

2013 - 2014

**ANNUAL  
REPORT**

THE EAST ISLAND NETWORK FOR ENGLISH LANGUAGE SERVICES



**REISA**

REISA's activities are funded by Health Canada.



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## **Mission**

The East Island Network for English Language Services – REISA, a community organization, works to increase access to health and social services in English for residents of Montreal’s east-end, through collaboration with public, private and community stakeholders.

## **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 three priority development sectors:**

- Youth;
- Seniors;
- 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.

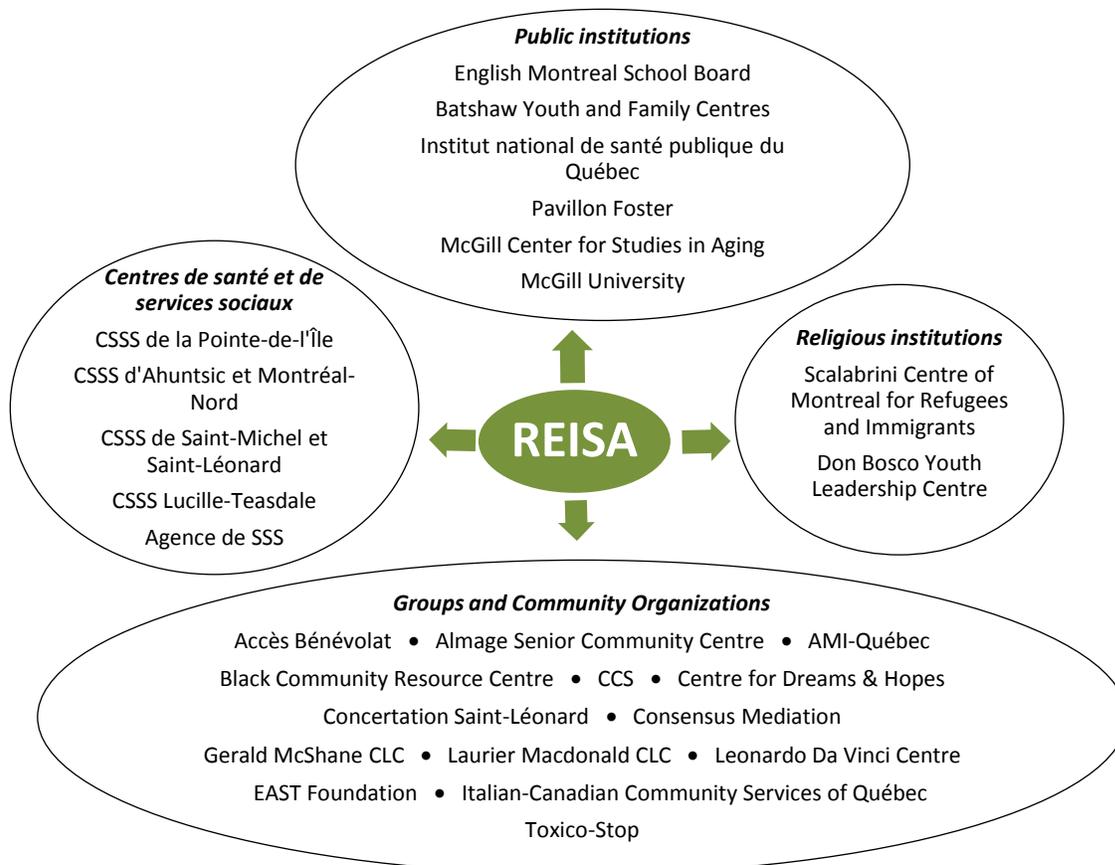
REISA is linked to regional English-speaking communities across Quebec for the sharing of healthcare expertise. Growing membership allows REISA to meet more and more observed needs by developing, importing and networking services in English.

