



*The East-Island Network for English-Language Services  
Le Réseau de l'Est de l'Île pour les services en anglais*

## **Annual Report 2011-2012**

REISA's activities are funded by Health Canada.



Santé  
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Health  
Canada

## PROFILE

English-speaking communities in the east-end of the island represent a significant 14.6% of the area's population. However, it is common that the needs of these communities are overlooked. REISA seeks to promote the English language as a communication tool and not as the language of work, in areas where minority groups are more comfortable receiving services in English than in French. Examples of these groups include Chinese, Latino, Indian, Pakistani, Polish, Arab and Italian communities.

Initially established in 2005 by the CCS and sponsored by the ICCSQ between 2008 and 2010, REISA became an independent and incorporated non-profit organization in September 2010. REISA has assisted partnership development in three main areas: expansion of local-level services, outreach to new services and community capacity-building. Keeping the English-speaking communities' needs in mind, REISA has identified four priority development sectors: Youth, Seniors, Intellectual Deficiency and Mental Health.

REISA has supported community development in various fields including addiction services, drug awareness and prevention in schools, family counselling and mediation, integration of student trainees in community projects, mental health information and support groups, prevention and management of diabetes, and seniors activity groups and community development led by seniors. We are linked to regional English-speaking communities across Quebec for the sharing of healthcare expertise. Growing membership allows us to meet more and more observed needs by developing, importing and networking services in English.

## MISSION

Community and public partners work to develop and promote access to English language health and social services in the east end of Montreal.

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## President's Message

The year 2011-12 has proven to be a most productive and busy twelve months for REISA. Following our strategic planning session held in early 2011, our goals aimed to consolidate our mission to develop and promote access to English-language health and social services in the east-end of Montreal. More specifically, we set out to further our work with regards to the expansion of local services, reach out to new organizations/networks and strengthen our position in the community. Towards this end, we began operating under our new corporate structure and created an executive committee with Gerry Tullio (Vice-President) and Howard Nadler (Secretary-Treasurer) that met on a regular basis and instituted internal regulations that, among other things, included a performance evaluation of our personnel. Under the capable leadership of Fatiha Gatre Guemiri and with the more than able assistance of Claudia Maiolo, we were able to not only maintain a steady course with regards to ongoing programs but also extend our work in partnership development (local and outside our region) and network building. We were also most fortunate in being able to recruit Ghislaine Prata, an experienced and dynamic former public service administrator, to our team. Her direct input in our work with McGill University and contribution to complex initiatives such as mental health has been indispensable and greatly appreciated.

As the president of REISA and representative of a dedicated board of directors, I am proud of the many accomplishments and initiatives that we undertook in the past year and look forward to meeting the many challenges that lie ahead, particularly in mental health, outreach services to seniors and building more enduring partnerships both within and outside our community.



Dominic D'Abate, Ph.D.  
President of the Board of Directors  
REISA

## Board Members and Local Partnership Structure

### Board Members

D'Abate, Dominic (President)  
Consensus Mediation

Tullio, Germain (Vice-President)  
Toxico-Stop

Nadler, Howard (Secretary and Treasurer)  
Batshaw Youth and Family Centre

Amir, Ella  
AMI-Québec

Boucher, Françoise  
Accès Bénévolat

Cesta, Dora  
English Montreal School Board

Colasurdo, Giovanna  
Almage Senior Community Centre

Maiolo, Maria  
Italian-Canadian Community Services of Québec Inc.

