



# BOARD ROOM NEWS

November 20<sup>th</sup>, 2019  
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*North of all  
what we can become*

## 2018-2019 ANNUAL MANAGEMENT REPORT

As part of the annual general information meeting, the President and executive director of the Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord, Mr. Marc Fortin, presented the highlights of the 2018-2019 annual management report.

The establishment ends the year with a \$3.9M deficit after having received an additional amount of \$7.5M from the ministère de la Santé et des Services sociaux (MSSS).

Certain achievements were mentioned, including the start of the hemodialysis services in Baie-Comeau, the opening of Aire Ouverte in Sept-Îles to serve young people between 12 and 25 years of age and the addition of health care services in Haute-Côte-Nord, Port-Cartier and Minganie.

Regarding human resources, the establishment hired over 400 people following a major online recruitment campaign. Steps were also taken to recruit internationally, which allowed hiring five nurses from France. Steps are being taken to recruit other external resources in 2020.

Mr. Fortin also mentioned various projects in the making: the modernization of the emergency department and the operating room of the Hôpital de Sept-Îles, the bariatric surgery centre at the Hôpital Le Royer as well as the expansion and renovation of the CLSC de Port-Menier.

You can consult the report by visiting the [website](#) of the CISSS de la Côte-Nord.

## 2018-2019 REPORT ON THE APPLICATION OF THE COMPLAINT REVIEW PROCEDURE AND THE IMPROVEMENT OF SERVICES

The Complaints and Service Quality Commissioner, Ms. Manon Bourgeois, presented the 2018-2019 report on the application of the complaint review procedure and the improvement of services.

Throughout the year, 644 files were analyzed by the commissioner, compared to 503 the previous year. Over three out of four files were processed within 45 days.

On the 390 complaints received in 2018-2019, 110 concerned the care and services provided, 86 the accessibility, 73 the organization of the environment, 61 interpersonal relationships, 28 the financial aspect and 24 particular rights. Last year, 271 complaints were received.

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**Next meeting of the Board of Directors:**

Wednesday January 29<sup>th</sup>,  
2019 in Sept-Îles

## APPOINTMENT OF THREE DIRECTORS

The Board of Directors ratified the appointment of three directors. The three of them occupied their respective positions on an interim basis:



Ms. Priscilla Malenfant, Director of the program supporting the autonomy of seniors.



Ms. Jennifer Lavallée, Director of mental health, addictions, homelessness and general social services.



Ms. Christine Pelletier, Director of human resources, communications and legal affairs.

## ANNUAL REPORT OF THE ACTION PLAN REGARDING PEOPLE WITH DISABILITIES

Since the adoption of the Action plan regarding people with disabilities in June 2017, a monitoring committee, composed of representatives from various directions of the CISSS de la Côte-Nord and of one user, ensures the implementation of the plan. In 2018-2019, the committee met four times.

Several actions were carried out throughout the year, such as:

- Development and adoption of an employment integration policy for people with disabilities.
- Diffusion of two awareness-raising video clips to promote the action plan among the staff of the CISSS.
- Diffusion of a press release and of awareness-raising video clips on the Facebook page of the CISSS during the Semaine québécoise des personnes handicapées.
- Participation in the creation of the colouring book project of the Table de concertation des associations de personnes handicapées de la Côte-Nord.

*“Each ministry or public organization employing at least 50 employees as well as each municipality of at least 15 000 inhabitants must have an annual action plan regarding people with disabilities.”*

## POLICY ON EARLY DETECTION AND INTERVENTION IN ADDICTION

The administrators adopted the Policy on Early Detection and Intervention in Addiction, which is aimed at optimizing the accessibility and the continuity of services and at taking charge of the clientele more quickly.

First, one of the objectives is to implement the systematic tracking and detection in local services receiving pregnant women, mothers and fathers of young children as well as their spouse. Among this group, those more likely to have a problem and to be referred to the addiction program will be prioritized to receive the appropriate services. Links with different services of the CISSS are also provided, notably with Info-Social, access gateways and emergency services, in order to detect any addiction problem.

