

HSSC NEWS

RESULTS FROM THE SURVEY ON SERVICES FROM THE HUMAN RESOURCES DIRECTORATE

Interested in learning about the staff's assessment of the services offered in order to make improvements, the Human Resources Directorate carried out an electronic survey in June and July 2010, followed by a group discussion in the fall. The survey assessed the level of satisfaction with services, the changes wanted and the priorities for action. The survey revealed that respondents report the highest level of satisfaction with courtesy, politeness, response efficiency, support and assistance from various sectors. Consult the Intranet, under the tab *Human Resources, HR News* to find all the results (elements to be improved and measures already in place).

Please rest assured that all suggestions will be considered and their feasibility evaluated in order to continuously improve HR services. Our thanks to all employees who participated in the survey.

Sophie Leduc: 514-630-2225, extension 3330

HEALTH AND SAFETY INNOVATION AWARD

The West Island HSSC has the *Health and Safety Innovation Award* in its possession until the end of March. This trophy is making the rounds of all the organizations and companies in Montreal that are recipients of the *Health and Safety Innovation Award*. As you know, on October 21, the West Island HSSC won an award in the public organizations category of the Health and Safety regional contest. It was in recognition for an idea by René Langevin, a maintenance worker at the CLSC de Pierrefonds facility, who invented a tool to effortlessly move folding tables. The West Island HSSC has been invited to The National Gala, which will be held on March 29 in Québec. The HSSC is one of 19 finalists in its category.

The *Health and Safety Innovation Award* is on exhibit at the CLSC de Pierrefonds and the cafeteria at Lakeshore General Hospital. The trophy will be making the rounds of the other HSSC facilities soon.

Paul St-Amour: 514 630-2225, extension 2419

0/5/30 HEALTH AND WELLNESS – THE 2011 CHALLENGES

The nurses at the HSSC dedicated to preventive clinical practices thank everyone that visited their information booth to register for the *Quit to Win* and *The 5/30 Health and Wellness* challenges. The information booths were set up on February 22 and 23 at the Lakeshore General Hospital and the CLSC de Pierrefonds. The nurses provided advice to improve eating habits, physical activity habits and to stop smoking. Many positive comments were made about the event.

An invitation is extended to everyone who would like to make an appointment for a personal consultation at the Health Education Centre (*Centre d'éducation pour la santé – CES*) or the Smoking Cessation Centre (CAT- *Centre d'abandon du tabac*) to make small changes that can improve your health.

Danielle Morin (CES): 514-626-2663, extension 4566

Céline Bastien (CAT): 514-626-2663, extension 4463

CENTRALIZED INTAKE SERVICES: A YEAR ALREADY!

February 15 marked the first anniversary of the merger of the centralized intake services of the two CLSCs. For over a year, this service has been centralized at the CLSC de Pierrefonds.

The objectives for the centralization are to:

- facilitate referrals with just one telephone number and one fax number;
- standardize practices in our two sites;
- maximize the use of intake resources;
- increase services offered to 7 days a week;
- facilitate updating of new mandates.

Our thanks to the centralized intake service team to have made it possible to successfully carry out this project and to the caregivers from other directorates for their invaluable cooperation!

Carolle Allard: 514-626-2663, extension 4310

LUNCH CONFERENCE: AUTISM

You are invited to attend a lunch conference on March 17, led by Dr. Leslie Klein, Psychologist. The presentation, entitled *The Varieties of Autism*, will address the forms and general characteristics of autism. The conference will be held at the Youth Mental Health Centre (2840 Saint-Charles blvd., suite B-202 in Kirkland), from noon to 1 pm. For information and registration, call 514-697-4110, extension 1548. Don't forget to bring your lunch!

Luhan Wahbeh: 514-697-4110, extension 1548

POLICIES AND PROCEDURES

To comply with Accreditation, we need a major overhaul of all our policies and procedures. To this end, we have to enumerate all the existing policies and procedures at the HSSC, standardize them (template, logo, etc.) and classify them, make them accessible on the Intranet and on hard copies for the Executive Offices. Every department or unit will also have hard copies of the relevant policies and procedures. Refer to your manager.

