

INFO-CISSS

NEWSLETTER FOR EMPLOYEES OF THE CISSS DE LA CÔTE-NORD

Volume 7, Issue 12 | June 17th, 2021

CONFIRMED POSITIVE COVID-19 CASES

June 17th, 2021

North Shore: 572

Québec: 373 531

Canada: 1 405 146

Have a great summer!

The INFO-CISSS will be back in September!

Check out the 2021-2022 calendar on the intranet, in the section: Documentation -> Bulletins -> INFO-CISSS.

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THANK YOU MR. LÉVESQUE!



We want to highlight the end of the term of Mr. Claude Lévesque, who has been acting as President and executive director of the CISSS de la Côte-Nord since July 2020. After a few years of retirement, he helped out the North Shore health network during these particular times marked by the pandemic. During this brief stint, the region and all its citizens benefited from his extensive experience. As soon as he arrived, he distinguished himself by his positive attitude toward the challenges and issues of the North Shore health and social services network.

Thank you for your engagement and devotion in the past few months. Enjoy your well-deserved retirement!

Centre intégré
de santé
et de services sociaux
de la Côte-Nord

Québec





STUDENT SUPPORT PROGRAM FOR NURSING ASSISTANTS

You are a nursing assistant and you want to pursue your education to become a nurse? It is possible! Both the Cégep de Sept-Îles and the Cégep de Baie-Comeau offer a custom program for nursing assistants. An amount of \$97.64 will be paid for each completed credit, for a maximum of \$7 290.78. [Click here for more details \(French only\)](#).



TRANSFER OR HOSPITALIZATION OF USERS FROM OTHER REGIONS

From now on, users from orange, yellow and green regions will not need additional precautions if they do not have symptoms and if they were not asked to self-isolate by public health authorities. [Click here for more details \(French only\)](#).

TRIAGE TOOL FOR USERS BEFORE AN APPOINTMENT

[Consult the updated document here.](#)

ADJUSTMENT OF PREVENTIVE MEASURES - CNESST

With the progressively improving vaccination coverage, the reduced number of COVID-19 cases and our region returning to the green alert level, the Commission des normes, de l'équité, de la santé et de la sécurité au travail (CNESST) issued an [adjustment of the preventive measures in the workplace \(French only\)](#).

Here are two documents from the CNESST on the subject (French only): the [press release](#) and the [table](#).

BRAVO TO JESSIE LANDRY AND TO THE COMMUNICATIONS DEPARTMENT!

The CISSS de la Côte-Nord appears in a Québec-wide publication: **The white paper “Des pratiques inspirantes avec les usagers et leurs proches, développées en contexte de pandémie”**.

A work team of the Centre hospitalier universitaire de Montréal (CHUM) and of the Centre of Excellence on Partnerships with Patients and the Public recently released a white paper. This document is meant to be a source of inspiration for establishments of the network. It presents innovative practices to minimize the risk of COVID-19 contamination while humanizing care and limiting the impacts of isolation.

Two of the 40 initiatives presented are from the CISSS de la Côte-Nord: the “Sur la Côte-Nord, on tient à notre santé!” awareness campaign and the “Jeu d'évasion pour faire ressortir les connaissances en matière de santé”.

Bravo to our small team of the Communications department and to Jessie Landry, planning, programming and research officer at the DSMQEPE, for their excellent work and involvement in this project!