Primiani, Josephine  
East Foundation, Centre for Dreams and Hopes

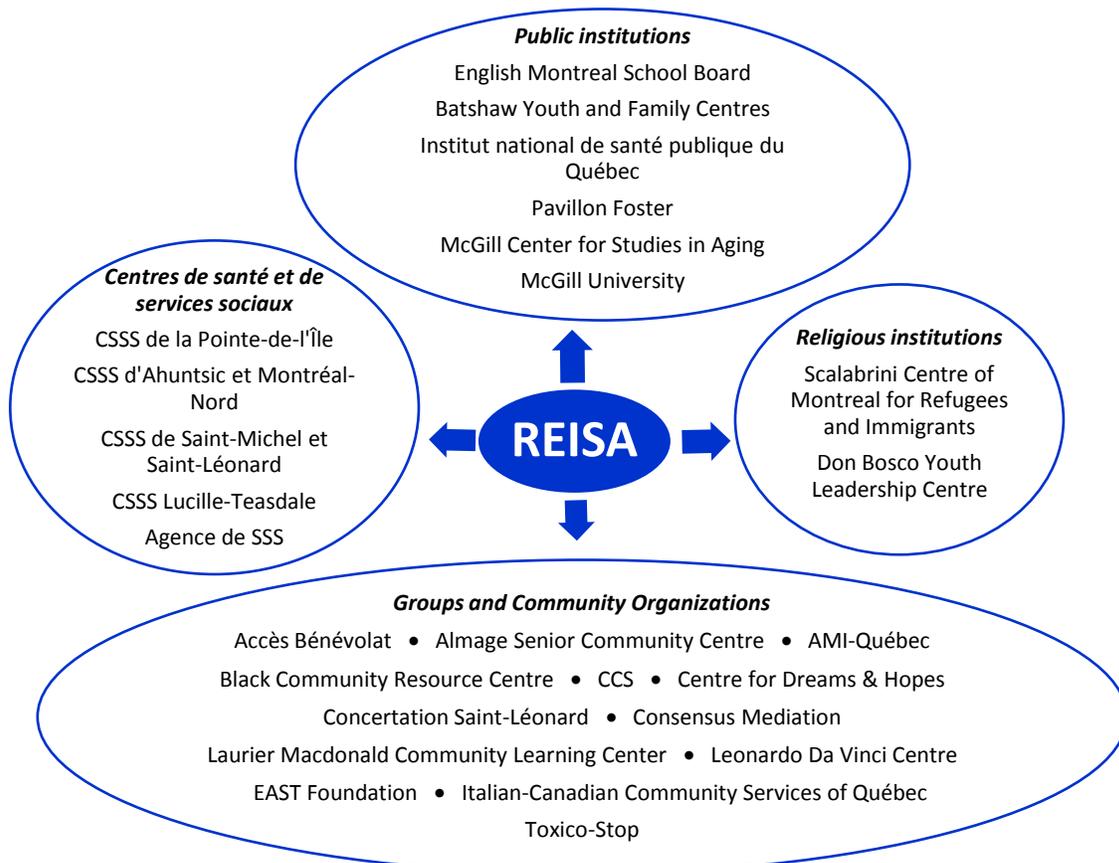
Williams, Dorothy  
Black Community Resource Centre

### Staff

Gatre Guemiri, Fatiha  
Maiolo, Claudia  
Mustapha, Najat  
Prata, Ghislaine  
Tullio, Germain

Executive Director, NPI Coordinator  
Communications and Projects Agent  
Consultant  
McGill Training and Retention Coordinator  
Consultant

**REISA is a partnership between community and public sector services.**



## Networking and Partnership Initiative

### 1. Networking and partnership building

- Board members define and adopt a 2011-2012 Strategic Plan
- Board members met at six (6) board meetings
- Network members met at six (6) network meetings
- Regular meetings of the executive committee with the Executive Director
- One meeting with the Agence SSS to review the McGill program and request for opinion from the Regional Access committee for English language services .
- Participation in two (2) CHSSN retreats (October 2011 and February 2012) on Community Leadership and Public Health
- One public consultation for the development of a Community Portrait in partnership with l'Institut National de Santé Publique du Québec and the Community Health and Social Services Network
- Participation and organisation of focus groups for the Health Canada -health and social services priorities for English-speaking minorities in Quebec
- Position of REISA in the dismantling of the Pivot team of social workers at the CSSS Pointe-de-Île and the reorganisation of services within the 4 CSSS' of the East Island of Montreal; REISA expressed concerns and sought assurance from public partners that services will be maintained; drafting of a position paper and follow-up meetings were planned for May and June
- Participation in focus groups and forums organised by the QCGN on the Strategic Priorities of the English-speaking community and the creation of a Quebec Seniors Network
- Participation in ten (10) events on themes concerning the health of youth, adult and senior communities as well as community leadership, organized by local, regional and provincial partners in the public and community sectors
- Application for la *Demande de reconnaissance des organismes à but non lucratif St-Léonard*