The CISSS de la Côte-Nord would also like that its partners, such as FMGs, community organizations, ministries and school boards, accept to implement tracking and detection practices in collaboration with the addiction service-program.

An action plan was developed and procedures will be developed in collaboration with the concerned partners in order to ensure the successful implementation and deployment of this practice.

## ADDITIONAL FUNDING FOR COMMUNITY ORGANIZATIONS

The administrators approved the distribution of an amount of \$1,133,500 in order to increase the funding of community organizations working in health and social services. This recurring amount granted by the MSSS is aimed at meeting the growing demands or particular needs.

According to certain ministerial guidelines, the funding is distributed as follows:

À la Source Sept-Îles	\$38,050	CRÉAM	\$15,286
Action Autisme et TED HCN Manicouagan	\$21,309	Droits et recours en santé mentale de la Côte-Nord	\$34,652
Association de la fibromyalgie et de la fatigue chronique de Manicouagan et de la HCN inc.	\$5,320	La Croisée, organisme de justice alternative (Équijustice)	\$17,830
Association des aidants naturels de la Côte-Nord	\$10,268	L'Alliance des femmes (Sacré-Coeur)	\$17,830
Association des handicapés adultes de la Côte-Nord	\$22,334	La popote roulante « Les Délices Maisons »	\$16,097
Association des jeunes de Fermont	\$5,000	L'Âtre de Sept-Îles	\$17,830
APAME	\$7,433	Les Amis du Rayon d'or	\$15,141
Association des parents PANDA Manicouagan	\$15,338	L'Espoir de Shelna	\$17,830
Association des personnes avec difficultés visuelles Manic	\$16,097	Les Girouettes de Chute-aux-Outardes	\$8,928
Association nord-côtière de l'autisme et des troubles envahissants du développement (ANCATED)	\$10,812	Les Habitations communautaires Le Gîte inc.	\$38,201
Association parents et amis du malade émotionnel de l'Est de la Côte-Nord inc. (APAME)	\$21,924	Maison des femmes de Baie-Comeau	\$27,000
CALACS Baie-Comeau *Lumière boréale	\$17,830	Maison des jeunes de Colombier	\$12,181
CALACS Sept-Îles *La pointe du jour	\$53,846	Maison des jeunes « La Source » Minganie	\$7,910
Centre communautaire pour les aînés de Ragueneau	\$8,978	Maison des jeunes Le S.Q.U.A.T.	\$5,000
Centre d'action bénévole de la Minganie	\$17,830	La Maison des femmes de Sept-Îles	\$17,830
Centre d'action bénévole de Port-Cartier inc.	\$27,000	Maison des jeunes « La Boîte » de Ragueneau	\$5,000
Centre d'action bénévole Le Nordest	\$27,000	Maison des jeunes de Port-Cartier Inc.	\$8,488
Centre d'activités de la Haute-Côte inc.	\$16,157	Maison des jeunes La Relève	\$16,260
Centre de dépannage des Nord-Côtiers	\$16,097	Maison des jeunes Le Spoth de Chute-aux-Outardes	\$5,000
Centre de femmes "L'Étincelle"	\$17,830	Maison du Tonnerre	\$5,000
Centre de prévention du suicide Côte-Nord	\$20,141	Maison l'Amie d'Elle inc.	\$17,830
Centre d'intervention Le Rond-Point	\$15,184	Module d'épanouissement à la vie de Sacré-Cœur (BEST)	\$16,097
Centre des femmes de Forestville	\$17,830	Module d'épanouissement à la vie de Sept-Îles	\$10,803
Centre femme aux quatre vents.	\$17,830	ROCASM	\$5,000
Centre Le Volet des femmes (Aguanish)	\$17,830	Répit Richelieu	\$87,970
Club des Citoyens Séniors de Chevery	\$11,854	Ressource de réinsertion « Le Phare »	\$7,071
Comité action jeunesse de Bergeronnes	\$5,000	Santé mentale Québec - Côte-Nord	\$11,961
Comité action jeunesse de Sacré-Coeur	\$5,000	Société Alzheimer de la Côte-Nord	\$54,794
Comité action jeunesse des Escoumins	\$5,000	Table Régionale des organismes communautaires	\$21,245
Comptoir alimentaire de Sept-Îles	\$7,716	Transit Sept-Îles	\$40,644
Comptoir alimentaire l'Escale	\$7,716	Unité Domrémy de Baie-Comeau inc.	\$7,577
Convergence Manicouagan (Équijustice)	\$17,830	Vers l'âge Senior inc.	\$17,830
		<b>TOTAL</b>	<b>\$1,133,500</b>

