

LET'S GET CONNECTED

October 2017

Volume 14, Number 2



QUEBECNORTHSHORE.ORG

NSCA Meets in Port-Cartier for its 17th AGM

Saturday, 23 September 2017, saw new and old faces gather together to attend the NSCA's 17th Annual General Meeting (AGM) held in Port-Cartier. It was a busy morning, with 2 specially invited guests: Charles Taker (Liaison at Office of the Commissioner of Official Languages for the Quebec region) and Brenda Edwards (Program Manager from the Community Health and Social Services Network (CHSSN)) speaking to our 37-strong audience about the NSCA's recent successes and future developments.

The 2017 Community Involvement Award was presented to Mary-Ellen Beaulieu, an NSCA member who has given so much of her time to promoting the English-speaking community. A gift presentation and word of thanks was made to our outgoing Chair Debbie Laurie, who has stepped down from her role. The new Board of Directors were chosen including our new Chair: Cathy Larivière, and 2 new Board Members, Marilyn Miller from Port Cartier and Sharon Shecanapish- Tardif from Sept-Îles.

As always a tasty luncheon was served during which participants were able to cast their votes for the photography competition winners. The annual community gathering is a special date in the calendar for the NSCA as we look at the achievements and successes from the previous year and excitingly point towards future goals. We look forward to our next AGM and would like to thank everyone for their support!

(see more photos on back page)



A WORD FROM THE CHAIR

Hello to all!

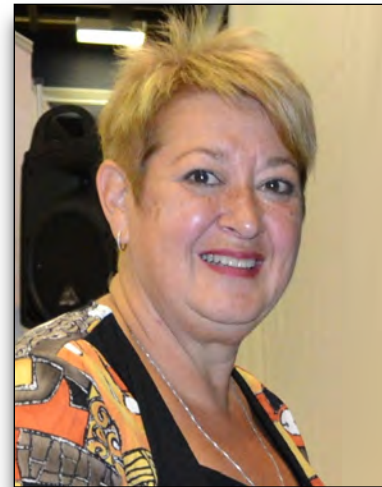
First, I want to say a huge WELCOME to the new board members and community members!

Thank you for your vote of confidence, another stepping stone for me within the NSCA! I've been with the NSCA for 18 years (goes fast!) and my time has and will continue to be an enriching experience.

In 1999, I was hired as an animator to compile a Health and Social Services needs assessment. My very 1st meeting was held in the spring of 1999 in Baie-Comeau under the Committee for Anglophone Social Action (CASA). In 2000 I was present at the inauguration of the North Shore Community Association and from then until 2017 I've happily held positions on the Board as secretary and director. Fast forward to September 2017 and it is my pleasure to be elected new chairperson of the Board!

Moving forward, fall is here once more, schools are back as well as all those extra-curricular activities and preparations begin for our harsh winters. I'm excited for a busy year ahead with the NSCA and in the meantime I want to wish you all *'A Happy Fall!'*

Cathy Larivière, Chair



Presenting NSCA's 2017-2018 Board of Directors



From left to right: William Larivière, Vice-Chair; Edith O'Brien, Director; Mary Ellen Beaulieu, Director; Pascal Dessureault, Youth Director; Cathy Larivière, Chair; Marie-Anne Bizeau, Director; Maxime Côté, Treasurer; Marilyn Miller, Secretary
Sharon Shecanapish-Tardif, Director (absent)

Mary Ellen Beaulieu: Recipient of the 2017 Marc Deslauriers Community Involvement Award

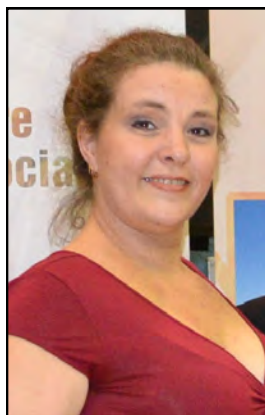
This year's recipient is Mary Ellen Beaulieu. She is a very active member of the community in Baie-Comeau for many years, including her volunteer position on regional and provincial boards.

Mary Ellen has consistently used her time, talents, organizational skills, expertise and personal implication to be engaged in a wide-variety of community-based organizations and activities. She not only gives freely of her time but will devote many years to the causes, thus building up resources, contacts and experience that greatly contribute to the success of so many events. She invites others to participate and join in – she uses her personal and professional contacts to help sustain and move community events forward. The English community has benefitted immensely by her implication and ability to spread resources, ideas and opportunities to other community groups and leaders. She has and continues to hold up the lasting legacy of Marc Deslauriers.

Congratulations Mary Ellen and THANK YOU for your many years of community involvement.



Welcome Aboard!



Julie Harvey



Mallory Stonehill

The NSCA is very pleased to announce the addition of two new employees, Mallory Stonehill and Julie Harvey.

Both have been hired as Community Liaisons - Mallory for the Port Cartier community and Julie for the Sept-Îles community - and will be working on assisting the coordination and facilitating of NSCA programs & projects.

We are very excited to welcome Mallory and Julie to our team at the NSCA!

NSCA Staff... At Your Service!



Staff: (left to right) Jody Lessard, Executive Director; Tammy Mansbridge, Youth and Senior Projects Assistant; Julie Harvey, Sept-Iles Liaison Agent; Danielle Duguay, Seniors Animator; Patricia Howell, Supervisor – Community Health Services; Mallory Stonehill, Port-Cartier Liaison Agent; Shelby Shattler, Youth Animator

Baie-Comeau's Welcoming Breakfast



Several of our community members enjoyed their first get together after the summer with a delicious breakfast at the Blues Restaurant on Place LaSalle. We were delighted to meet a new member, Mrs. Marcella Beaudoin!