### 2. Support to Partners

- Support to Toxic-Stop in the accreditation of their programs and acquisition of funds for professional development under the McGill Training and Retention of Health Professionals Program
- Diabetes Project (La surveillance à distance du glucose sanguin par Blackberry: Une approche multiculturelle pour enseigner l'autogestion du Diabète) in partnership with the Italian-Canadian Community Services of Québec-ICCSQ, the McGill School of Nursing and three (3) regional communities
- Soutien aux initiatives visant le respect des aînés-SIRA Project in partnership with Almage Senior Centre, CCS and the ICCSQ
- Support to the Laurier Macdonald Community Learning Centre in the organization and promotion of workshops available to the general public across the province of Québec
- The Gerald McShane Community Learning Centre joins the network and REISA sits on the steering committee of the new CLC

- Participation in the project *Le bénévolat, une participation citoyenne et inclusive au service de la communauté montréalaise*, managed by Accès Bénévolat
- Project development of *Matinées des aînés* with the Leonardo Da Vinci Community Centre
- Participation in monthly meetings at la Table de Concertation de Saint-Léonard and collaboration in several initiatives including *Magasin-Partage* and *Marché ambulant*

### 3. **New Partners**

- Promotion of services and referral to Carrefour Jeunesse Emploi Viger/Jeanne Mance
- Project development of a socio-economic enterprise with CEDEC Saint-Léonard
- Development of initiative for the promotion of health of the community with the Éco-Quartier Saint-Léonard
- Development of initiative for the promotion of health amongst seniors with le Groupe Ergo-Ressources
- Development of initiative for the promotion of health amongst seniors with Viomax
- Promotion of workshop by Espace Famille Villeray

### 4. **Knowledge Base building**

- Regular distribution of REISA's resource guide at various meetings and events
- Regular updating of REISA website and TYZE organizational networking website
- Production of a report on website activity
- Publication and distribution of two (2) newsletters
- Publication of six (6) articles on the network and its partners in The Suburban community newspaper, sponsored by a private enterprise TDG Computers
- Publication of articles in the BCRC and Table de Concertation Saint-Léonard newsletters

### 5. **Support to the Montreal-Laval-South Shore Community Network Table**

- Participation in steering committee meetings and conference calls
- Support to members of the table and in the organization of meetings
- Compilation of the report on The Community Network Forum Addressing Mental Health Issues: An Emerging Challenge for Community Resources



*Left to right: REISA Consultant Ghislaine Prata, English Montreal School Board Assistant Director of Student Services Dora Cesta and Batshaw Youth and Family Centres Liaison with Partners Howard Nadler.  
(Partners meeting at the ASSS)*

## Community Health Promotion Projects

### 1. 2010 Mental Health Consultation -Recommendations Follow-up

- Documentation of the corridor of mental health services – Guichet accès santé mentale – for youth, adults and seniors within the four (4) CSSS' of the East Island of Montreal
- 3 meetings with mental health and multidisciplinary services directors at the CSSS St-Léonard/St-Michel and communications with mental health and multidisciplinary services directors at the CSSS Ahuntsic/Montréal-Nord
- Research for solutions for mental health services in collaboration with the EMSB
- A forum on mental health services is planned for the Fall of 2012

### 2. Quebec Students Against Destructive Decisions

- The QSADD program was introduced to the staff and four hundred (400) students at Laurier Macdonald by a committee made up of the addictions counsellor, school guidance counsellor, community learning centre coordinator, a special care counsellor and a teacher
- QSAID program is changed to Quebec Students Against Destructive Decisions-QSADD so as to integrate the rising issue of Bullying
- Planning of integration of the QSADD program into several high schools of the English Montreal School Board in collaboration with the EMSB Healthy Schools Consultant and the Spiritual Religious and Moral Education Consultant in the Fall of 2012

### 3. Promotion of Mental Health for seniors

- Organization of two Brainy Boomers Lecture Series, a six-part series in Spring 2011 and a four-part series in Spring 2012, in partnership with the McGill Centre for Studies in Aging-MCSA and the Laurier Macdonald Community Learning Centre-CLC
- Promotion of the lectures via several media including email dissemination to public and community partners across the province, REISA website, TYZE, COCo's e-bulletin, The Suburban newspaper, CTV Community Calendar, an Italian radio station and contacts of the MCSA and the Laurier Macdonald CLC
- Approximately two hundred (200) persons took part in the series

### 4. Sentinelle suicide prevention program

- Organization of two (2) full-day trainings of the Sentinelle suicide prevention program, offered by le Réseau Sentinelles en prévention du suicide de l'Est de Montréal, managed by le CSSS de Saint-Léonard et Saint-Michel, CSSS de la Pointe-de-l'Île and le CSSS Lucille-Teasdale
- Participation of all staff at Toxico-Stop detoxification centre during the first training, and participation of thirteen (13) staff members and volunteers from Almage Senior Centre, the ICCSQ and REISA during the second training

