that the efforts of the 21 NPIs and their Bright Beginnings projects influenced change in their partners and led to increased access to programming for English-speaking families, which, in turn, represents changes to their regional ecosystem of child and family services.

Many partners not only made changes for the collaborative projects, but also took action and made further changes as a result of the partnership experience with the NPIs.

CHSSN plays a critical role in promoting change in the ecosystem of children and families. In addition to managing the Bright Beginnings funding program for NPIs and supporting the strengthening of their capacity, the CHSSN engages stakeholders involved in the ecosystem. We foster systems change and advance the Bright Beginnings Program goal of increasing access to programs and services for English-speaking children, youth and families.

An important shift in understanding at the Ministère de la Famille

was demonstrated when Ministre Lacombe mentioned the needs of English-speaking children and families during a press conference on the Laurent Report in April 2021. The Ministre also recognized the CHSSN and the issue by sending a video message for CHSSN's 2021 Grande semaine des tout-petits event.



▲
Ministre Lacombe with Anne-Marie Cech, our Program Manager for Early Childhood, Youth and Families, at the Forum des partenaires du Ministère de la Famille, on May 27, 2022.



OBSERVATOIRE
des tout-petits

Fondation Lucie
et André Chagnon

◀ Observatoire des tout-petits (OTP) recognized

CHSSN's expertise and its importance as a stakeholder in the child and family ecosystem. For the first time, the OTP's Portrait included data on the English-speaking community and highlighted Bright Beginnings as a best practice.

English Language Early Childhood Services Research Report Findings

CHSSN commissioned an opinion survey of English-speaking parents (1,700) about their experiences accessing and using early childhood services.

The highlights of the survey findings included three main challenges:

62% Parents reported trying to find early childhood services in English: few services were available.

38% They did not know what services were available.

30% Waiting times were too long.

Parents are concerned about not being able to receive services in English because they fear the French community will not be as welcoming to their child or to them (58%). This was particularly true for parents who are recent arrivals to Québec.

This new research report was valuable in discussions with government stakeholders and creating opportunities with partners. For example, the research findings about limited access to daycares influenced the AQCPE, who decided to make an offer of help to the CHSSN and the NPIs.

ARE YOU AN ENGLISH-SPEAKING PARENT OR FUTURE PARENT?
TAKE OUR EARLY CHILDHOOD SURVEY

Help improve services for young children and their parents.
OPEN TO PARENTS (0-12) OR FUTURE PARENTS

TAKES 10 MINUTES TO COMPLETE

CHSSN
 Community Health And Social Services Network

Survey open May 28 - June 30
 ENTER TO WIN A \$100 GIFT CARD

Visit www.chssnsurvey.ca to share your voice!

Healthy Early Years (HEY) Program

Supported by Public Health Agency of Canada, the programs allows NPIs to develop culturally and linguistically appropriate programs to support English-speaking families and children (0-6) in Quebec.

Program Overview 2021-2022

In its third year, the HEY program supported 23 programs in 18 health regions of Quebec. Compared to the previous year, the number of parent participants almost tripled (from 1065 to 2821) and the number of children almost doubled (from 851 to 1569). In spite of the on-going pandemic and restrictions on in-person activities, these organizations were able to reach families and continue offering support and information. In order to adapt they offered online classes and calls, outdoor activities, safe in-person sessions, kits to be used at home, and more.

Some of the services involved helping families to access services, providing toy or book lending, offering respite programs, and providing a wide range of information topics and resources. Not only did the groups share existing resources, but many of them created their own.

Participant Survey

In this 3rd year of the Program, the NPIs surveyed parents on the impact of their local and regional programming. Overall, the results demonstrate improved skills and knowledge in the children who participated in the programs. Notably, in the areas of communication (77.3%) and ability to work independently (73.4%). Parents also claim that they have more people to talk to when they need support (63%) and that their parenting skills have improved (65%).

" My little one is 2... being part of a multi-age group has been amazing for her to see things like sharing, imaginative play, risk-taking modelled by those in her age group and a little older"

-Comment from parent

Father Inclusive Practices

For the past three years, the CHSSN has been collaborating with the Regroupement pour la valorisation de la paternité. This collaboration has supported CHSSN NPIs (third-party recipients) through training and capacity building activities offered to community practitioners. This support has led organizations to adapt their practices and services to better reach dads. Among NPIs, the participation of dads increased by 30% this year.

Adaptations include supporting parents through the application of co-parenting approaches, innovative father targeted programs (dad's only prenatal sessions) and directed strategies to include dads in family activities.