## Board Members and Local Partnership Structure

<b>Board Member</b>	<b>Organisation</b>
Amir, Ella - President	AMI-Québec
Boucher, Françoise	Accès Bénévolat
Cesta, Dora	English Montreal School Board
Colasurdo, Giovanna	Almage Senior Community Centre
D'Abate, Dominic	Consensus Mediation
Maiolo, Maria	Italian-Canadian Community Services of Québec Inc.
Nadler, Howard - Secretary and Treasurer	Batshaw Youth and Family Centre
Primiani, Josephine	East Foundation, Centre for Dreams and Hopes
Tullio, Germain - Vice-President	Toxico-Stop
Williams, Dorothy	Black Community Resource Centre

<b>Staff</b>	<b>Title</b>
Gatre Guemiri, Fatiha	Executive Director, NPI Coordinator
Maiolo, Claudia	Communications and Projects Agent
Prata, Ghislaine	Consultant -Advisor

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



## **President's Message**

The past year has been another busy and productive year for REISA. The following report outlines the programs and activities REISA has been involved with in Montreal's East-end communities, including the promotion of programs dedicated to both the youth and seniors, networking and support to partners.

REISA's work is viewed as critical to the English speaking community in the East-end; however, we have faced serious financial challenges this year as we were waiting for the government confirmation of its continued financial support. Thankfully funding has been secured for the next three years, but exactly for that reason it is the right time to seek additional sources of funding now, so we are never dependent on just one funder. REISA's financial reality also means that we have to be strategic and careful in the way we deploy our resources. There are many good causes and the temptation to respond to them all is big; however, we need to set clear priorities and zero in on those that are more urgent and/or more likely to have a significant impact. I see these two issues as the main challenge for the coming year.

An additional challenge is REISA's membership. REISA is lucky to have a competent and dedicated staff; led by Fatiha Gatre Guemiri and assisted by Claudia Maiolo (up until the end of February) and now Robyn Graham, as well as Ghislaine Prata's invaluable consult. However, the small team can hardly respond alone to the most burning issues, let alone to all the rest. To strengthen our impact for the benefit of the East-end English speaking community, we need to explore how we could possibly enhance member participation.



**Ella Amir**

**President of the Board of Directors**

**REISA**

## **NPI- Networking and Partnership Initiative**

### **TARGETED DIRECT RESULTS DURING THE YEAR 2013-2014**

- 1. Network development**
- 2. Health promotion: Development and implementation of the annual action plan**
- 3. Building knowledge base**
- 4. Support to the Montreal Community network table**

## **1. NETWORK DEVELOPMENT**

### **Board and Network meetings**

REISA partners met five times at open board and regular network meetings. The Executive committee held two meetings and one via Skype conference call.

REISA's Annual General Meeting was held on June 20th and attended by twenty-six persons representing the public and community sectors.

A strategic planning meeting was held on October 24<sup>th</sup>. The meeting was attended by Board members as well as Network partners and representatives of the Agence, CSSS and CHSSN. The day was dedicated to discussions and workshops on the governance, vision, mission and the health and social services priorities in the East end.

Committee formed mainly by the ED, Ghislaine Prata and Howard Nadler met to discuss the Liaison proposal and review the action plan for the grant applications for the funded period of 2014-2018.

Regular meetings with Montreal NPIs on project development and sharing.

### **Reports**

CHSSN-Health Canada:	2 activity reports 2 financial reports 1 annual performance report
McGill -MRTHP	1 activity report 1 financial report

### **Evaluation**

Network members evaluate the progress of the main programs 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.

### **Representation**

#### **Health and Social Services Priorities Committee**

- REISA is one of 8 health networks represented at the advisory committee to Health Canada.

- REISA participated in a HSSPC conference call in June and one meeting in January.

### Visibility and recognition by health Agency

REISA reapplied to the Agence for *reconnaissance et d'admissibilité 2013-2014* for the *Programme de soutien aux organismes communautaires* (PSOC). The Agence decision to the application was negative. REISA does not fulfill two criteria: a Network of at least 25 groups under the PSOC and the mandate is local instead of regional.

### Partnerships development

- Montreal Hooked on schools-Réseau Réussite Montréal- RRM.
- Don Bosco Youth leadership organisation, founding member of REISA in 2006, returned as active member and is represented by the Executive Director, Theo Veccera.
- REISA acted as facilitator with RRM for a collaboration with DBYLC and an inner city school in Montreal North with a high proportion of youth at risk.