<p>Campagne de sensibilisation « Sur la Côte-Nord, on tient à notre santé ! »</p> <p>Auteurs : Pascal Paradis et Jessie Landry</p> <p>Objectif : Augmenter l'observance des consignes en matière de santé publique en donnant la parole à des figures connues de la région.</p> <p>Moyen : Capsules vidéos d'artistes, maires, sportifs, d'une représentante de chambre de commerce et d'un médecin-conseil en santé publique afin de rappeler l'importance de respecter les consignes liées à la COVID.</p> <p>Structures impliquées : Le Service des communications.</p> <p>Nombre de personnes impliquées : Une adjointe au PDG et relations médias, un agent d'information, 8 intervenants pour les capsules</p> <p>Modalités de réalisation</p> <ul style="list-style-type: none"> • Identifier le besoin, le public cible et les messages à véhiculer. • Choisir une firme externe pour la production des capsules vidéos. • Sélectionner des intervenants et les contacter. • Planifier et réaliser les tournages et le montage. • Diffusion des capsules sur le site Web du CISSS de la Côte-Nord, sur Facebook et YouTube. <p>Personnes contact</p> <p>Pascal Paradis Conseiller en communication Direction des ressources humaines, communications et affaires juridiques 418 589-9845, poste 252268 pascal.paradis.09ciass@ssss.gouv.qc.ca</p>	<p>Source d'inspiration : CISSS de la Côte-Nord</p> <p>Version mars 2021</p> <p>Quelques résultats</p> <p>Facebook : 11 190 vues YouTube : 61 vues</p> <p>Documents de référence https://www.youtube.com/watch?v=N-FlsAQz10Y https://www.facebook.com/ciasscotenord/videos/</p> <p>Niveau de complexité d'implantation</p> <p>👤 🕒 🔄 💰</p>	<p>Jeu d'évasion pour faire ressortir les connaissances en matière de santé</p> <p>Auteur : Jessie Landry</p> <p>Objectifs : Faire connaître le quotidien des infirmières à l'ensemble de la population. Stimuler les usagers à reconnaître leurs savoirs en matière de santé.</p> <p>Moyen : Afin de souligner la Semaine de la profession d'infirmière en mai 2020, le Comité jeunesse de l'Ordre régional des infirmières et infirmiers de la Côte-Nord en collaboration avec le Centre intégré de santé et de services sociaux de la Côte-Nord, a invité infirmières, médecins, usagers partenaires et bénévoles à son défi d'évasion 100% virtuel.</p> <p>Les gens étaient invités (seul, entre amis, entre collègues ou avec sa famille) à se plonger dans le quotidien des infirmières. De manière ludique, 5 défis étaient proposés afin de sensibiliser la population aux thèmes infirmiers et à les inviter à reconnaître leurs connaissances en matière de santé.</p> <p>Chaque épreuve devait être résolue par un mot de passe permettant de déverrouiller le défi suivant. Un support personnalisé était offert pour répondre aux questions et pour donner des indices au besoin.</p> <p>Modalités de réalisation</p> <ul style="list-style-type: none"> • Créer un scénario qui permet de faire connaître le quotidien des professionnels de la santé et qui permet aux participants de résoudre des énigmes • Valider le contenu et verrouiller le document • Préparer un plan de communication • Lancer le défi via les différents moyens de communication • Répondre aux questions et donner des indices au besoin • Mettre en place une base de données pour consigner les données des participants • Évaluer la satisfaction de l'expérience des participants. <p>Structures impliquées : Direction qualité, évaluation, performance et éthique</p> <p>Nombre de personnes impliquées : Un agent de planification, de programmation et de recherche responsable du partenariat et adjointe administrative, Un responsable du défi et un responsable des communications.</p> <p>Personnes contact</p> <p>Jessie Landry, B.Sc.Inf., Agente de planification, de programmation et de recherche Volet évaluation, satisfaction et usager partenaire - Direction des services multidisciplinaires, qualité, évaluation, performance et éthique 418-766-2572, poste 443301 jessie.landry.inf.09ciass@ssss.gouv.qc.ca</p>
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INCIDENT REPORT: ASSAULTS

Here are the situations that you must report, based on the context:

⇒ **Assault of a user by another user:**

You must systematically report this event using form AH-223-1 for the assaulted user, and identify the user who committed the assault with their file number. If the user who committed the assault was also injured during the event, you must also complete form AH-223-1 for them.

⇒ **Assault of any other person by a user:**

This event must only be reported using form AH-223-1 if the user is injured.

⇒ **Assault of a user by a care or service provider:**

You must systematically report this event using form AH-223-1 for the assaulted user. This event must also be reported to the local service quality and complaints commissioner of the establishment.



CANDIDATE REFERRALS BY STAFF MEMBERS

Venez en aide
à notre équipe
de recruteurs!

1 candidat référé
& embauché



TIRAGE
1 chance de gagner
une des dix
cartes-cadeaux VISA
prépayées de 250\$

Plus de 400 postes
disponibles pour vos contacts,
faites aller votre réseau!

Centre intégré
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et de services sociaux
de la Côte-Nord
Québec

What is better than someone who knows someone? ;)

The CISSS de la Côte-Nord has recently launched a pilot project to encourage employees to refer candidates they know. As staff members, **you could win big by helping our recruiters!** We have about 400 positions to be filled at the moment. [Consult them here! \(French only\)](#)

1 candidate referred and hired = 1 chance for you to win one of 10 \$250 Visa gift cards

10 prizes will be handed each year! You get a chance to win if the candidate you referred gets a full-time position, a job on the recall list, or an executive position.

