

HSSC NEWS

ADDITIONAL ACCREDITATION VISIT

We will be receiving an additional visit from Accreditation Canada on April 26 and 27. The purpose of the visit is to carry out a follow-up on the criteria to be improved at the HSSC, as mentioned in the Accreditation Report, in particular concerning the Medication Reconciliation (BCM), falls prevention and patient double identification. You may consult intranet, section Accreditation, and refer to your manager. Let's be ready!

Venise Calluzzo: 514-626-2663, extension 4575

MENTAL HEALTH DIRECTORATE MEETING

The West Island HSSC received an Honourable Mention in the category *Integration of services* at the prestigious 2009-2010 Award of Excellence Gala from the Ministère de la Santé et des Services sociaux.

On March 18, following the distribution of the money Award, almost all the members of the ID-PDD Mental Health Directorate gathered to conduct a progress report of the 2008-2011 achievements. The two Co-Directors, Francine Giroux and Dr. Lalla, as well as Department Heads Cathy Filadelfi, Head Nurse, Claude Girouard and Birgit Ritzhaupt, Program Managers, talked about their departments and stated the achievements accomplished during the past few years.

More than 90 people attended the meeting and enjoyed the explanations, statistics and clarifications regarding operations and access to services available in the Directorate. A presentation document is available in the Mental Health section of the Intranet under *Documentation*.

Nicole Boyer: 514-697-4110, extension 1406

LUNCHEON CONFERENCE - MENTAL HEALTH

You are all invited to the luncheon conference on Thursday, April 21st from 12pm to 1pm at Centre de santé mentale jeunesse, 2840 Saint-Charles Blvd, suite B-202 in Kirkland. The topic will be *Tolérer l'intolérable: le rôle de la relation d'aide dans nos interventions* (the conference will be in french and the discussion will be bilingual), by Claude Girouard, Mental Health Manager.

There will be a discussion of the following questions:

- What are the ingredients of a helping relationship?
- Are they the same for all?
- What are the advantages?
- What are the costs?

Don't forget to bring your lunch!

Inscription and registration: Joanne Kielo, 514-630-2225, extension 4624

SURVEY ON THE WORK ENVIRONMENT

From January 17 to 31, the staff at the West Island HSSC was invited to participate in a survey regarding the work environment. A draw was carried out among the 535 respondents. Bravo to the two winners!

- First prize: Lyne Leclerc, Orderly in the Operating Area. She is the winner of 3-month subscription to *Energie Cardio*, a gym bag and a towel.
- Second prize: Shawn Roberts, Maintenance Mechanic - Plumbing. He is the winner of ten passes to work out at Nautilus Plus.

The results from the survey should be available at the beginning of the summer. Once again, congratulations to the winners and thanks to all of you for participating in the survey!

Anne-Marie Côté: 514-630-2225, extension 3329

NATIONAL COMMUNITY-BASED ORGANIZATION WEEK IN HSSCs

The National Community-Based Organization Week in HSSCs was held from March 20 to March 26, under the theme *Poverty... an ongoing concern!* The HSSC has five community organizers: Céline Beaudoin, Claire Wallot, Mireille Abadie, Lucie Desgroseillers and Normand Croteau. They provide support to our social organizations and are involved in very varied fields, such as public housing, food security, social exclusion and education. Their interventions involve:

- Identifying problems in the community
- Raising awareness and conscientization
- Support to existing resources
- Creation of new resources
- Political action
- Concerted actions and mobilization of the community

Our community organizers strive to improve the living conditions of those who need it most on the West Island.

Normand Croteau: 514-626-2663, extension 4347

HAND HYGIENE WORLD DAY

Once again this year, the West Island HSSC will participate in the *STOP! Clean Your Hands* Day on May 5. This annual world event, spearheaded by the World Health Organization (WHO), gives us the opportunity to raise awareness among the staff about the importance of hand hygiene and promote optimal practices in our organization. Information booths will be set up in each of our facilities on Thursday, May 5. Come take a look!

Heather Corrigan: 514-630-2225, extension 3375 and Paul St-Amour: 514-630-2225, extension 2419

HÉMA-QUÉBEC VISITS THE WEST ISLAND HSSC

On Wednesday, April 27, Héma-Québec will be visiting the West Island HSSC for a blood drive organized at the Centre d'hébergement Denis-Benjamin-Viger. The drive will be taking place in the cafeteria, located at 3292 Cherrier street in L'Île-Bizard, between 2:45 pm and 8:30 pm.

A blood donation is a gratifying and, most importantly, simple act. To verify your eligibility to give blood, you can call 1 800 847-2525 or consult the Héma-Québec website at www.hema-quebec.qc.ca, section *Blood donation*. See you then!

