

## Supporting children and families in health-care

In focusing on the continuum of care as it relates to children, Professor Lucyna Lach is able to draw upon extensive hands-on experience, as well as her background in academia. Before joining the West-Central Montreal Health Board of Directors, she spent 17 years as a frontline social worker at the Hospital for Sick Children in Toronto, and this provided a solid footing for her current work at McGill University.

“There is a well-documented problem when it comes to healthcare users making the transition from child-oriented services to adult-oriented services,” Prof. Lach says. “My interest as a member of the board of West-Central Montreal Health is in ensuring that the necessary opportunities are there for everyone.”

Prof. Lach now serves as Associate Dean in the Faculty of Arts at McGill University. She is an associate professor in the School

of Social Work at McGill University and an Associate Member of the Departments of Pediatrics and Neurology/Neurosurgery in McGill’s Faculty of Medicine. Of particular interest to her are children with neurodisabilities and their families. She has studied caregiver health and well-being, quality of life, parenting, and social determinants of health.

Before West-Central Montreal Health came into existence, Prof. Lach also acquired considerable experience on the board at Miriam Home and the Centre For Research on Children and Families. In addition, she has conducted research at MAB-Mackay and CSSS de la Montagne, institutions that have since become part of the new health-care network.

Today Prof. Lach emphasizes the importance of looking at the bigger picture when planning strategies for the future. She also

sees her university affiliation as an important facet of her role on the board, noting the “University” designation in the Integrated Health and Social Services University Network for West-Central Montreal. “It’s a nice way of formalizing relationships between practice sites and McGill as well as other universities,” she adds.



## Anti-Spam Legislation

As a means to protecting individuals from getting spammed, Canada’s Anti-Spam Legislation (CASL) came into effect on July 1, 2014. As per the stipulations of CASL, individuals receiving commercial electronic messages must have consented to being on a specific email list. To prepare for this, please take note of the following:

- 1) It is necessary to reach out to individuals on your email lists, prior to July 1, 2017 to ask if they consent to receiving emails regarding a specific matter.

The invitation to remain on your email list should contain the message below, and must specify a program or activity. The subject can be kept broad as well. In any case, the terms of consent must be adhered to.

Message:

**Yes, I would like to stay in touch.  
Please include my email address on  
your distribution list so that I may  
receive messages regarding \_\_\_\_\_.**

Yes  No

*Name of institution*

*Address*

- 2) In the absence of a response from an individual, it is deemed that this person has chosen not to be on an email list and must be removed by July 1, 2017. Consent can be withdrawn at any time. Therefore, an unsubscribe mechanism must be made available when sending out emails to anyone on an existing list.

- 3) It is the responsibility of the sender to keep a list of people who have consented, as well as when and how this was done. If proof of consent cannot be provided, a person’s name must be removed from a list by July 1, 2017.

- 4) This legislation does not apply to internal emails (i.e. from one staff member to another).

Click here to consult the CASL website.

For specific questions, contact Tim Seah at 514-340-8222, ext. 8193

Subscribe to **Simplexity**,  
a blog by Dr. Lawrence Rosenberg

## Dr. Victor Goldbloom, a healthcare visionary



When Dr. Victor Goldbloom died on February 15, we lost someone who had been not only a respected provincial politician and an admired humanitarian, but an accomplished pediatrician whose deep concern for his patients was at the heart of his work when he served as Chair of the Montreal Health and Social Services Agency.

Above all, Dr. Goldbloom was a champion of user-centred care, an approach that he helped to instill in Montreal's Health and Social Service Centres in the early 2000s, including the former CSSS Cavendish and de la Montagne facilities that are now part of West-Central Montreal Health. In those institutions, he is remembered for his eagerness to listen to the concerns of others, as well as for a humanistic management style that motivated him to make clients' needs his top priority.

Today Dr. Goldbloom's influence on our healthcare network is also felt in the legacy of his nine years as President of the Board of Trustees of Mt. Sinai Hospital. As well, he played a significant role in 2006 when the MAB-Mackay Rehabilitation Centre was established through the merger of the Montreal Association for the Blind and the Mackay Rehabilitation Centre.

Dr. Goldbloom's family has deep roots at the JGH: When the hospital opened in 1934, his father, Dr. Alton Goldbloom, was named its inaugural Chief of Pediatrics, having previously served on various committees that planned the development of the hospital. His mother, Annie Goldbloom, was instrumental in creating the Women's Auxiliary in 1936 and went on to serve as founding President.

