

2012-2013

ANNUAL  
REPORT

THE EAST ISLAND NETWORK FOR ENGLISH LANGUAGE SERVICES

The logo graphic for REISA consists of several overlapping, curved shapes in yellow, green, white, and blue, resembling a stylized mountain or a rising sun. The word "REISA" is written in a bold, green, sans-serif font below the graphic.

REISA

REISA's activities are funded by Health Canada.



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## **MISSION**

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

## **PROFILE**

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.

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.

## **PRIORITIES**

**REISA has assisted partnership development in three main areas:**

- Expansion of local-level services;
- Outreach to new services;
- Community capacity-building.

**REISA has identified four priority development sectors:**

- Youth;
- Seniors;
- Intellectual Disability;
- 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.

REISA is linked to regional English-speaking communities across Quebec for the sharing of healthcare expertise. Growing membership allows REISA to meet more and more observed needs by developing, importing and networking services in English.

## BOARD MEMBERS AND LOCAL PARTNERSHIP STRUCTURE

### Board Member

Amir, Ella  
 Boucher, Françoise  
 Cesta, Dora  
 Colasurdo, Giovanna  
 D'Abate, Dominic - President  
 Maiolo, Maria  
 Nadler, Howard - Secretary and Treasurer  
 Primiani, Josephine  
 Tullio, Germain - Vice-President  
 Williams, Dorothy

### Organisation

AMI-Québec  
 Accès Bénévolat  
 English Montreal School Board  
 Almage Senior Community Centre  
 Consensus Mediation  
 Italian-Canadian Community Services of Québec Inc.  
 Batshaw Youth and Family Centre  
 East Foundation, Centre for Dreams and Hopes  
 Toxico-Stop  
 Black Community Resource Centre