## SMOKE-FREE ENVIRONMENT POLICY

The report on the application of the Smoke-Free Environment Policy was presented to the members of the Board of Directors. The work of an internal committee allowed making two facilities smoke-free from May 1<sup>st</sup>, 2019: both rehabilitation centres for troubled youth in Sept-Îles and Baie-Comeau.

Work is ongoing to make all facilities of the CISSS de la Côte-Nord smoke-free (indoor and outdoor) by November 22<sup>nd</sup>, 2022. It is also planned to offer smoking cessation support services to the clientele and the staff.

Note that it is prohibited to smoke in the facilities of the CISSS, but there are smoking rooms which may be used by residents at certain places, notably in CHSLDs.

Until the facilities are completely smoke-free, the Act prohibits smoking or vaping outdoor within a nine-metre radius from any door, air vent or openable window.

*“Pursuant to the Tobacco Control Act, the CISSS de la Côte-Nord adopted its Smoke-Free Environment Policy on November 22<sup>nd</sup>, 2017. Its implementation must be completed by November 22<sup>nd</sup>, 2022 at the latest.”*

## PRIX D'EXCELLENCE OF THE HEALTH AND SOCIAL SERVICES NETWORK

Two application forms from the North Shore were submitted to the MSSS for the Prix d'excellence of the health and social services network, which are the Congrès sur la médecine d'urgence en région (Les Escoumins) in the category “Valorisation et mobilisation des ressources humaines” (Valorization and mobilization of human resources) and the groups of parents whose children are waiting in intellectual disability and autism spectrum disorder (ID-ASD) in the category “Accessibilité aux soins et aux services” (Accessibility to care and services). The winners will be announced during a ceremony held in the late spring of 2020. For 37 years, the Prix d'excellence have been highlighting the exceptional commitment and collaboration of actors from the network and the community sector. They are aimed at acknowledging the initiatives undertaken on the field for the benefits of patients, while constantly striving for performance and continuous improvement.

For further details, visit the website of the [Prix d'excellence](#).

## ADOPTION OF THE PROGRAM OF ACCESS TO SERVICES IN THE ENGLISH LANGUAGE

The Board of Directors adopted the 2020-2025 Program of Access to Health Services and Social Services in the English Language of the CISSS de la Côte-Nord. The purpose of the program of access is to give the English-speaking population access to a range of health services and social services which is as complete as possible and as close as possible to its living environment. It specifies the method, the service and the place for which providing services in English is compulsory. In the region, all facilities of the Lower North Shore are designated by the Government of Québec and recognized by the Charter of the French Language, which means that all services must be available in English. Pursuant to the program, other facilities of the North Shore must provide certain services in English. To do this, bilingual employees are involved, as well as an interpreter service based at the Hôpital de Sept-Îles, to serve the facilities of the region.

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*This newsletter is produced by the Centre intégré de santé et de services sociaux de la Côte-Nord. It highlights the decisions taken during the meetings of the Board of Directors.*

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*Should you require further information about any of the covered topics, please contact the Communication Department at **418-589-9845, extension 252268**.*