

360°

CIUSSS

**WEST-CENTRAL
MONTREAL
HEALTH**
STAFF NEWSLETTER

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ON THE THRESHOLD OF A SEASON OF CELEBRATION AND RENEWAL



As the presence of fall becomes more evident with every passing week, we find ourselves approaching a season of reflection and celebration, as we express our gratitude for what has been bestowed upon us, while preparing for challenges yet to come.

In the first week of October, Montreal's Jewish community embarks on one of the most soul-stirring periods of the year, with the observance of Rosh Hashana (New Year), followed by Yom Kippur (the Day of Atonement) and, in the middle of the month, the harvest festival of Succot. Thoughts of the harvest and family get-togethers are also on the minds of people of all backgrounds, with the celebration of Thanksgiving on October 10.

The great value of these autumn holidays is that, after summer's hectic pace, they offer us an opportunity to pause and take stock of our ourselves—both professionally and personally—during the past year. With CIUSSS West-Central Montreal now well into its second year,

we can also see more clearly how far we've come and what still lies ahead. The ability of healthcare users to follow a smoother continuum of care has shown considerable progress. Numerous teams within our departments are continuing to gain cohesion as they proceed with their inter-facility integration. Efforts are proving successful to register increasing numbers of healthcare recipients with family doctors. More and more is being accomplished every day for the elderly, the vulnerable, the refugees.

As well, the upcoming commemoration of Jewish holidays in several of our facilities is a reminder that, along with improving health care and social services, our CIUSSS remains cognizant of the unique characteristics of its member institutions. Within our network, the special history, unique traditions and noteworthy contributions of facilities with Catholic, Presbyterian and Jewish roots deserve to be acknowledged, remembered and preserved for embracing values that are common to us all—the desire to cure illness and ease pain with diligence and compassion.

However you choose to celebrate this season, I would like to extend to everyone a sweet and healthy New Year and a joyous Thanksgiving, in the hope that each of us can live up to the goals that we have set for ourselves. As well, we must recognize and fulfill our obligations to others—to family, friends and co-workers, as well as our clients, residents and patients—as we strive to do our best for the benefit of society as a whole.

LAWRENCE ROSENBERG, M.D.
PRESIDENT AND CEO



Countdown to Accreditation 11 weeks away

Weekly accreditation bulletins on Required Organizational Practices (ROP) can be found on the intranet. They contain important information to prepare you for the visit from the Accreditation Canada team in December 2016.

An ROP is defined as an essential practice that organizations must have in place to enhance user safety and minimize risk. On a weekly basis, one or more of the 36 ROPs of Accreditation Canada's Qmentum Program will be shared with you.

Reminder: the new Mission and Values and Code of Ethics for West-Central Montreal Health is available on the CIUSSS website and intranet sites.

See **DID YOU KNOW**
on page 2 →

YOU MAKE THE DIFFERENCE

Profiles of West-Central Montreal Health staff that go above and beyond the call of duty will be published in each edition of 360°. If you would like to nominate someone, please contact Angelica Montagano at: angelica.montagano.ccomtl@ssss.gouv.qc.ca

Yee Yeung,

Social Worker and Team Leader / Info-Social

Determined and helpful are the two words that are often used to describe Yee Yeung, Social Worker and Team Leader at



Info-Social. After six years of experience on the job, Yee still comes in to work with an enthusiastic attitude while helping his clients in any way he can. With his continued dedication towards Info-Social's mission, he has become the go-to for any questions and is always ready and willing to help his coworkers complete any challenge.

Teamwork, flexibility and respect are the founding pillars that have

helped him succeed in his day-to-day tasks. Last year, when Info-Social was rolled out, Yee had no trouble stepping into a leadership role when he was responsible for forming the first two teams at the organization. Luc Treny, Supervisor at Info-Social describes Yee as an asset to the team. "He is always available to resolve any problems that arise within the team and is respected by everyone." Yee continues to coordinate and support the evening staff at Info-Social by always putting the needs of his team first.

He further demonstrates his commitment by introducing new solutions to improve team performance and methods to connect with their clients. With Yee's guidance, the team at Info-Social are presently working on fostering clinical exchanges, team building activities and raising the standard of practice.