What are you waiting for? Grab your address book and start searching! [Click here \(French only\)](#) for more details on this pilot project (you need to be logged in to the network)!

Look out for extreme heat!

On the North Shore, this term is used when the outside temperature reaches 26 °C during the day and 14 °C at night, for three consecutive days. Such a heat wave can cause discomforts and even lead to severe health problems (heat stroke, for example). Please be very vigilant. [Consult this document](#) to know the signs and symptoms, and to get advice!



ACTIVITIES ACROSS THE REGION

As part of the **World Elder Abuse Awareness Day**, pivot people and their teams, people in charge of IR-FTRs and promoters, as well as community partners, all greatly helped raise awareness on the importance of acting with the population and in the various residential environments of the North Shore. Special thanks to all pivot people: **Vanessa Imbeault, Nancy Pelletier, Karine Jean, Murielle Beaudin, Émilie Toupin, Carine Tremblay, Lina Tanguay, Stéphanie Poitras and Melody Strickland**, their colleagues, as well as **Julie Cyr**, her team and the residential resources (IR-FTRs) that participated, and lastly, **Manon Dion**.

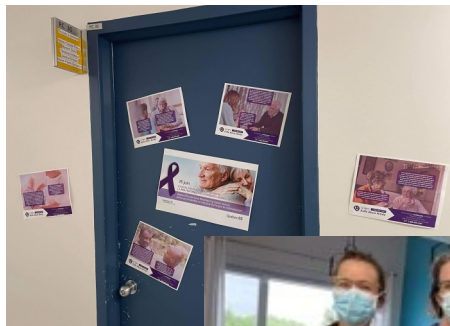
We must keep denouncing and reporting situations of abuse all year long. **Thank you for taking care of our precious seniors!**



Employees of the Villa Port-Cartier residence wearing purple.



Cupcakes with the purple ribbon, symbol of the day, at the CHSLD de Sept-Îles



Offices were flooded with posters in Haute-Côte-Nord



Résidence le Boisé in Les Escoumins

NATIONAL INDIGENOUS PEOPLES DAY

June 21st is **National Indigenous Peoples Day**. It is a special opportunity for everyone to highlight the unique heritage, cultural diversity and remarkable achievements of First Nations, Inuit and Métis. Several virtual conferences (French only) will be held in this regard on June 21st, such as:

- **Adult education in Indigenous people: a stepping stone to the labour market**
- **Indigenous people and taxation: myths and realities**
- **Indigenous law basics**

[Click here to attend a conference or to consult the schedule!](#)



EMPLOYEES, THE GREATEST ASSET OF THE CISSS DE LA CÔTE-NORD!

Morneau Shepell has been providing the Employee and Family Assistance Program (EFAP) of the CISSS de la Côte-Nord for four years. **This program is intended for all employees and their family.** Its goal is to ensure your health and well-being, because you are an essential resource for our organization to achieve our goals. **It is a free and confidential service.**

We invite you to use the EFAP to help you solve problems related to your work, health or personal life: **1 800 361-2433**





Thank you to the 309 participants for taking up the challenge! Thank you for being the first ones to try the new platform!

Thank you as well as for being motivated and thus for motivating others to adopt healthy lifestyle habits!

Thank you to the prevention and healthy lifestyle habit promotion officers for allowing the Rallye sur la Côte to shine on each territory of the CISSS.

We are already looking forward to next year! :)

On the picture, the participation prizes that were drawn.

The Organizing Committee of the Rallye sur la Côte

WRITING STANDARDS FOR PROGRESS NOTES

Here is the answer of the DSMQEPE to another question raised during the presentations on the guide “Normes de rédaction des notes d’évolution”. We remind you that the guide and the recording of the presentation are available [online](#), on the intranet (French only).

Q: During a joint intervention, do we need to write **one note or two distinct ones?**

A: When a joint intervention is required, a multidisciplinary vision is necessary to evaluate the overall common situation. It is analyzed based on each professional expertise (based on the single discipline intervention plan), which requires that **each professional present write a progress note or analysis, as well as a distinct statistic** (when required, depending on the field). That is why we cannot only have a single note on file. However, to avoid repetition of information, one note could refer to elements written in the note written by the other professional and build its analysis on this information.