Le Guide du PAPPa
<https://www.rvpaternite.org/pappa-presentation/guide-du-pappa/>



Community Language Development Program

Now in its second year, this pilot project aims to increase the English-speaking community's capacity (parents, caregivers, community practitioners and professionals) to support children's language development as well as mobilize key health and community partners to ensure a continuity of services in the health system. Ten NPIs were delivering the program this year, that is 4 more than the previous year. NPIs organisations are utilising the program to build regional and local partnerships.

In terms of outcomes, many participants claim: they use the strategies learnt during the sessions (90%), they feel more confident to support their child (92.4%) and they state that their child is showing improved skills. (This program is funded by PHAC and the Fondation Lucie André Chagnon.)

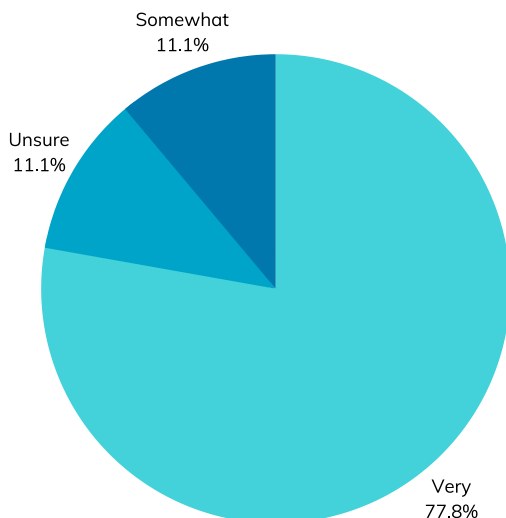
COVID Mental Health Initiative (CMHI)

The CMHI initiative, funded by the *Secrétariat aux relations avec les Québécois d'expression anglaise*, supports a variety of community-based service providers.

The goal is to extend the reach of mental health services in order to serve an increased English-speaking clientele impacted by the COVID-19 pandemic.

In year one, the project supported 5791 individuals in total, across nine different English-language organizations in Quebec. The majority of those individuals served (4193) were reported by Fondation Jeunes en Tête, with the other eight organizations serving between 15-535 individuals each.

ORGANIZATION FUNDED	REGION
Our Harbour	ST-LAMBERT
Mental Health Estrie	ESTRIE
Vent Over Tea	PROVINCIAL
Seniors Respite Monteregie	MONTEREGIE
The Argyle Institute of Human Relations	PROVINCIAL
Tyndale St-Georges Community Centre	MONTREAL
Fondation Jeunes en Tête	PROVINCIAL
Dunham House	PROVINCIAL
AMI-Quebec	PROVINCIAL



Positive impact on Client Mental Health

When CMHI recipients were asked: on a scale of 1-5 to what extent they felt that their project activities had a positive impact on the mental health of their clientele, organizations reported an average of 4.6

Broadening Support and Representation in the Health and Social Services Sector (BSR)

This was our second year of a three-year support and representation project in the health and social services sector funded by the Secrétariat aux relations avec les Québécois d'expression anglaise.

The three major objectives of this project are:

- To provide outreach and to support community health and social services organizations and networks.
- To provide greater representation and collaboration with government and non-governmental provincial stakeholders.
- To engage in policy and program development, research, and representation initiatives.

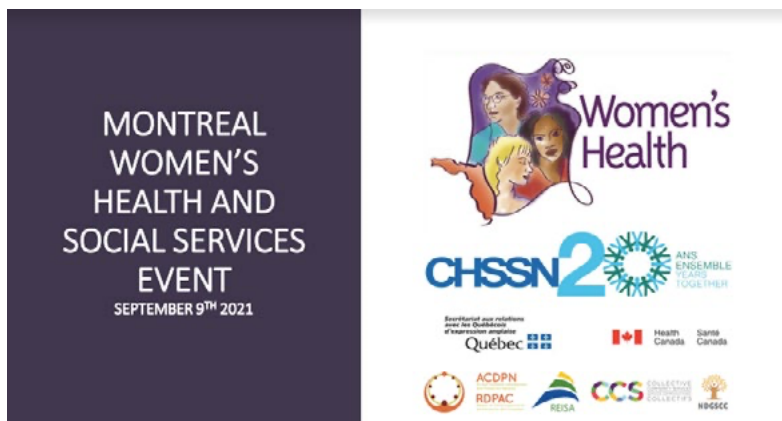
This year, several successful workshops, webinars, and events were offered to English-speaking organizations and networks across the province. Once again, online learning was emphasised because of the pandemic.