They're in our homes and we use them every day, but we often forget the dangers behind them. Household chemicals are the main culprit responsible for unintentional poisoning leading to death or hospitalization for children under the age of 15. If used incorrectly, they can cause irritation, severe burns, and respiratory distress, even in adults. Although Canada's Workplace Hazardous Materials Information System (WHMIS) has issued a guideline for product labels, not all household materials follow these instructions. Keeping safety in mind while using or storing certain products is easy by following these simple steps to avoid any unwanted accidents:

- Read the product's label before use. It is important to always follow instructions when using a chemical product.
- Be aware of any potential dangers when mixing different products. Some mixtures can produce harmful gases that can be dangerous for pets and family members.
- Follow proper guidelines for chemical waste disposal. Make sure to check your municipality's by-laws for instructions on how to dispose of chemical products.
- Only buy the quantities necessary for your home and store household chemicals according to their guidelines.

Understanding the hazard symbols on the product's container is a very important step towards safety. According to Health Canada, hazard symbols have three sections: the picture (the type of danger), the frame (which part of the product is dangerous) and the signal words (the degree of risk). Having the ability to identify the different parts can warn you about the dangers associated with the product before use. For full symbol definitions and more information, visit the [Healthy Canadians](http://HealthyCanadians.ca) website. You can also find a list of product recalls and report any product related health concerns to the Government of Canada at the bottom of the page.

Household products are still chemicals and should always be handled with caution in order to keep your family and pets safe.

SITES IN WEST-CENTRAL MONTREAL HEALTH

CATHERINE BOOTH HOSPITAL
 CLSC DE BENNY FARM
 CLSC DE CÔTE-DES-NEIGES
 CLSC MÉTRO
 CLSC DE PARC-EXTENSION
 CLSC RENÉ-CASSIN
 CONSTANCE-LETHBRIDGE
 REHABILITATION CENTRE
 CÔTE-DES-NEIGES BIRTHING
 CENTRE

DONALD BERMAN MAIMONIDES
 GERIATRIC CENTRE
 FATHER-DOWD RESIDENTIAL
 CENTRE
 HENRI-BRADET RESIDENTIAL
 CENTRE
 JEWISH ELDERCARE CENTRE
 JEWISH GENERAL HOSPITAL
 MAB-MACKAY REHABILITATION
 CENTRE
 MIRIAM HOME AND SERVICES

MOUNT SINAI HOSPITAL CENTRE
 OUTREMONT POINT OF SERVICE
 RICHARDSON HOSPITAL
 SAINT ANDREW RESIDENTIAL
 CENTRE
 SAINT-MARGARET RESIDENTIAL
 CENTRE
 SERVICE RÉGIONAL INFO-SANTÉ
 ET INFO-SOCIAL

**Integrated Health
 and Social Services
 University Network
 for West-Central Montreal**

WORLD BREASTFEEDING WEEK

World Breastfeeding Week, October 1 to 7, is a great opportunity to remind everyone that breast milk is best for infants. Its benefits surpass commercial formulas, not only for the infant (child development, protection against certain infectious or chronic diseases), but for the mother (health and well-being, reduced risk of ovarian or breast cancers, economical). The Breastfeeding Committee, which resumed its work over the summer, is renowned for its inter-professional and community expertise. It also relies on the personal involvement of its members to promote breastfeeding. Our facility was certified by the Babies' Friend initiative (*Initiative ami des bébés*), and certification will be renewed during the coming year. We intend to make the best use of this event to stress our commitment.

Information booths and breastfeeding workshops will be available during World Breastfeeding Week and throughout October in various facilities in CIUSSS West-Central Montreal:

CLSC Côte-des-Neiges:

Wednesday, October 5, 10:00 a.m. to 2:00 p.m. on the ground floor. The breastfeeding workshop will be held on October 13, 1:30 to 3:30 p.m.

CLSC Métro:

Tuesday, October 4, 11:30 a.m. to 1:30 p.m. at the main entrance. The breastfeeding workshop will be held on October 12, 1:30 to 3:30 p.m.

CLSC Benny Farm:

Tuesday, October 4, in the morning at the main entrance. Nourri-source will hold a breastfeeding workshop on the same day.