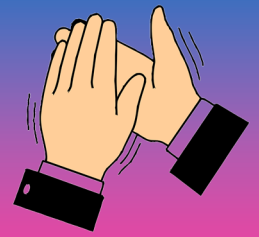
Example: A nurse and an occupational therapist ensure the joint follow-up of a pressure ulcer in a user. In this context, there will be two notes. In her note, the nurse will describe the state of the wound, the choice of dressing, the frequency of the dressing change, etc. In other words, she will describe the situation from her nursing perspective. As for the occupational therapist’s note, it can refer to the nursing note to describe the wound, but it will focus on the follow-up of the occupational therapy intervention plan, related to positioning (e.g., maintaining or changing the therapeutic surface, recommendation on the positioning, etc.).

However, if the objective of the intervention refers to the same act, there will be only one progress note and/or statistic for this meeting, because only one area of expertise is required. The person who writes and signs the note is the one in charge of the intervention plan, treatment, activity, etc. Therefore, in this context, the person who writes the note must specify with whom they have collaborated for this act. The person who assists does not need to write a note.

Example: Two health and social services auxiliaries (HSSA) do a home visit to provide hygiene care, and two persons are required to move the user safely. Another example: Two nurses are required for a complex dressing change.



BRAVO! Campaign



Send your projects or actions to 09.ciiss.communications@ssss.gouv.qc.ca. You can send your pictures, your achievements, your thanks and your congratulations! Bravo, and thank you for your devotion and creativity!

The Regional Organizational Culture Committee

A well-deserved retirement for three pillars!

In the coming weeks, the Reception and archives department in Baie-Comeau will lose three exceptional employees.

First, **Suzan Alix**. She has been the face of the reception at the CLSC Lionel-Charest for 28 years. If you have a question, Suzan will answer it. If you have a problem, Suzan will help you. These two sentences are among the first things that new employees of the CLSC learn.

Then, at the archives: **Diane Fournier**. Diane has worked at the archives of the Hôpital Le Royer for a long time before spending the last decade of her career at the CLSC Lionel-Charest. She is quiet, but greatly appreciated by her colleagues, both from the CLSC and the U-FMG, and she knows all about the archives of the CLSC.

Lastly: **Monique Richard**, the leading reference at the archives of the Hôpital Le Royer, and even across the hospital. She could have run the Archives department on her own, because she knows all the ins and outs of this sector. She always has the answer to your questions, and people do not hesitate to seek her advice.

These three administrative officers have so much in common. They showed great commitment, devotion and passion while working for our establishment. They are part of those who have been living and breathing their department until the very end. They are undeniable references, and they leave the CISSS with incredible baggage. June 23rd will be Suzan's last day, July 1st will be Monique's last day, and finally, on July 16th, it will be Diane's turn.

Your departure will undoubtedly leave a great void in our sectors. Having you in our teams has been a great source of pride. On behalf of myself and all reception and archives employees, we wish you a wonderful retirement. Enjoy your new life as young retirees. You have given a lot for the CISSS, it is now time to think about yourselves. Thank you for everything, we love you!

Marjolaine Chaussé, Head of reception and archives



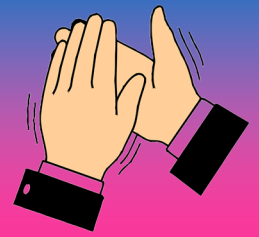
From left to right: Suzan Alix, Diane Fournier and Monique Richard

Thank you to the team of the screening centre in Baie-Comeau

Thank you to the nurse, Charlène. She has been great with my two boys, aged 2 and 3½ years old. She was caring, she got along with my story and she was able to distract them quickly. She took the time to explain and make them comfortable, which made all the difference.

I just wanted to thank all the team that was present on the morning of May 27th, 2021.

Jessie Landry, planning, programming and research officer, DSMQEPE



Another great collaboration

Diane Sonier, dietician-nutritionist, is meeting the members of the Family-Child-Youth team from Sept-Îles and Port-Cartier on three occasions to present a series of workshops on nutrition.

The topics covered are the best nutrition practices for children and young people, concepts of hunger and satiety, the new paradigm regarding weight, body image, and eating disorders. Following these workshops, youth workers will be able to support parents.

Another great collaboration!

Caroline Dignard, intersectoral resource | École en santé

Atelier nutrition #2 FEJ
Mardi le 18 mai 2021
Diane Sonier, Diététiste-nutritionniste

Avec la collaboration de:
Ariane Desrosiers, Diététiste-nutritionniste
Caroline Dignard, Ressource intersectorielle - École en santé

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Québec

Kick-boxing at the DSTHL

Karine St-Francois Paquet had the idea to create a Teams group for the Direction des services techniques, de l'hôtellerie et de la logistique (DSTHL) to motivate us to train in group. Once a week, she makes us discover various types of training sessions, ranging from dancing to kick-boxing. She takes her personal time to allow us to get moving together. Thank you!