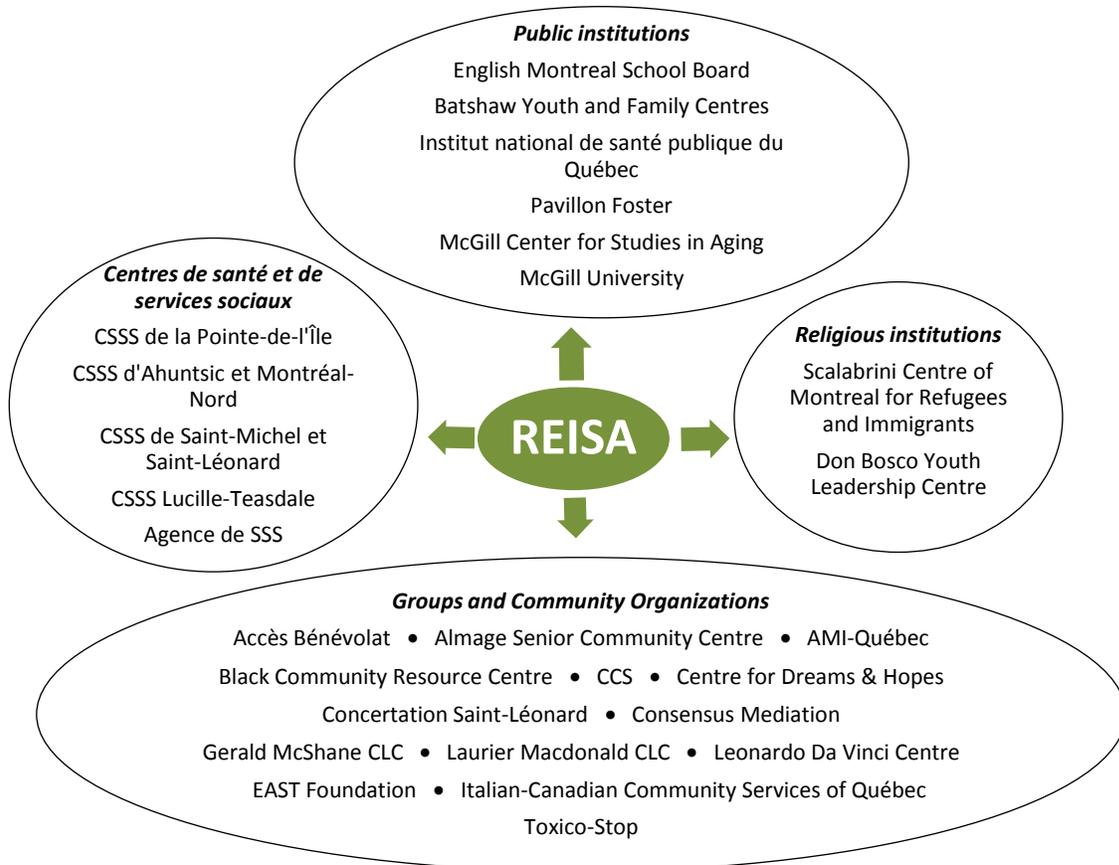
### Staff

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

### Title

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

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



## **PRESIDENT'S MESSAGE**

During my tenure as president of REISA, I have been fortunate to have had the opportunity to witness its remarkable evolution from a network of like minded individuals to a dynamic, well managed organization that has garnered the respect of many, near and far. Over the past few years, our dedicated staff, while small, has worked tirelessly to ensure that we remain relevant and sustainable while our equally dedicated board members have voluntarily given of their time to ensure good governance and set a steady course for us to follow.

This past year has not only been another busy and productive twelve months but it has also provided us with several challenges that have obliged us to reflect long and hard on our mission, goals and future direction. The following report outlines the prodigious number of activities and programs undertaken that range from networking and support to partners to promoting and initiating several programs dedicated to both the youth and seniors of our community. While I am happy to report that we met with great success in these endeavours, we have also managed to move forward in implementing many of the objectives set in our three-year strategic plan, especially with regards to mental health and our aging population. We also hired an outside consultant (Claude Rousseau of G.R. Focus) to undertake a much-anticipated evaluation of our network. The findings and recommendations, as you will discover in the actual report, have provided us with much food for thought and some work that will keep us busy in the years to come. Finally, we spent a good part of the year in suspenseful anticipation with regards to future funding and support from the Federal Government. On this matter, I'm delighted to announce that we live for another day, 5 more years, to be sure.

I will be stepping down as president and passing on the responsibilities to a more youthful and exuberant soul that will take us to the next level, if not the promised land. It has been a true privilege to have been surrounded with such capable and dedicated individuals, notably our indefatigable leader, Fatiha Gatre Guemiri, the creative, Claudia Maiolo and the competent and resourceful, Ghislaine Prata. I extend my appreciation to my fellow executive members Howard Nadler and Gerry Tullio and the rest of our incredible Board. Thank you, Merci, Grazie.



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

# **NPI- NETWORKING AND PARTNERSHIP INITIATIVE**

## **TARGETED DIRECT RESULTS DURING THE PROGRAMMING YEAR 2012-2013**

### **1. Networking unit development**

#### **1.1 Board and Network meetings**

- Board members met at five board meetings
- Network members met at seven network meetings
- Executive committee participated in regular meetings with the Executive Director
- 21 persons attended REISA's AGM in June
- Board members participated in a Community Health and Social Services Network-CHSSN meeting with Michael Udy on the 2013-2018 health and social services priorities for the East end of Montreal

#### **1.2 Representation**

- Representation of REISA on an Advisory committee to Health Canada set up by the CHSSN; Participation in two meetings in December and March
- One meeting with the new D.G. of the CSSS St-Léonard/St-Michel and REISA partner organisation the Italian-Canadian Community Services of Quebec-ICCSQ; reaffirmation of partnership with the CSSS
- Recognition of REISA as a member of *le Conseil Régional des Élus de Montréal –CRÉ*
- Submission of *the Demande de reconnaissance et d'admissibilité 2013-2014* for the *Programme de Soutien aux Organismes Communautaires-PSOC*; the request was denied given that the Annual report was submitted in English; REISA has translated all pertinent documents and will reapply next year
- Submission of *la Demande politique de Reconnaissance des organismes à but non lucratif Saint-Léonard*; the request was denied because REISA does not meet funding criteria including the fact that residents of St-Léonard must make up 50%+ of the population served by the network