Even in his role as Minister of the Environment in the early 1970s, Dr. Goldbloom tied many of his activities to health care, becoming among the earliest in government to appreciate the crucial link between a clean environment and good health. "The perspective is broader today," he stated during a speech in 1971, "to include all those influences which may endanger human health, such as pollution." During that address, which he delivered at the Annual General Meeting of the Jewish General Hospital, Dr. Goldbloom said he strongly believed in "consumer-oriented" care that focuses on the "total well-being of the individual"—a modern mainstay of West-Central Montreal Health.

In that same speech, Dr. Goldbloom even proved to be a visionary, calling for the creation of the type of healthcare network to which we now belong. "Quebec must establish constellations," he proposed, "in which a variety of institutions with overlapping services will join together to provide all of the health services people seek or require."

Dr. Goldbloom will be greatly missed, but his compassion and insightful direction will continue to influence our network and Quebec society for many years to come.

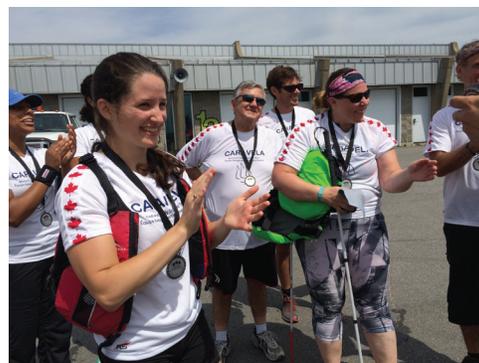
**LAWRENCE ROSENBERG, M.D., Ph.D.**  
PRESIDENT AND CEO

## You make the difference

In the spirit of our video *The Difference of One*, 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 have suggestions for a future profile, please send your idea to Jennifer Timmons at:

[jennifer.timmons.ccomtl@ssss.gouv.qc.ca](mailto:jennifer.timmons.ccomtl@ssss.gouv.qc.ca)

### Annie Gouveia, Vision Rehabilitation Specialist MAB-Mackay Rehabilitation Centre



Team Caravela  
– A dragon boat team empowering visually impaired clients

Team Caravela – named after the small, fast Portuguese sailing ship of the 15th century – is made up of clients and staff members from the MAB-Mackay Rehabilitation Centre and is the very first dragon boat team in Quebec to include blind and partially-sighted rowers. The creation of this team was initiated by Annie Gouveia, who is also the team's captain. She began dragon boat racing in CÉGEP and represented Canada at the under-23 level. Annie started the team "because I wanted to empower our clients, to show them their own strengths. The combination of losing your vision and going through rehabilitation can be very frustrating and it is easy to lose sight of your strengths."

As nearly half of Team Caravela is made up of members with a visual disability, Annie and the team's coach have found ways to adapt the sport for these paddlers. For example, she will ask visually impaired paddlers to feel their arms or shoulders as she paddles, or she provides audible cues for entering and exiting the water with their paddles in sync.

The hard work, practice and dedication that the team puts in has definitely paid off. During their first season in 2014, Team Caravela finished 6<sup>th</sup> out of 13 teams in their class at the Montreal Challenge Dragon Boat Competition, a yearly event held at the Olympic Rowing Basin of Jean-Drapeau Park. In 2015, the team finished in second place!

For Annie, Team Caravela is an ideal way to promote the MAB-Mackay's mission of social integration. "Through joining a sports team, our clients get to make friends, network, develop new skills that will serve them in their daily lives, stay healthy and regain their self-confidence."

Caravela will be back for the 2016 season, most likely competing at Summer Splash taking place in June at the Olympic Basin and once again at the Montreal Challenge in July.

## REVISED List of Site Managers

The site manager is responsible for the site and is the contact person for all practical matters related to the site and its staff.

In particular, the site manager ensures accessibility to the building, security of the interior and exterior, proper emergency response as needed, and the quality of the maintenance of the premises. As well, this manager makes certain that proper links and channels of communication exist between managers who are responsible for technical services and managers with responsibilities in other areas.

These tasks are central to the duties of the site manager, who exercises no hierarchical authority over the site's employees and is not a site director, but must be replaced whenever he/she is absent.