## 5. 5/30 Health and Wellness Challenge

- Promotion of English-language promotional material to three of the four CSSS' in the East Island of Montreal, a hospital and long-term care facility; dissemination of information on the challenge to high schools and elementary schools across the EMSB and across the province via QUESCREN and COCo's e-bulletin and presentations of the challenge to four (4) senior groups including Almage Senior Centre

## 6. Family Violence Toolkit

- Organization of phase 1 and phase 2 of the Family Violence Toolkit project, managed by Éducaloi in collaboration with the CHSSN; participation of approximately fifty (50) service providers from the public and community sectors
- Dissemination of the toolkit to twenty (20) spiritual community animators of the English Montreal School Board and ten (10) REISA board members



*Service providers break out into small discussion groups and interact with panellists at the Family Violence Toolkit workshop in January 2012.*

# McGill Training and Retention of Health Professionals

## 1. Partnership with educational institutions

- Meetings with student placement coordinators at Vanier College, Dawson College and at McGill University to learn their needs for student placements and discuss their challenges
- Educational institutions were provided with potential new student placement sites and partnerships links were facilitated
- REISA was successful in identifying new student placement sites within community organizations in the East Island of Montreal serving vulnerable English-speaking populations

## 2. Community sites development

- Site visits of each of the community organizations seeking student interns enabled REISA to increase awareness of the objectives of the recruitment / retention project and to identify needs and opportunities for student placements
- REISA applied for an educational bursary for professional development grant enabling a counselor at Toxic-Stop who is currently in the process of obtaining certification in substance abuse counseling

## 3. Internship profiles

- Concordia University- BA program with a specialization in Therapeutic Recreation : 1 student completed a 360-hour student placement with an East Island day care center serving 15 children with special needs
- Vanier College - Special Care Counseling: 1 student will complete her internship at the day care in August 2012
- McGill University - Social Work students will each complete a 26-week internship in three East Island community centers in September 2102 - the Centre for Dreams and Hopes, the Italian-Canadian Community Services of Québec-ICCSQ and Toxic-Stop
- A new placement site for Vanier Special Care Counselling (SCC) students was developed at Pavilion LaSalle, a 200-bed intermediate resource for the elderly and for adults with mobility and visual disabilities serving a bilingual population; four second-year SCC students completed a 4-month community placement in this center
- McGill University dietetics students are completing their student internships at the ICCSQ
- Centre de jour Dante – 1 social work student is placed

## 4. Innovation in student placement

- New nursing student community placement opportunities are being developed in collaboration with the McGill School of Nursing and the Uniprix pharmacy chain
- Successful implementation of a partnership with Uniprix will create a new network of nursing student community placement sites

## Evaluation

- Network members evaluate the progress of the three main programs (NPI, CHPP and MTRHP) as well as punctual projects at regular meetings
- Program activities (conferences, presentations to groups) are evaluated at the end of each session
- REISA participated in an evaluation of the CHSSN team conducted by the INSPQ
- Health Canada selected REISA as one of five (5) Health Networks for a case study with the purpose of evaluating its Official Languages Health Contribution Program for the 2008-2013 period

## Network Sustainability

- The current funding period for the Health Network comes to an end in March 2013. Health Canada has conducted an evaluation of the program across Québec and identified health priorities for English-speaking communities in preparation for the five (5) years beyond 2013.
- The CHSSN produced communications tools (a letter and a document: Making the difference) and made them available to the NPI Network. These documents can be used to underscore the positive outcomes of the federal investments in our communities such as how it has revitalized many aspects of our communities (volunteerism, capacity, philanthropy, etc.), increased access to services in English and developed better links with the majority community.
- Presentations by Health Canada were made to the Parliamentary Standing Committee on Official Languages. This committee seems to be at the heart of the review process for the federal government of the Road Map. The approach of the English-speaking communities in Québec with the federal investments seemed to be appreciated. The exchange was very positive and encouraging. A second presentation was made to members of the Québec Caucus.
- REISA is planning to set up meetings with the East End members of parliament to present achievements of the community in access to health and social services in Québec with the federal investments.

**In conclusion we hope REISA will be around next year at this time for another AGM!**