



**Association Amicale des Jeunes et
Parents AGAPE Inc.**

**The Youth and Parents AGAPE
Association Inc.**

Special Agape-Networking Partnership Initiative: Lunch n Learn Initiative: CROP results of English Language Health and Social Services Access in Quebec: Laval Highlights

A special meeting of the Agape-NPI was called to order at 10:10 AM on September 29th 2016 at Cité de la Santé Hospital, Réal Dubord Auditorium, 1755 Boul. René Laennec, Laval by Kevin McLeod & Ian Williams NPI Coordinators.

Present:

1. Kevin McLeod – Agape
2. Ian Williams- Agape
3. Steve Bletas-Agape/STM
4. Christiane Nadeau-CHSSN
5. Joanne Pocock-CHSSN
6. Jean Laliberté-Board
CISSS Laval
7. Hélène Duval- CISSS
Laval
8. Gary Stoopler- CISSS
Laval
9. Brigitte Tremblay- CISSS
Laval
10. Caterina D’Allesio-CISSS
Laval
11. Richard Allaire-CISSS
Laval
12. Evie Applebee- Golda Meir
Haddassah
13. Irving Applebee- Golda
Meir Haddassah/
Cummings
14. Natalina Pace-community
member
15. Josée Pépin- North Star
Academy
16. Mona Arsenault- The
Exchange/ CDC Vimont
17. Martin Barry- Laval News
18. Noga Yudelevich-
Cummings Centre
19. Rosie Calabretta-CDC
Pont-Viau
20. Maxine Silverman –
Cummings Centre
21. Natalina Pace- community
member
22. Aline Dib- Ville de Laval
23. Mélanie Dubé- CAAP
Laval
24. Katrina Driver- CLC Laval
Senior Academy
25. Ann Pilote-Laval Women’s
Group.
26. Wilma Gumpert-Laval
Women’s Group
27. Vicky Koscher-Laval
Women’s Group
28. Rosi Breuner-Laval
Women’s Group
29. Silvana Senatorre- MNA
Guy Ouellette
30. Carrie Goldberg-Family
Resource Centre
31. Dawn Xavier- Carrefour
Mom n Tots
32. Tamara Vachon- CDC
Vimont



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Opening at 10:10 AM

A special thanks was mentioned by Kevin McLeod and Ian Williams to Christiane Nadeau and Joanne Pocock from the CHSSN for having travelled from Québec City and Ottawa, respectively to attend this meeting. Also a thanks to Aline Dib from the city of Laval, for whom this was her first NPI Meeting.

Roundtable introductions of those present.

Announcements:

CDC Pont-Viau: Considering large injections of funds from the government for homecare services, Competency Development Centre in Pont-Viau reminds the partners that their [Homecare Assistance program](#) is available. The course is also partially available online. They also are looking for a social worker to teach parts of the course. The CISSS Laval was mentioned as being needed to find field placements for those who complete the Home Care Assistance program. (Rosie Calabretta)

[North Star Academy](#) was happy to announce that it is their 10th anniversary and will be hosting an Open house on October 1st from 1 to 4 pm. (Josée Pépin).

Cummings Centre: The Annual [Montreal Walks for Mental Health](#) will take place on October 16th at 11:00 am, Downtown at Philipps Square.

The walk started eight years ago and its main goal is to raise awareness about mental health and the fight the stigma still surrounding mental illness.

Last year over 1500 people walked together at the 5k walk and different organization such as Ami Quebec, Cummings Center, Ometz, L'Abri en Vlle, Revive, Racor and hospitals and organizations across the city participated.

The walk is free and people are more than welcome to donate to one of the organizations that participate in the walk (A list is available on the website).

For more information please see [Montreal Walks for Mental Health](#)

[See registration forms here.](#) (Noga Yudelevich)



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[The Family Resource Centre](#) is launching new programs to help youth who are making transitions into high school as well as into CEGEP. They have satellite offices in Laval and other areas besides their Dollard des Ormeaux office. (Carrie Goldberg)

PRESENTATION:

Dr. Joanne Pocock, Researcher/consultant – Community Health and Social Service Network (CHSSN). English Language Health and Social Services Access in Quebec, Laval Highlights

[*See PowerPoint presentation here*](#)

[*See the full Baseline Data Report \(BDR\) and previous BDR's here*](#)

Lunch

Group Discussion & Strategic direction

Caterina D'Allesio from the SAPA (*Soutien aux Personnes Pertes d'Autonomie-Centre Intégré de Santé et de Services Sociaux de Laval*) tells the group that her team is sensitive to the needs of her clients (home care) in regards to receiving services in English. She tries to assign professionals who can speak English well to English speaking clients and offers language training through the McGill program for professionals who want to improve second language skills. These courses are designed to train professionals with their work language.

Members of the English speaking community present are unaware of services offered and that they have a right to receive some specific services in English.

Brigitte Tremblay (*Mental Health Services- Centre Intégré de Santé et de Services Sociaux de Laval*) mentions also that there are professionals who are identified as being able to serve clients in English. They have very good waiting times for services (within 4-6 weeks and according to priority).

Gary Stoopler (*Direction des programmes DI-TSA et DP et dossier anglophone, Centre intégré de santé et de services sociaux de Laval*) assures the Agape-NPI and the partners that the CISSS Laval will disseminate this report in efforts to better sensitize their managers and professionals.

He intends to:

- Present a summary of Dr. Joanne Pocock's report to the directorate of the CISSS Laval working for English language services.



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- To the Committee of the Directorate of the CISSS Laval
- To add the summary to the CISSS Laval newsletter and/ or their intranet site (internal web portal).
- To ask Mr. Jean Laliberté (*member of the Board of Directors of the CISSS Laval*) to present this summary to other board members.

Given the demographic weight of those members of the English speaking community of Laval 55 years and older, it would be good to continue to invest in a Senior's resource (wellness) centre.

Also, in light of the vulnerability of people at the Emergency department, that the Agape-NPI distribute Health Passports to our partners for their use at the Emergency.

The English speaking community needs to be better aware of what health and social services are available to them in English in Laval.

They need to know how to use these services, and when there are unjustified barriers, to know how to use the complaint process to ensure better improvement of services in the long run.

Meeting closed at 12:15