#### **1.3 Reorganisation of English health and social services in the East Island**

- Meeting with Pivot team social workers
- Communications with the 4 East Island CSSS's and the Agence de la santé et des services sociaux de Montréal seeking assurance that access to English-language health and social services will not be diminished

- Three executive committee meetings, one held with the EMSB to draft a strategy
- Presentation of a position paper to the Executive Director of the Agence and *le Comité régional d'accès aux services de santé et aux services sociaux en langue anglaise de Montréal*
- Participation in one Agence board meeting and one meeting with the Agence and CSSS Directors
- Nomination of Ghislaine Prata to *le Comité régional des programmes d'accès à des services de la santé et des services sociaux en langue anglaise de Montréal* of the Agence
- Planning of a forum on English language services in the East Island for Fall 2013

#### **1.4 Community development**

- Needs analysis and development of a portrait of the English-speaking minority community in Montreal North; planning for the recruitment of a community worker in the next year to address the needs identified, pending increased NPI or HPP funding
- Organisation and participation in a public consultation for the development of a Community Portrait of St-Léonard in partnership with l'Institut National de Santé Publique and the CHSSN; the final version of the portrait will be made available in the Summer of 2013
- Participation in a CHSSN Retreat in September 2012 on building social ties with NPI's, sharing resources and knowledge, and leading in transition
- Participation in a second CHSSN Retreat and Exchange Session in February 2013 on NPI best practices, sources of funding, adaptation programs and collaborations with public partners
- Participation in several CHSSN conference calls on topics including sustainability, Health Canada's Drug Strategy Community Initiative Fund, Medical Terminology and health programs within schools
- Participation in the CHSSN Design team for the development of a Community Mobilization Model
- Organisation and participation in the CHSSN 2013-2014 application workshop
- Participation in five events on themes concerning the health of youth, adult and senior communities organized by local, regional and provincial partners in the public and community sectors
- Participation in a consultation on the next Official Languages Strategy, and a discussion forum on cultural communities organised by the Office of the Commissioner of Official Languages of Canada

## 2. Development and implementation of annual action plan

### 2.1 Support to Network Partners

- Participation in the steering committee for Accès Bénévolat's project: *Le bénévolat, une participation citoyenne et inclusive au service de la communauté montréalaise*
- Participation in activities of *la Table de Concertation de Saint-Léonard*; facilitation of partnership with the ICCSQ leading to their participation in the Marché ambulant program
- Partnership with the Éco-Quartier de Saint-Léonard; dissemination of information, promotion of events and organisation of workshops regarding environmental-awareness
- Participation in a meeting organised by Batshaw Youth and Family Centres to exchange on their partnerships with the community sector within the context of their accreditation process
- Support to Toxic-Stop including provision of a Dietician intern for client menu revision and nutritional recommendations, assistance in their accreditation process and application for recognition to PSOC, support with their AGM, placement of a Social Work intern and acquisition of funds for professional development under the McGill Program (*described later*)
- Partnership with the Leonardo Da Vinci Centre for the development of the *Matinées pour aînés* project, recruitment of participants, evaluation of participant feedback and sustainability
- *Soutien aux initiatives visant le respect des aînés-SIRA* Project in partnership with Almage Senior Centre, CCS and the ICCSQ
- Support to the ICCSQ in their applications to the New Horizons Seniors Program - Human Resources and Skills Development Canada, and the Québec Ami des Aînés Program - le Ministère des familles et des aînés
- Support to the ICCSQ in their development of a caregivers support group in Rivière-des-Prairies, in partnership with Almage, CCS and the Alzheimer's Society of Montreal
- Participation with the Executive Director of the Centre for Dreams and Hopes in a CHEP videoconference on the Special Needs Activities and Community Services-SNACS Program
- Support to the Laurier Macdonald and Gerald McShane Community Learning Centres-CLC's in the organization and promotion of workshops for parents and the community; participation in steering committee meetings; promotion of and participation in the CLC Community Conversations