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

In September, the Agence de santé et des services sociaux de Montréal, along with the four East end CSSS' invited REISA to a meeting on the results of the reorganisation of English services in the East Island. The four CSSS confirmed that the reorganisation is completed and the previous Pivot social workers and nurses have been relocated in the four CSSS.

REISA presented a proposal for the creation of a Liaison agent position between the CSSS' and the English-speaking community of the East Island. The proposal was reviewed after the September meeting and sent to the four DGs of the CSSS and the Agence. Follow-up discussions with the Agence are indicating that the project of Liaison will be presented in the application for Adaptation.

### **Community Mobilization Model-CHSSN**

REISA participated in the drafting and revision of the Community Mobilization Model for Improving the Health and Vitality of English-speaking Communities in Quebec. The Model was presented to the network at the strategic planning meeting in October.

## **Community Portrait**

In July, the final version of the Community Portrait of Saint-Léonard was published. The electronic version was disseminated to all partners who were present at the consultation and uploaded onto REISA's website. A hard copy was delivered to the Mayor of Saint-Léonard. A follow-up meeting is planned.

## **Community development in Montreal North**

The Gerald McShane Community Learning Centre offers a platform where community groups and HSS partners create partnerships and work together in the development of community/school projects.

In May, REISA participated in the *Lève-toi et Bouge* event, organized by Gerald McShane in conjunction with *le Grand défi Pierre Lavoie* and the Mayor of Montreal North.

Several community organizations including REISA as well as parents and members of the community supported the school in the planning and animation of activities. Other support was granted by the local Police Department, CSSS, the municipality and numerous private businesses.

## **Concertation Saint-Léonard**

For the second consecutive year, REISA assisted la Concertation Saint-Léonard in the distribution of groceries and school supplies for families living in the area on August 21<sup>st</sup>. REISA continue to be represented at the Table de St Léonard.

## **The Laurier Macdonald Community Learning Centre**

REISA continues to support the Laurier Macdonald CLC in promotion of workshops and other activities. In September, REISA organised a meeting with the CLC Coordinator, the LMAC Addictions Counsellor and a Teacher to brainstorm on project possibilities for the upcoming year.

## **Networking, Communications and Participation**

Regular communications (in-person meetings, conference calls and emails) on the Health Canada open envelope funding and planning of the liaison project with the CHSSN and NPI partners.

Health Canada Official Languages Roadmap conferenc call on July 15<sup>th</sup>;

Participation in :

- Travail Étude Équit-É and Carrefour Jeunesse Emploi Montréal-Est conference: *Activité reconnaissance*, on the topic of youth employment, on May 28<sup>th</sup>

- CHSSN Retreat September 25-26: 10 years of NPI development and preparation for the next phase of evolution.
- Launch of Seniors Action Quebec
- BCRC and the African-Canadian Career Excellence (ACCE) organised a round table –Hiring and promoting- an initiative with the objective to increase the diversity of Montreal’s workforce by bridging alliances among employers, organizations, and university graduates.

### **Benchmarking Project**

In April 2013, REISA assisted the CHSSN in recruiting members of the community to participate in the Benchmarking Project. The Project establishes benchmarking mechanism, whereby the networks can gather statistics to demonstrate the impact on the delivery of health and social services within the various territories.

### **Referral of services**

REISA referrals stream from members of the community who have searched for English services on the internet and found REISA’s website, or from members of the community who were referred to REISA by network partners, both public and community.

Website visits are monitored every month and analysed at the end of the year. In the last 12 months we notice that the page views and the number of visitors have increased. Most viewed pages on legal aid, the Centre for Hopes and dreams, emergency and temporary housing, and aid resources.

## **2. HEALTH PROMOTION**

### **Mental health**

Follow-up to the recommendations of the 2010 mental health forum: Documentation of the corridor of mental health services – Guichet accès santé mentale – for youth, adults and seniors within the four CSSS’ of the East Island of Montreal is the main objective under the two year plan for HPP funds for 2014 to 2016.