Workshops included:

- Two health promotion workshops
- One workshop on reaching vulnerable populations
- One communication and social media workshop
- One workshop on the Foundations of Equity, Diversity, Inclusion and Belonging
- A 2-part workshop on Behavior Change and Awareness.

A Webinar on mental health promotion was offered in collaboration with the Ministry of Education's LCEEQ committee with over 100 participants.

A Women's Health and Social Services event with 6 speakers (Women and Covid-19, Mental Health, Aging, Trauma, Parenting) was held online with over 84 participants. Numerous meetings with provincial partners and the government were held online. Pilot projects and research documents were created, translated, and disseminated, including the Impact of COVID on Men.



▲ Women's Health and Social Services Online Event on Sept 09, 2021.
<https://chssn.org/event/womens-health-and-social-services/>

An ongoing interaction and communication with the SRQEA, the MSSS, the Ministère de la Famille and the Ministère de l'Éducation was continued throughout the year.

Over 40 organisations with more than 100 individuals from outside our Network have interacted and participated within this initiative.

Senior Wellness Centre Initiative Activity Report (2021-2022)

297,740

Population of English-speaking seniors 55+



27.1%

of the total English-speaking population

What we achieved in 2021 - 2022

- 4,120** Health promotion sessions
- 5,147** Senior participants
- 4** CoP Community of Practice & Networking sessions
- 538** Volunteers
- 19+** SWC staff training sessions
- 20+** resources & tools shared with SWCs

70

funded sites

16

regions served

89%

sites up and running

Youth Mental Health Initiative (YMHI)

In March 2022, the Youth Mental Health Initiative wrapped up its first year of a three-year mandate.

Funded by the Secrétariat à la jeunesse and with the support of the Lucie and André Chagnon Foundation's COVID-19 Emergency Funds, the YMHI program saw double the projected number of organizations supported (24) in the first year across 10 regions.

This program combines mental health promotion, mental health literacy and illness prevention with an overarching aim to involve youth as a partner in the conception and delivery of resources, activities and events.

Within the YMHI, 21 organizations (18 NPI, 7 community orgs) are fostering collaboration with public partners to develop and implement innovative community-based mental health strategies. These include adapting resources and service support for English-speaking youth in Quebec aged 15-29. Three of the community organizations are running province-wide initiatives.

Examining the barriers and gaps in services was a key component of YMHI's first year assessment of the level of access experienced by English-speaking youth towards adequate mental health services and resources.

The Youth Pulse Check survey was thus created and disseminated by CHSSN as a collaborative effort by the 24 organizations, culminating in 456 respondents.

A report was published in 2022 sharing the global findings. Overwhelmingly, youth felt that there were few, if any, corridors of access that exist for them in seeking support for their mental wellbeing.

- **456** survey submissions from 14 regions
- **114** or 25% of respondents were interested in being contacted by their local organization to discuss and improve mental health resources and access to services in English for youth in their region.
- **90** comments were received regarding their struggles accessing mental health care.
- **234** or 51% of respondents identified themselves as young carers due to the personal care & daily services, communicating, advocating and caregiving they provide for a loved one.