Marie-Andrée Saumier: 514-626-2663, extension 4376

FONDATIONS

LAKESHORE GENERAL HOSPITAL

Hurry – don't wait! Tickets are still available for The Lakeshore General Hospital (LGH) Foundation's very first Poker Tournament, which will be held on March 18th, 2011 in the Pavillon sur le Lac at Château Vaudreuil. Tickets are \$200 each, and cash prizes will be won by three lucky players at the winner's table.

Tickets are also available for our ER fundraising campaign launch, "B.R. for the E.R." (Bâton Rouge for the Emergency Room), will be held on March 28th, 2011, at Bâton Rouge Décarie. This event will feature superb live and silent auctions, a wine-tasting, an open bar, and an exquisite four-course meal. The dinner course will consist of a choice of the restaurant's top main courses.

The live auction will feature extraordinary items, such as authentic jerseys autographed by sports legends such as Maurice Richard, Wayne Gretzky, Anthony Calvillo, a hockey stick autographed by the current Montreal Canadiens roster, and more. Tickets for this event are \$140 each.

We will be holding many exciting events in the approaching months, including The Nick Di Tomaso LGH Foundation Golf Tournament, which will be held on May, 16th, 2011 at the Beaconsfield Golf Club, and The Annual Duck Race, which will be held on June 18th, 2011.

All of our events this year will raise funds to refurbish the Emergency Room (ER) at the LGH. Tickets for each event are available at the LGH Foundation Office, Room 5209.

We always need volunteers for our events. If you would like to volunteer or for more information about our events, please contact the **Foundation office at 514-630-2081 or at info@fondationlakeshore.ca**.

FOUNDATION OF THE CLSCS

The Board of Directors of the Foundation of the CLSC du Lac-Saint-Louis and the CLSC de Pierrefonds is pleased to announce their second benefit luncheon, which will take place on Tuesday, May 10, 2011 at the *Brasserie Le Manoir*. This event was a resounding success last year and the Foundation hopes to be able to count on you, your friends and acquaintances in order to help even more people in need within our community. Tickets can be purchased through Johanna Koppes or Mina Sariaslani at the CLSC de Pierrefonds, Claude Girouard at the Youth Mental Health Centre on Saint-Charles Boulevard and Luc Boudreau or Richard Germain at the CLSC du Lac-Saint-Louis. Look for more details about the event in the next Flash-Info.

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

APPOINTMENTS

Francine Giroux, Director of the Mental Health Services, Intellectual Disability and Pervasive Developmental Disorders, will also act as Interim Director of Public Health. Congratulations, Francine, on your new duties!

Francine Giroux: 514-697-4110, extension 1327

Congratulations to **Sophie Leduc**, interim Director of Human Resources and **Yohann Dandurand**, interim Human Resources Coordinator. Yohann will be mainly responsible for follow-ups of the indicators of the recovery plan.

Sophie Leduc: 514-630-2225, extension 3330

Yohann Dandurand: 514-630-2225, extension 5283

DEPARTURES

Elianna Pappas has left her position as President of the Executive Committee of the Multidisciplinary Council (*Comité exécutif du conseil multidisciplinaire - CECM*) on February 21. We thank Elianna for her exemplary work and for her dedication as President since December 2007.

Venise Calluzzo: 514-626-2663, extension 4575

DEATH

It is with much sadness that we announce the death of our friend and colleague **Danielle Turgeon**, Communications Consultant at the West Island HSSC, on Friday, March 4. Last November, Danielle learned that she had pancreatic cancer. Donations to the Foundation of the Barrie Memorial Hospital, located on 28 Gale Street in Ormstown, would be appreciated. On behalf of the West Island HSSC, we extend our deepest condolences to her family and loved ones.

The Communications team.

Next issue: April 11

Please send your texts before March 28, 2011 to Sandrine Charpentier:

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