CLSC Parc-Extension:

Thursday October 6, 9:30 to 11:30 a.m. in the waiting room. Activities with the prenatal group will be held on October 6, 9:30 to 11:30 a.m., and with the postnatal group on October 13, 9:30 to 11:30 a.m. Both sessions will take place in room 13 in the basement.

Jewish General Hospital:

Activities will be held throughout the week. We hope to see you there!

Bienvenue à l'allaitement !



Welcome to breastfeeding!

Council of nurses



From left :
Parthenopi Orfanidis,
Colette Mascle,
Marie-Claire Bélisle,
Johanne Grondin,
Karen Rose Honegger,
Ana Nunez, Johanne
Boileau, Isabelle Caron,
Jessica Pinto, Kassan-
dra Phanord.
Not shown : Jonathan
Harroche, Lilian Chan-
Taw, Dr Lawrence
Rozenberg.

The new CECII (2016-2018)

Marie-Claire Bélisle, President, Mental Health and addiction Management, CLSC CDN, Parc-Extension and Métro

Kassandra Phanord, Vice-President, First-line Management, CLSC CDN

Colette Mascle, First-line Management, CLSC Parc-Extension

Ana Nuñez, SAPA Management, CLSC René-Cassin

Lilian Chan-Taw, Rehabilitation Management, Catherine Booth Hospital

Karen R. Honegger, Quality Management, Mont-Sinaï

Jessica Pinto, Nursing Management, Jewish General Hospital

Jonathan Harroche, Nursing Management, Jewish General Hospital

Isabelle Caron, Nursing Management, Jewish General Hospital

Parthenopi Orfanidis, SAPA Management, Donald Berman Maimonides Geriatric Centre

EX-OFFICIO

Dr. Lawrence Rosenberg

President and CEO

Johanne Boileau, Nursing Management

Natacha Lafrenière, Representative, Council of Nurses and Nursing Assistants (CIIA), CLSC Métro

OBSERVER

Johanne Grondin, Assisting Manager, Nursing

Questions, ideas or concerns?

Please contact one of the committee members by email. We will be delighted to get back to you. Click on the following link to reach the [CECII Intranet page](#) (in French only) and to find email addresses for the CECII members. We wish you a good back-to-school season!

Do you know the roles of the CII?

The CII is responsible for:

- Evaluating the quality of nursing care
- Making recommendations about rules of nursing care
- Making recommendations about the proper allocation of nursing care

The CII is also responsible for providing opinions about:

- The scientific and technical organization of the CIUSSS
- Measures for evaluating and maintaining the skills of nurses, with attention to the organization, distribution and integration of nursing care in the network, and the planning of nursing manpower
- Various questions about the accessibility and coordination of nursing services in the network
- Approaches to innovative care and their effects on health and well-being

To view the full statute and regulations, click on [Règlement du CII du CIUSSS-COIM](#) (in French only).

TOWARDS A SMOOTHER CONTINUUM OF CARE WITH MULTI-DISCIPLINARY FAMILY MEDICINE TEAMS

On July 15, 2015, the Minister of Health and Social Services, Gaétan Barrette, announced the terms of the new Funding and Professional Support Program for Family Medicine Groups - FMGs (*Programme de financement et soutien professionnel pour le groupe de médecine familiale - GMF*). This program aims to improve the availability of Family Medicine services and to provide better support for vulnerable users.

For patients to benefit from this inter-professional approach, certain healthcare professionals will be asked to provide their services to the Family Medicine Group in their territory, including social workers, nurses, nutritionists, kinesiologists, occupational therapists and physiotherapists.

In the fall, the first group of social workers will join the ranks of the FMG, with the integration of healthcare professionals continuing until 2017. "A strong team of stakeholders is preparing the roll-out and the integration of professional resources in the FMG, in order to limit the impact on staff and, of course, on patients," explains Marie Ouellon, Director of Frontline Integrated Services. "Fortunately, we can benefit from our experience of having integrated several nurses and healthcare professionals from our CIUSSS into an FMG. So far, this experience has proved to be beneficial for patients and rewarding for the professionals."

To learn more, read a previous article on the [intranet](#)

GO GREEN WHEN YOU DRIVE TO WORK



The Quebec government has developed an action plan whose objective is to help place more than 100,000 rechargeable electric and hybrid motor vehicles on the road by 2020. This innovative approach allows for a better quality of life in the workplace, while protecting the environment.