In August, a preliminary four year plan was drafted by REISA included the following:

- a needs assessment in collaboration with the CSSS’ to discover the mental health needs in the East end;
- a pilot project with AMI-Québec to evaluate the needs assessment;
- the set up of a satellite AMI-Québec office in the East end to respond to the identified needs.

Three of the four CSSS adopted a common strategy for services in mental health that will include REISA as partner.

A letter was sent to the four CSSS requesting a meeting to update the community on the new mental health strategy. Meetings have been planned for the spring and summer 2014 with collaboration from AMI-Québec and the steering committee of the Montreal-Laval-South Shore Community Network Table on different activities related to mental health.

### **CHEP -Community Health Education Program videoconference**

‘Who Cares for the Caregivers?’ a videoconference was organised at the Laurier Macdonald CLC and presented to 16 participants from the community and the CSSS by the MUHC on Wednesday, February 19<sup>th</sup>. It was animated by E. Amir (AMI Quebec).

### **Healthy community in a healthy Environment**

REISA continues to disseminate newsletters, invitations to events organised by the Éco-Quartier de St-Léonard and important information regarding the environment to network partners on the island of Montreal. For the second year, REISA organised a booth at the Leonardo Da Vinci Centre promoting bottled water awareness. REISA also organised a meeting with the Éco-Quartier in September to discuss possibilities of collaboration on awareness campaigns in schools.

### **Promotion of careers in health**

For the second consecutive year, REISA participated in the EMSB annual career fair in October. In collaboration with the Agence de santé et des services sociaux de Montréal.

Last year, REISA initiated a partnership with Jeunes Explorateurs d’un jour – JEUI, an organisation offering career days to students in various fields. Previously, JEUI worked primarily in French. Over the past year, they have translated the majority of their website and material and REISA has linked them to the EMSB for future collaboration.

### **Seniors**

The satellite group in Montreal North lost organisational support due to administrative changes at CCS. REISA organised 3 meetings with the seniors group, Almage senior centre and CCS to resolve the situation and ensure that the seniors continue to be supported by Almage.

### Collaboration with the McGill Center for Studies in Aging

- Participation in MCSA education committee meetings and the dissemination of information on the Brainy Boomers Lectures.
- Collaboration on different punctual projects with the MCSA throughout the year and dissemination of information on their activities to partners across the province. Planning for seniors day in October 2014.

### Jog Your Mind program for seniors

- A social work student who completed an internship with the ICCSQ through REISA's McGill Training and Retention of Health Professionals and a volunteer offered the program over several weeks. REISA conducted an evaluation with the seniors who participated in the sessions.
- Preliminary results of an evaluation of the Jog Your Mind program were presented by the University of Montreal. A planning meeting with Norma Gilbert of the CSSS Cavendish was organised in September. Her team developed the Jog Your Mind program. REISA will support the training of a volunteer and a social work student in the fall.

## **Youth**

### Research of funding for youth programs

- Attended the information session for the call for proposals 2013-2014 of *le Forum jeunesse de l'Île de Montréal* and the CRE in September.
- Explored project development possibilities with the English Montreal School Board and youth organisations in the East end for collaboration on youth programs funded by Canadian Heritage.
- *Taking Hold*: REISA researched sources of funding for the importation of this program developed by BCRC and designed to prevent girls from making decisions that lead them into harmful directions.
- *Glee project*: a therapeutic glee club for adults and children with developmental disabilities. The information on the program was disseminated to the Spiritual Animators of the English Montreal School Board.
- *Montreal Hooked on Schools*: a program developed by Réseau Réussir and school boards was presented to the Network. The CSSSs, *santé publique*, school boards and RRM align their objectives in school perseverance and work toward the same goals.

### 5/30 Health and Wellness challenge

REISA continued participating in the planning and implementation of the 5/30 health and wellness challenge at Laurier MacDonald High school in collaboration with the CLC .

### Youth with special needs:

REISA supported the Centre for Dreams and Hopes in their application for funding from Operation Enfants Soleil for the purchase of software and apps to help stimulate learning in youth with developmental disabilities.