SITES	SITE MANAGERS	BACKUP
Jewish General Hospital	Johanne Boileau	Georges Bendavid
Richardson Hospital	Diana Chin	To come
Catherine Booth Hospital	Sharon O'Grady	Luc Massey
Henri-Bradet Residential Centre	Marian Beauregard	Viki Doucette
St-Andrew Residential Centre	Claudette Surpris	Jacinta Lett
Father-Dowd Residential Centre	Jacinta Lett	Claudette Surpris
St-Margaret Residential Centre	Viki Doucette	Marian Beauregard
CLSC René-Cassin	Kevin Hayes	Christine Touchette
CLSC de Benny Farm	Marcel Allaire	Julie Boutin
LaSalle Non-Intermediate Resource	Réjean Tremblay	Francoise McDonald
Le Boulevard Residence (formerly Residence Solomon)	Brenda Lecouteur	Ronald Norrish
CLSC Côte-des-Neiges/ Plaza Côte-des-Neiges	Valérie Pelletier	Dominique Dufour
CLSC Métro	Robert Gervais	Paula Yiannopoulos
CLSC de Parc Extension	Marie-Christine Gras	Lyne Ouellette
Le Manoir Renaissance Non-Intermediate Resource	Réjean Tremblay	Françoise McDonald
de la Montagne Non-Intermediate Resource	Réjean Tremblay	Françoise McDonald

SITES	SITE MANAGERS	BACKUP
La Maison Bleue CDN	Amélie Sigouin	Marie Véronique Decary
La Maison Bleue PE	Amélie Sigouin	Manon Lapierre
Info-Santé Social	Paula Yiannopoulos	Marcelle Raymond
Outremont Point of Service	Dominique Dufour	Marie-Christine Gras
CDN Birthing Centre	Marleen Dehertog	Valérie Pelletier
Mount Sinai Hospital	Barbra Gold	Karen Honegger
Donald Berman Maimonides Geriatric Centre	Barbra Gold	Rosalie Dion
Jewish Eldercare Centre	Barbra Gold	Rosalie Dion
Lev Tov Non-Intermediate Resource	Réjean Tremblay	Francoise Mcdonald
Maison Paternelle Non-Intermediate Resource	Réjean Tremblay	Francoise Mcdonald
Miriam Home and Services	Félicia Guarna	Dalhia Waisgrus
Constance-Lethbridge Rehabilitation Centre	Felicia Guarna	Sandra Winter
West Island Point of Service	Felicia Guarna	Sandra Winter
MAB	Suzanne Cloutier	Christiane Pfeiffer
Mackay	Suzanne Cloutier	Maia Aziz
Research Centres and Institutes	Dr Roderick McInnes/ Gustavo Wendichansky	Spyridoula Xenocostas

## TELEPHONE DIRECTORY for West-Central Montreal Health

I am pleased to inform you that a new database has been put into place to enable all employees within our network to register their coordinates in a single telephone directory. Eventually this will be the only telephone directory for West-Central Montreal Health.

You can access it through the following link: [10.134.96.33/bottin](http://10.134.96.33/bottin) and we encourage all employees to register their coordinates. For employees who do not have access to a computer, please speak with an Executive Secretary in your division and ask for their

assistance.

If you have any problems with this new system, please send an e-mail to my assistant, Francine Turcot.

**FRANCINE DUPUIS**  
ASSOCIATE EXECUTIVE DIRECTOR

## WEST-CENTRAL MONTREAL HEALTH

[ciuss-centreouestmtl.gouv.qc.ca](http://ciuss-centreouestmtl.gouv.qc.ca)

360° is a newsletter for the staff of the Integrated Health and Social Services University Network for West-Central Montreal. It is published every two weeks. Deadline for submissions is the Wednesday prior to publication. The deadline for the next issue is March 2<sup>nd</sup>.

TO CONTACT US  
[Lisa.blobstein@ssss.gouv.qc.ca](mailto:Lisa.blobstein@ssss.gouv.qc.ca)

ASSOCIATE DIRECTOR,  
COMMUNICATIONS &  
MEDIA RELATIONS  
Glenn J. Nashen

CHIEF OF COMMUNICATIONS  
Stephanie Malley

EDITOR-IN-CHIEF  
Lisa Blobstein

CONTRIBUTORS  
Lisa Blobstein  
Henry Mietkiewicz  
Marisa Rodi  
Lauren Schwartz  
Jennifer Timmons

GRAPHIC DESIGN  
Linda Van Inwegen

TRANSLATION  
Marie-Chantal Plante  
Fabrice Baro

PHOTOGRAPHY  
JGH Audio Visual Services