To make this happen, two facilities in CIUSSS West-Central Montreal recently benefited from the Connected to Work (*Branché au travail*) program, which subsidizes the purchase and installation of 240V charging stations at work. In 2014, the Benny Farm CLSC installed two such stations—a key criterion that enabled this facility to receive the prestigious environmental certification known as Leed Diamond! This past summer, the Jewish General Hospital followed suit by installing four charging stations in Pavilion K's underground parking lot—two for employees on the S4 level, and two for visitors on S5. Use of this service is free! The charging stations can be seen in the ChargeHub and PlugShare applications. Where possible, efforts will also be made to install charging stations in other CIUSSS facilities.

HELPING TO LEAD THE FIGHT AGAINST ELDER ABUSE

Over the past year, 3,827 phone calls to the province's new Elder Abuse Help Line were referred to a team of experts in CIUSSS West-Central Montreal. That same team was also instrumental in developing an overall policy on preventing elder abuse in long-term care centres. These are just two examples of how our CIUSSS is helping to lead the way in fighting elder abuse, not just locally, but across Quebec.

In our area, more than 5,300 active adult users are currently in the registry of the Support Program for the Autonomy of Seniors. This keeps the team busy in an area that encompasses seven long-term care centres, 1,185 beds, five CLSCs, a psycho-geriatric team (which supports the clinical teams), 400 beds in intermediate resources, and various day centres and home-care arrangements. Representatives of

clinical and research management meet regularly to assess the new initiatives that have been implemented, while the placement desk helps to ensure that access to services is provided in a timely manner.

Helping to guide our CIUSSS's activities are the provincial policies of the Specialized Approach to Senior Care. In addition, our Centre for Research and Expertise in Social Gerontology is recognized throughout the province for helping to transfer crucial knowledge to those who serve the elderly. In June 25, the ETMIS team of the University Institute on Ethnocultural Communities published *L'évaluation du mode d'intervention en ressource intermédiaire de grande taille*, a reference document that was made available to our intermediate resources.

As accreditation approaches this December, the team is gearing up by preparing a communication plan to spell out these initiatives in detail, as well as promote its services and expertise.

ARE YOU FAMILIAR WITH HEPATITIS C?

An outbreak of the hepatitis C virus was declared in Montreal in 2009. According to current estimates, approximately 25,000 cases of hepatitis C exist in Montreal and a total of 50,000 are present throughout Quebec. Each year, 1,000 new cases are declared in Montreal, but in most instances, the infection produces no symptoms, and one-quarter of those infected do not know they have this condition.

Nevertheless, the virus continues to damage the liver and remains transmissible.

So far, no vaccine can protect against hepatitis C, but fortunately, treatments to cure this infection

have a success rate of 95 to 97 per cent, with very few side-effects for eight to 12 weeks.

Risk factors:

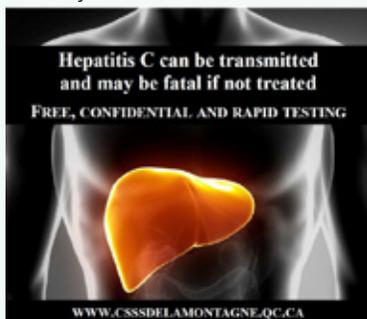
- Use of injectable and inhalable drugs and the sharing of injection materials
- Imprisonment (¼ infected)
- Blood transfusion earlier than 1992
- Artisanal tattooing or piercing
- Being born in a country where hepatitis C is prevalent- e.g., Somalia, Algeria, China, Egypt, Pakistan, Vietnam, Bangladesh, Italy, Greece

After the epidemic was declared in 2009, Montreal's Department of Public Health gave a special mandate to the CSSSS Integrated screening and prevention services (SIDEP) teams to identify people at risk and ensure that they were followed and given medical treatment.

In 2011, the SIDEP team of Metro CLSC launched a screening program for hepatitis C and other sexually transmitted and blood-borne infections, with screening conducted in various community organizations. A service corridor with the MUHC Department of Chronic Viral Diseases was created for patient follow-up.

The team also made several presentations about this situation to the various CSSS teams, and a number of references were made later. Very good cooperation exists with the JGH.

For more information or to receive an information pamphlet or poster about the program, contact Sandra Trifa, Nurse Navigator for hepatitis C, at 514-934-0505, extension 7406.