### Besoins des jeunes de 6 à 12 ans- A collaboration between the the English and French school boards and the CSSSs in the east end:

- Attended five meetings of *le sous-comité santé et hygiène de vie* in the planning of projects including French and English schools.
- One pilot project: *Ensemble on a du 'fun'* was great in building bridges between parents and schools.
- REISA committed to offer a workshop on healthy eating to youth from the two elementary schools. The event took place on March 22nd. Interactive -fun- sessions were offered to two groups of students aged between 8 and 12.

### Persévérance scolaire de Saint-Michel:

*Le plan d'action en persévérance scolaire Saint-Michel* has been finalized with the input of the French and English school boards, public health institutions and community partners including REISA.

### Entente MELS/MESS St-Leonard/St-Michel Local Committee:

REISA was invited to sit on the local committee that has the Entente as mandate. REISA contributes to the committee by bringing awareness about English projects.

## **3. BUILDING KNOWLEDGE BASE**

### **Resource Guide, Website, promotional documentation**

- REISA continues to document new services and new organisations that may emerge in the community and the public sector. The resource guide will be updated in the summer 2014.

- REISA's 2012 guide remains accessible on REISA's website, the four CSSS and regular QUESCREN newsletters.
- Hard copies of the guide were provided to the Agence de santé et des services sociaux de Montréal, as well as the four CSSS' in the East Island and the English Montreal School Board.
- Monitoring of viewership and update the website on a weekly basis.
- Processing of requests for services in English and referral for services.
- Distribution of REISA's promotional pamphlets at various meetings and events.
- Updating of REISA website and TYZE organizational networking website.
- 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 three REISACTION newsletters.
- Production of a report on website activity.
- Publication of articles on REISA in the CHSSN Netlink, the Red Feather Forum, QUESCREN and COCo newsletters.
- Interview for the *Living English* segment on CBC featured on CBC Radio One and CBC News Montreal.

#### **4. SUPPORT TO THE MONTREAL NETWORK TABLE**

##### Community Network Table Planning Day

- REISA assisted in the organisation of the Annual Community Network Table Planning Day on July 4<sup>th</sup>.
- Three meetings with the steering committee members were organised conducted via conference calls animated by Jim carter.

##### Forum: A community in Movement

- Organised two steering committee meetings and conference calls; logistics and recording of minutes.
- Organised two meetings with the Verdun Anglo-Family Council and CCS in the planning of the March 20th Forum - A Community in Movement - invitations lists; communications with groups and individuals; confirmations and logistics.
- The Forum was attended by over 60 participants.
- Support to the CHSSN in the production of the forum report.

**McGill Training and Retention of Health Professionals**  
**2013-2014 Community Networks Special support fund**

The purpose of this fund was to provide community networks with financial resources to support the planning of the 2014-2018 project proposals for the Retention Program Component, which will depend on approval by Health Canada of the McGill Project submission for 2014-2018.

Activities included:

- Questionnaire established and presented to community groups. Four East end groups submitted their requests for student's placement in the future - Toxic-Stop; Centre for Hopes and dreams; Servizi; and Almage information to be added.
- Contacts were made and letters sent to Department of Applied Human Sciences and the School of Community and Public Affairs at Concordia University.
- A partnership was developed with CCS volunteer services who receive an important group of students from Dawson College for the referral of students to the east end.

Planned activities for 2014- 2015:

- Coordination with the CSSS according the needs identified in their *Plan de Développement des ressources humaines.*
- Collaboration with the Agence Régionale on *the Plan provincial pour le placement de stagiaire dans le domaine de la santé et des services sociaux- HSPNet.*

## **Network Sustainability**

Health Canada confirmed renewal of the Roadmap for Official Languages for the 2013-2018 period as well as 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 received NPI funding for the year 2013-2014 without interruption, however, HPP funding has been delayed until September 2014.

In an effort to promote sustainability, REISA has:

- sought diversified sources of funding;
- Increased network visibility through membership on various committees and representation within health structures for services to youth, seniors.
- Increased network credibility as a voice for the needs of English-speaking East Montreal residents through collaboration with new community and public sector partners.

## **Conclusion**

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.

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 and collaborating with new partners of the community and public sectors in order to increase credibility.