## 2.2 Partnership development

- Participation in *le Comité des besoins 6-12 ans* managed by the EMSB, la Commission Scolaire Pointe-de-l'Île, le Collectif Jeunesse and le CSSS St-Léonard/St-Michel:
  - Member of *le sous-comité santé et hygiène de vie*; participation in monthly meetings and development of the « *Ensemble on a du Fun* » pilot project;
  - Organisation of weekly activities for students from Lambert-Closse (French-speaking) and Dante (English-speaking) Elementary Schools and participation in a closing fair for the children and their families
- Participation in *le Comité en persévérance scolaire de Saint-Michel*, managed by *la Table de concertation Vivre Saint-Michel*
- Membership to *Équit-É*, an initiative of *Les Carrefours jeunesse-emploi de l'est de Montréal* and *le Réseau Réussite Montréal*
- Promotion of a workshop on services available to the elderly and their families offered by Alliance des communautés culturelles pour l'égalité dans la santé et les services sociaux-ACCÈSSS
- Promotion of workshops and other events organised by The Italian Women's Centre of Montreal
- Dissemination of information on workshops and other events promoted by Inspirations Newspaper – A Snapshot of Our Special Needs Community

## 3. Knowledge Base building

- Regular processing of requests for services in English and referral to organisations
- Regular distribution of REISA's promotional pamphlets at various meetings and events
- Regular updating of REISA website and TYZE organizational networking website
- Regular dissemination of details on activities and events organised by network partners via email and publication in REISA's newsletter and website
- Production and dissemination of the second edition of the REISA resource guide
- Production of a report on website activity
- Publication and distribution of two newsletters
- Publication of articles on REISA in the CHSSN Netlink, the Red Feather Forum, QUESCREN and COCo newsletters
- Publication of articles on REISA's partners and projects in which REISA collaborates in The Montreal Gazette, The Suburban and Le Progrès Saint-Léonard newspapers as well as the CTV website
- Interview for the *Living English* segment on CBC featured on CBC Radio One and CBC News Montreal

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

- Support in the organisation of steering committee meetings and conference calls; logistics and recording of minutes
- Support in the organisation of the Mental health forum in March: Enhancing Resiliency to Overcome the Challenges of Work and Personal Stress; invitation, confirmations and logistics
- Production of a feedback survey and report for the Mental health forum
- Organisation of a meeting with members of the Montreal's South Asian Community; recruitment of leaders of the community, logistics
- Support to members of the Table; email and telephone



*Members of the CHSSN and the Montreal-Laval-South Shore Community Network Table meet in the East Island on January 23<sup>rd</sup> 2013.*

## **CHPP-COMMUNITY HEALTH PROMOTION PROJECTS**

### **TARGETTED DIRECT RESULTS DURING THE PROGRAMMING YEAR 2012-2013**

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

- 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
- Participation in *le Salon des ressources en santé mentale* organised by la Table de Concertation en santé mentale de l'est de Montréal; documentation of services available to the community
- Due to the reorganisation of English-language services in the CSSS' of the East end, the focus of the forum has shifted from services in mental health to access to all health and social services in the English language; the Agence and the CSSS' are invited to meet the community in the Fall of 2013
- Collaboration with AMI-Québec and the steering committee of the Montreal-Laval-South Shore Community Network Table on different activities related to mental health (*as previously described*)