Mélissa Champagne, Direction des services techniques, de l'hôtellerie et de la logistique



Congratulations to the HCAs in pediatrics in Sept-Îles!

Hats off to all health care attendants in the pediatrics team who have mobilized in the past few weeks to improve the days of hospitalized children. You did not hesitate to make a difference with board games, costumes and all your talents. We have to admit that this feels good for the children, but also for everyone in the team of the mother-child centre (MCC) - pediatrics. We notice your actions, and they inspire us! Keep up your good work, and thank you for your exemplary devotion.

Marc-André Cody, Head of MCC - pediatrics

Congratulations Jean-Philippe!

Congratulations to Jean-Philippe Comtois, Director of financial resources, who spoke on behalf of the CISSS de la Côte-Nord during the 51th annual convention of the Association québécoise de la logistique et de l'approvisionnement du secteur de la santé (AQLASS).

His conference entitled "Entre logistique et politique!" was presented virtually on June 10th, during this event attended by 430 people.

To everyone who contributes to the vaccination campaign

Thank you to everyone who contributes directly or indirectly to the COVID-19 vaccination campaign which is currently underway!

Your devotion is exemplary, and you are the cornerstone of this great success. We must continue, we are on the right track... I hope that you have great summer vacations as well as some well-deserved rest!!

Nathalie Castelloux, Interim assistant executive director and Director of vaccination



Toussez dans votre coude



Lavez vos mains



Gardez vos distances



Couvrez votre visage (si moins de 2 mètres)



Limitez vos déplacements

Québec.ca/coronavirus

SELF-CARE GUIDE

- [COVID-19 Self-care Guide](#)
 - * [Self-care Guide in the American Sign Language](#)

YOUTH PROTECTION

- [Together, let's protect our children](#)

MENTAL HEALTH, ADDICTIONS AND HOMELESSNESS

- [Stress, Anxiety and Depression Associated With the Coronavirus COVID-19 Disease](#)
- [My child is worried about the pandemic](#)
- [I am in bereavement for one or more people who lost their lives in the pandemic](#)
- [How children and teens experience bereavement](#)
- [Advice and preventive measures for drug users and the homeless](#)
- [Safer substance use in the context of the COVID-19 pandemic \(French only\)](#)
- [Toolkit on the identification of people at risk of psychosocial vulnerability \(French only\)](#)

PROTOCOLS AND INSTRUCTIONS (CONTINUOUSLY UPDATED)

- www.inspq.qc.ca/en
- [Specific clinical instructions for emergency departments \(French only\)](#)
- [Triage tool for users before an appointment](#)
- [Ministerial pre-hospital protocol \(French only\)](#)
- [IPC champions \(French only\)](#)

COMMUNICATIONS IN THE INNU LANGUAGE AND INFORMATION FOR INDIGENOUS PEOPLE

- [Keep your distance](#)
- [Information for Indigenous people](#)

FREQUENTLY ASKED QUESTIONS

- [Answers to questions about COVID-19](#)
- [Wearing a Face Covering in Public Settings](#)

SUPPORT AND ASSISTANCE TO EMPLOYEES

- [Morneau Shepell and LifeSpeak](#)

INFORMATION PLATFORMS

Website of the Government of Québec

COVID-19 section for the public: <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/>

Website of the MSSS

COVID-19 section for health and social service professionals (French only): <https://www.msss.gouv.qc.ca/professionnels/maladies-infectieuses/coronavirus-2019-ncov/>

Website of the CISSS de la Côte-Nord

For more information on COVID-19 in the region: <http://www.cisss-cotenord.gouv.qc.ca/en/public-health/covid-19/>

Intranet

To learn more about the various actions underway at the CISSS de la Côte-Nord, the current recommendations, and the implemented directives and instructions (French only): <http://ci:ssscotenord.intranet.reg09.rtss.qc.ca/directions/soins-infirmiers/prevention-et-controle-des-infections-pci/coronavirus/>



You have comments or text suggestions for the INFO-CISSS?

Contact the Communications department (09.ci:sss.communications@ssss.gouv.qc.ca)

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Centre intégré de santé et de services sociaux de la Côte-Nord



ci:sss_cotenord

Programme d'aide aux employés et à la famille
1 800 361-2433

LIFESPEAK



MORNEAU SHEPELL