CHSSN Team



Jennifer Johnson
Executive Director



Amy Bilodeau
Program Manager of
Youth Mental Health



Erica Botner
Program Manager of
Seniors



James Carter
Senior Program and
Policy Advisor



Anne-Marie Cech
Program Manager of
Youth



Jennifer Cooke
Regional Development
Officer - Greater Montreal



Brenda Edwards
Director of
Administration



Pascale Guilbault
Financial Manager



Steve Guimond
Project Coordinator



Russell Kueber
Director of Programs



Sara Lakhrissi
Project Administrator



Céline Lebigot
Executive Assistant



Nathalie Lokoka
Project Coordinator

CHSSN Funding Partners



Santé Canada Health Canada



Fondation Lucie et André Chagnon

Secrétariat aux relations avec les Québécois d'expression anglaise

Québec 

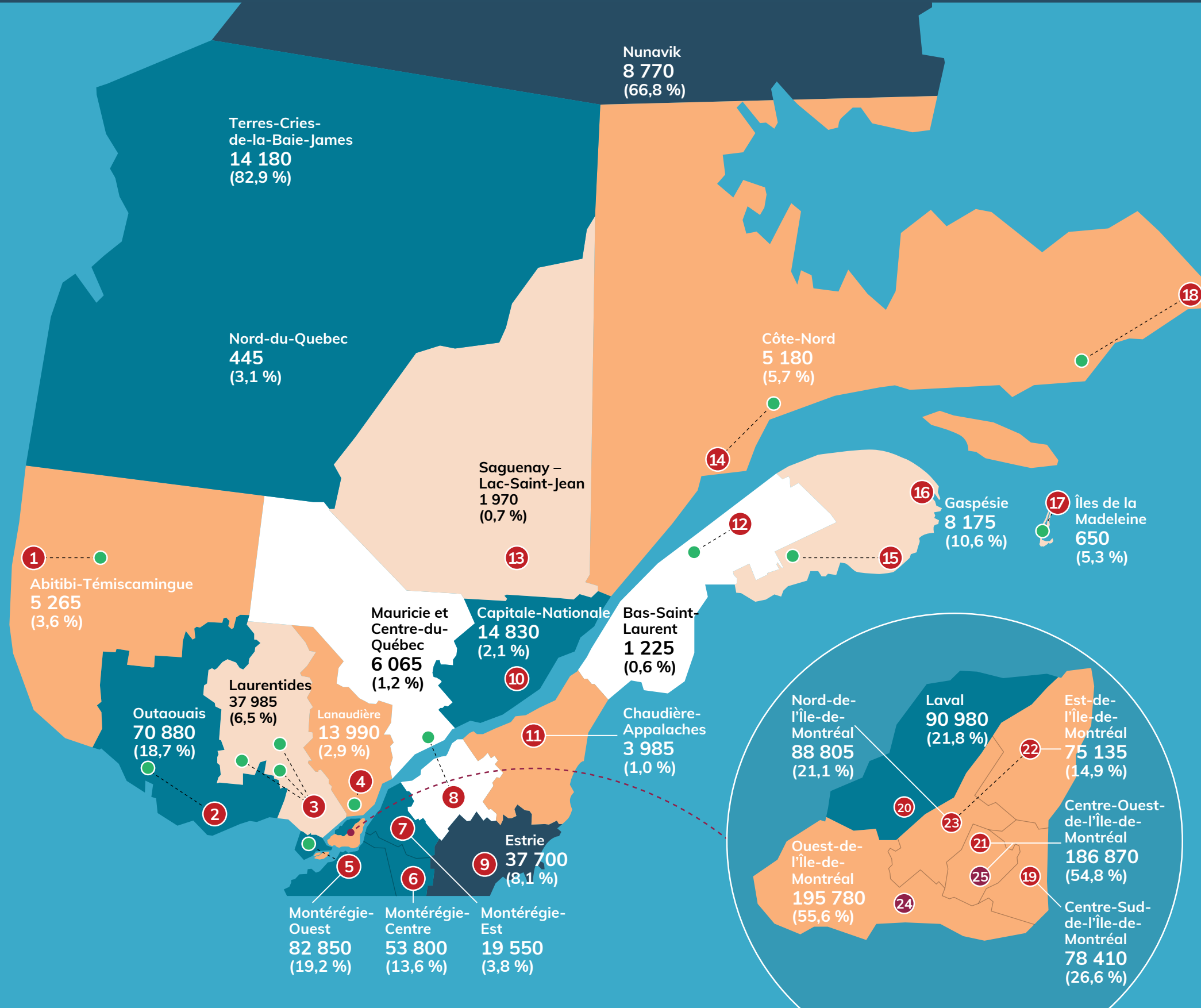
Secrétariat à la jeunesse

Québec 



Public Health Agency of Canada

Agence de la santé publique du Canada



Population

1 103 475

2016 Census of Canada
Recensement du Canada, 2016

13,7 %

of Quebec
du Québec

The CHSSN NPI* Network

- 1 Abitibi-Témiscamingue Neighbours Regional Association
- 2 Outaouais Connexions Resource Centre
- 3 Laurentides 4 Korners
- 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 Services – Estrie and ME
- 10 Capitale-Nationale Jeffery Hale Community Partners
- 11 Chaudière-Appalaches Megantic English-speaking Community Development Corp. (MDCD)
- 12 Bas-Saint-Laurent Heritage Lower Saint Lawrence
- 13 Saguenay – Lac-Saint-Jean English Community Organization of Saguenay – Lac-Saint-Jean

Le réseau NPI* du CHSSN

- 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-de-Montréal NDG Senior Citizens' Council (NDGSCC)

* Network in development.

 Head Office
 Satellite



CHSSN
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2021 - 2022

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