Carole Dessureault: 514-620-6310, extension 724

NEW CARDIOMETABOLIC PROGRAM

A new program to change life habits will be offered to pre-diabetic, diabetic and hypertensive West Island patients. This program will include educational group activities with the goal of improving control of cardiometabolic problems. A regular follow-up on the state of health of patients will be carried out by the program caregivers with the physicians. Only patients who live on the West Island and who are referred by a family practitioner from the region can participate in the program.

Reminder: Diabetic and hypertensive clientele who don't have a family physician can be referred to the one-stop access for vulnerable clientele without a family practitioner.

For information: 514-630-2225, extension 4402

APPOINTMENTS

Pierre Lemay, Executive Offices Consultant, will act as Interim Counsellor for the Performance Evaluation and Access Manager. Good luck in your new functions!

Pierre Lemay: 514-630-2225, extension 5283

Sonia Toulouse, Administrative Technician of the Executive Office, will act as Interim Executive Assistant. Good luck in your new functions!

Sonia Toulouse: 514-630-2225, extension 5253

Susie Fortier is a Psychoeducator in Psychosocial Rehabilitation at the ID-PDD Mental Health Directorate since March 7, 2011. Welcome to the team!

Susie Fortier: 514-630-2225, extension 4637

DEPARTURES

Happy Retirement to **Francine Roberge**, Nurse Clinician, Home Care Services. She will retire on May 13.

Francine Roberge: 514-626-2663, extension 4325

DEATH

It is with sadness that we announce the death of Élisabeth Samné, who passed away on March 31, 2011 at the age of 47. Élisabeth worked at the HSSC for 5 years, occupying positions at the Reception desk of the CLSC du Lac-Saint-Louis and in Admissions at the Hospital. Our sincere condolences to her family and loved ones.

Lucie Dubord: 514-630-2225, extension 1299

FOUNDATIONS

CLSC FOUNDATION

The second annual breakfast fundraiser from the CLSC Foundation will be held at Brasserie Le Manoir, located at 600 Saint-Jean Blvd. in Pointe-Claire on May 10th 2011. Breakfast will be served from 6:30 to 9:00 am, so please come and join us and help make this event an even greater success than last years.

Tickets are now available at a cost of \$20, and can be purchased by calling the Foundation.

CLSC de Pierrefonds: 514-626-2572, ext. 5245

CLSC du Lac-Saint-Louis: 514-697-4111, ext. 1681

You may also contact the following persons:

CLSC de Pierrefonds: Johanna Koppes and Mina Sariaslani

CLSC du Lac-Saint-Louis: Lorraine Bériault, Luc Boudreault; Richard Germain, Claude Girouard, or at the reception.

We are also pleased to announce that we will be holding a "Meet and Greet" at both CLSCs. Please come by and say hello, and have a little snack and a drink with us. The board members will be on hand to explain how the Foundation operates and to answer any questions you might have.

CLSC de Pierrefonds: April 27th from 11:30 am to 1:30 pm

CLSC du Lac-Saint-Louis: May 4th from 11:30 to 1:30 pm.

We're looking forward to seeing you then!

Voice mailbox of the Foundation of the CLSC du Lac-Saint-Louis: 514-697-4110, extension 1681

Voice mailbox of the Foundation of the CLSC de Pierrefonds: 514-626-2663, extension 5245

LAKESHORE GENERAL HOSPITAL

The LGH Foundation's premiere fundraising event of the year, "B.R. for the E.R.," was held at **Bâton Rouge Décarie** on March 28th, 2011. The event featured wine-tasting and an exquisite four-course meal. Many well-known personalities and celebrities were in attendance, as well as several LGH staff members. Thank you very much for your support of on first-ever Bâton Rouge event.

Our yearly golf tournament will be held at the prestigious Beaconsfield Golf Club on May 16th, 2011. The event will be attended by golf-minded donors who come from throughout the West Island and beyond. Our tournament is sold out each year, and is very popular in our community. Reserve your foursome today!

The 15th Anniversary LGH Foundation Duck Race takes place in June 2011. This year, the first prize is a fabulous new Volkswagen! Other extraordinary prizes have also been secured. All you need to do is call the Duck Line at 514-694-4444 or buy your tickets online at www.fondationlakeshore.ca. Tickets are \$10 per duck.

We look forward to seeing you at all of our events!

LGH Foundation : 514-630-2081

Next issue : May 9

Please send your texts before April 25, 2011 to Sandrine Charpentier at: scharpentier.odi@ssss.gouv.qc.ca.

A publication from the Communications, Strategic Planning and Information Resource Directorate.