#### **2. Expressin' Life**

- Assistance to the Black Community Resource Centre-BCRC in applying for funding to the Canadian Women's Foundation Girls' Fund to implement Expressin' Life in two schools of the English Montreal School Board-EMSB; unfortunately the funds were not granted
- BCRC has since then received some funding from the Provincial Minister of Immigration; the BCRC and the EMSB will be implementing the program in the upcoming school year

#### **3. Quebec Students Against Destructive Decisions**

- Planning for integration of the QSADD program at Laurier Macdonald and John F. Kennedy high schools in collaboration with the EMSB Assistant Director of Student Services, Healthy Schools Consultant and Spiritual Religious and Moral Education Consultant
- The project was supported by the governing board and administration at Laurier Macdonald High School; 5 members of the student council participated and 50 contracts for life were filled out by students promising to make responsible choices
- The project received the support of the administration at John F. Kennedy High School; the Spiritual Counsellor assisted in the organisation of several activities and 2 student committees were involved
- Support to a McGill University Social Work intern at the ICCSQ in the organisation of presentations on bullying and in the accompaniment of the Addictions Counsellor at the two high schools

- Planning meetings with the Laurier Macdonald High School Principal, the Moral and Religious Coordinator, the Addictions Counsellor and the EMSB for the application for funding from the Heritage Canada Exchanges Canada Program; activities included:
  - the creation of student-run QSADD committees in the two high schools;
  - their participation in the Annual Canadian Youth Against Impaired Driving Conference;
  - the development of a transferable QSADD committee model for the eventual creation of a Quebec-wide chapter in partnership with other NPI's
- Heritage Canada funds for CYAID were not granted as funding parameters required that the application be submitted directly by those organising the conference
- Recommendations for the upcoming year from the QSADD steering committee were the following: ownership of the project by the High School Principals, support from the CLC Coordinator and appointment of a student or teacher *as project leader*

#### **4. Promotion of Mental Health for seniors**

- Organisation and promotion of the Brainy Boomers 2012 lecture series in partnership with the McGill Centre for Studies in Aging-MCSA, the Laurier Macdonald CLC and TD Waterhouse
- Participation in the Healthy Aging, Mind and Body Senior's Symposium organised by the MCSA; dissemination of presentations made by experts to partners across the province of Québec
- Dissemination and promotion of AMI-Québec's teleconference and roundtables to partners and uploaded on REISA's website
- Jog Your Mind:
  - Training of a Volunteer Ambassador at the Rivière-des-Prairies senior satellite group;
  - Planning meetings with the Volunteer Ambassador, the Senior Satellite Group Coordinator and a Social Work intern at the ICCSQ;
  - Implementation of the program in R-D-P and Montreal North, animation by the Volunteer Ambassador and the Social Work intern

## 5. 5/30 Health and Wellness Challenge

- Participation in the CSSS de la Pointe-de-l'Île's presentation of their action plan for the promotion of different health programs, including the health challenge
- Promotion of the health challenge within two schools, Laurier Macdonald High School and Gerald McShane Elementary School, in partnership with the 2 CLC Coordinators
- Activities included:
  - Dissemination of promotional material of the challenge and other relevant handouts to teachers and students on the topic of healthy eating;
  - A workshop on healthy snacks presented to teachers and staff at Gerald McShane;
  - Two lunchtime quiz sessions on exotic fruits and nutrition for students at Laurier Macdonald;
  - An evening lecture for the general population presented at the Laurier Macdonald CLC;
  - Production of a poster and quizzes for a health fair bringing together children from Lambert-Closse and Dante Elementary Schools (*as previously described*)



*McGill Dietetics Intern presenting a workshop on healthy snacks at Gerald McShane Elementary School.*



*Health fair uniting children from a French-speaking and an English-speaking elementary school.*