BOWLING FUN

Residents from Father Dowd and Saint Margaret Residential Centres recently participated in an annual bowling outing. The two long-term care centres have been dueling it out for a number of years. This year, the team from Saint Margaret took home the trophy. Win or lose all the residents had a ball and look forward to next year.

HEMODIALYSIS RELOCATES AT THE JEWISH GENERAL HOSPITAL

Hemodialysis staff at the Jewish General Hospital are looking forward to welcoming patients to a renovated and unified Hemodialysis Unit in the new Sandra and Steven Mintz Nephrology Centre in Pavilion D. The first group of patients from Pavilion H is expected to begin receiving treatment on September 19, while the second group from Pavilion G will start on September 26. "All of us are very excited about providing an exceptional patient experience in a modern and spacious setting," says Head Nurse Johanne Gawryluck.

Located in the space that used to house the Emergency Department in Pavilion D (D-001), the unit features roomy hemodialysis stations with enhanced privacy and intranet-equipped flat-screen TVs, up-to-date isolation areas, an upgraded water filtration system, locker rooms for staff and patients, and designated rooms for family meetings, staff conferences and training.

What's more, a dedicated 15-minute pickup and drop-off area is now included in the small parking bay on Côte Sainte-Catherine, just east of Légaré Street. Nearby is a comfortable waiting area for patients who require adapted transport.

According to Dr. Mark Lipman, JGH Chief of Nephrology, the number of hemodialysis stations remains unchanged at 37, but space has been set aside for an additional 10 stations that can accommodate up to 60 more patients. Government approval would be needed before the extra stations could be used, "but we felt we had to plan for what we believe will be an inevitable need to expand."

At the heart of this relocation is the goal of providing a safe environment for patients, who will ultimately benefit from the enhanced delivery of care provided by staff in an improved workplace. To contact the unit, please call 514-340-8222, extension 5577 or 5580.

HEALTH AND WELLBEING OF ELDER

Did you know that CIUSSS West-Central Montreal is the leader in fighting elder abuse?

Supported by the Ministry of Health and Social Services and the Ministry of the Family, our CIUSSS's cutting-edge activities in the fight against elder abuse has become a model in helping managers adapt and implement procedures related to elder abuse in long-term care facilities. Our Technology Evaluation and Intervention Unit undertook a rigorous process of validation to ensure that this model is alignment with the practical needs of potential users.

Upload the model policy: http://www.creges.ca/wp-content/uploads/2016/08/Politique-Type_maltraitance-hebergement_CIUSSS-CODIM_juin-2016.pdf

Upload the evaluation report: http://www.creges.ca/wp-content/uploads/2016/06/Rapport-Validation-politique-type-maltraitance-CHSLD_Version-Finale_31-05-2016.pdf

For more information about this cutting-edge fight against elder abuse, contact Coordinator Sarita Israel at sarita.israel.cvd@ssss.gouv.qc.ca or at 514-484-7878, ext. 1380.

MENTAL HEALTH OF YOUNG PEOPLE

Did you know that CIUSSS West-Central Montreal has developed a Community of Practice, with more than 150 participants who are concerned with the mental health of young people?

The mission of the Community of Practice is to create a network of first-line professionals who are active in dealing with the mental health problems of young people. In this way, they can share tools and knowledge, while provide a place where support can be exchanged and received through face-to-face themed activities, discussion forums, a virtual library, a tool bank, a audio clips, etc. This Community, created in 2013 during a project to foster the transfer of knowledge, is led by the Liaison Centre on Psychosocial Intervention and Prevention. This initiative was part of a sustained effort of clinical collaboration and research between the Erit research team from the de la Montagne CSSS and the youth mental health teams from Montreal-area CSSS's, regarding the evaluation of models of care in cooperation with youth mental health.

Consult the web platform: <http://communaute-smj.sherpa-recherche.com/>

For more details on the mental health of young people, contact Coordinator Annie Pontbriand at annie.pontbriand.dlm@ssss.gouv.qc.ca or at 514-273-3800, ext. 6591.

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*Integrated Health
and Social Services
University Network
for West-Central Montreal*

Québec 

360° is a newsletter for the staff of the Integrated Health and Social Services University Network for West-Central Montreal.

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