# MCGILL TRAINING AND RETENTION OF HEALTH PROFESSIONALS

## 1. Promotion of careers in health and social services

- Established collaboration between REISA and the Agence for the promotion of health careers in schools
- Facilitation of a partnership between the EMSB and *Jeunes Explorateurs d'Un Jour-JEUJ* for future collaboration
- Development of health career description wheel and poster, and participation in the EMSB Annual Career Fair attended by over 2,000 youth and adult students, their families and the general public
- Participation in the McGill Training and Retention of Health Professionals-MTRHP Project *Poster Session Access to Health Care: The Impact of Language Barriers*
- Nomination of a REISA Consultant to the Agence's *Comité régional pour les programmes d'accès à des services de santé et des services sociaux en langue anglaise de Montréal (as previously described)*

## 2. Students' placements

- Internship opportunities provided for students within community organizations in the East Island of Montreal including:
  - 4 students at the Centre for Dreams and Hopes and in an inclusive daycare; 1 in special care counseling at Vanier College, 1 in recreational therapy at Concordia University, 1 in social work at McGill University and 2 in Occupational Therapy at McGill University;
  - 1 social work student from McGill University completed an intership at Toxic-Stop;
  - 1 social work student from McGill University completed an internship at the ICCSQ

## 3. Professional Development

- An application to the McGill Training and Retention of Health Professionals Project for Professional Development funding was successfully completed allowing an EMSB Addictions Counsellor who also serves as a REISA consultant to complete a Bachelor Degree in Addictions Counselling at Concordia University

## 4. Evaluation

- Assessment of project success within participant community organisations and with educational institutions; meeting with student interns to obtain feedback regarding their experience with community internships
- Confirmation of interest in continued participation as internship sites from community groups and educational institutions

## **EVALUATION**

- Network members evaluate the progress of the three main programs (NPI, CHPP and MTRHP) as well as specific projects at regular meetings
- Conferences, workshops and other program activities are evaluated via structured evaluation forms or informal verbal or written feedback
- Contribution to the CHSSN Report on Health and social services Priorities for 2013-2018 for the East Island of Montreal prepared by Michael Udy (*as previously mentioned*)
- An external evaluation of the governance of REISA network conducted by Claude Rousseau of G.R.Focus in order to :
  - Provide an assessment of REISA's success in developing useful partnerships;
  - Evaluate REISA's ability to attain the organizational objectives and provide effective support to its partners
- Evaluation activities included:
  - a focus group with Board members;
  - a second focus group with the Executive Committee;
  - telephone interviews with CSSS partners and the Agence;
  - electronic questionnaires to network members;
  - frequent meetings of the evaluation committee
- REISA Board members will meet in the Fall of 2013 to analyze recommendations made in the evaluation report, strategize on future priorities and implement action plans REISA's main concern this past year was the reorganisation and sustainability

## **NETWORK SUSTAINABILITY**

- Health Canada confirmed the renewal of the Roadmap for Official Languages for the 2013-2018 period as well as the renewal of the Official Languages Health Contribution Program with its three components: Health Networking, Training and Retention of Health Professionals and Projects for Official Languages Minority Communities
- REISA has received NPI funding for the year 2013-2014 without interruption, however, HPP funding is delayed until September 2013
- Ensuring sustainability will involve seeking diversified sources of funding; in the past year, REISA has made efforts to this effect including:
  - Increasing the network's visibility through membership on various committees and representation within health structures for services to youth, seniors, etc;
  - Collaborating with new partners of the community and public sectors in order to increase credibility;
  - Applying for project funding from various sources

## **CONCLUSION**

As a result of its participation in discussions held in 2012-2013 concerning the reorganisation of health and social services for the English-speaking community. REISA strengthened its network partnerships and gained increased recognition with the Agence and public institutions as a voice for the East Island English-speaking minority communities.

REISA was also instrumental in the promotion and implementation of student placements in community settings and has thereby strengthened its relationships both within the health and social services network and with participating educational institutions.

REISA is committed to continuing its work with public and community partners in engaging, mobilizing and empowering the vulnerable English-speaking community and in supporting efforts to act on health determinants to improve the health, well-being and community vitality of the East Montreal English-speaking population.