CHEP Session on Stress, Anxiety and Panic Attacks



After a light, nutritious and delicious breakfast, ten of our Baie-Comeau community members attended the CHEP DVD session on “Stress, Anxiety and Panic Attacks throughout the Life Cycle” on October 12, 2017. Participants greatly appreciated the speaker Dr. Camillo Zacchia, PhD., and Psychologist/Senior Advisor at the Douglas Institute who specializes in the treatment of anxiety disorders, depression and interpersonal problems.

During the presentation, participants learned that a little anxiety is good but too much anxiety ... not so good! Among the other interesting facts we learned where anxiety comes from, when a normal fear becomes a disorder and how we can change the way we respond to anxiety.

Following the presentation, we had a debriefing session in which shared what was particularly worth remembering. Everyone agreed it was very helpful and informative.

National Senior's Day Marked in Sept-Îles



October 1st marks National Seniors Day in Canada, and this year organized by the seniors of Uashat mak Mani-Utenam and the Table régional de concertation des aînés of the MRC de Sept-Rivières, the celebration took the form of a dinner at the Salle Naneu of Uashat. Seniors from Anglophone, Francophone and Innu communities were present and 10 seniors from the NSCA were in attendance. A welcoming punch was served as well as special entertainment from the Innu community who delighted the audience with a traditional dance.

A special thank you to our volunteers - Marie Anne Bizeau (NSCA Director), and 2 youth from QEHS - for helping out during the day event.

50+ Wellness Day Well-Attended in Sept-Îles



Wednesdays are special in Sept-Îles as we celebrate and promote wellness for the 50+ members. On October 18, 2017, we held a special health clinic with an engrossing presentation about lung health from Cindy Bérubé, a respiratory therapist. Following the presentation, Veronique Lanoue, clinical nurse, was able to take and test the blood sugar levels of our 34 participants as well as take their blood pressure. All of this was followed by our social afternoon with fun participation games.

Story-time in Port-Cartier



The NSCA, together with the municipal library in Port-Cartier (Bibliothèque le Manuscrit de Port-Cartier), held a special 'Welcome Back' Story-Time for ages 0 -5 years. Story-Time in Port-Cartier is a free family reading activity in English which encourages the joy of reading! As well as reading a selection of different books and a tasty snack, there is always a fun craft for the children to enjoy.

In September, Port-Cartier welcomed its very own Book Muncher (Croque-livres) and was happily given the name Pee-Cee by a unanimous vote! Book Muncher's are filled with a selection of different books in English for ages 0-12 and children are asked to take a book or leave a book, which encourages reading and sharing at the same time.

Toddler Time in Sept-Îles



Every month in Sept-Iles, the NSCA hold a Toddler Time session, a free event for 0-5 year olds which are themed events with fun games and crafts including educational and learning opportunities. On 29 September, we held a special apple-themed workshop 'Exploring our Senses with Apples!' which included a taste-test with different apples, finger paintings as well as games, crafts and songs. Most recently, on October 27, a Halloween themed Toddler Time, 'Ghostly Goodness' incorporated the best of the holiday into more games and crafts.

We will be hosting 2 more Toddler Time workshops before the end of the year: November 17 and December 15 2017. If you would like to learn more and wish to come along please contact the NSCA office in Sept-Iles at 418 968-3148.

BCHS' Fall Events

by Stephen Kohner



BCHS Home & School Association treated staff, students, and parents to a fantastic “Welcome-Back-to-School” barbecue featuring fresh fruits, veggies, drinks, hotdogs, and corn on the cob. Thank you to all who volunteered!



Last June, the Pre-Kindergarten and Kindergarten students planted some vegetables in our new school garden. When September came along, the veggies were ready to be picked and made into soup. The garden was made possible by funding through our CLC and donation of many, many hours of volunteer work.



Louis Bérubé, BCBS' Minister of the Environment, is spear-heading a battery recycling initiative this year. Students, staff, parents and friends of BCBS are encouraged to send in their used batteries. The recycling box is filling up quickly!



Students participated in the annual BCBS Cross Country running championships held on October 5 in Parc des pionniers. Organizer and PhysEd teacher Steeve Vigneault along with staff and a few volunteers made the morning's event a lot of fun.

Upcoming Church Services

St. Andrew & St. George, Baie-Comeau:
 November 5 at 11:00a.m.
 December 3 at 11:00a.m.
 December 16 at 5p.m. (Christmas Service and Potluck Supper)

All Saints', Sept-Îles (10:30a.m.)
 November 5 (Anglican)
 November 19 (Anglican)
 December 3 (Anglican)
 December 17 (Anglican)

Christ the King, Sept-Îles (5p.m.)
 English services are held every Saturday.
 A bilingual bulletin which indicates upcoming special services/events is available at the church or at www.paroissesptiles.org

Photo Contest Winners

Over the summer, the NSCA called for all budding photographers and amateur snappers to enter their best pictures of the North Shore in 3 different categories for a chance to win a prize worth \$100. Their photos would be used in the promotion of the region by the NSCA. With an impressive number of entries, it was left to attendees at NSCA's Annual General Meeting to select the winners by secret ballot.

Congratulations to our winners:

1. Wildlife and Plant: Michel LeClair with 'Whale at Tadoussac'
2. Landscapes: Kristen Lessard with 'Winter Wonderland'
3. Events and Activities: H el ene Bujold with 'Having a Snack at Plage Champlain'

Thank you to everyone who took part!

McGill Bursary Winner

In collaboration with McGill University, NSCA is pleased to announce the winner of the 2017-2018 bursary.

The purpose of the McGill Bursary program is to encourage youth who are studying in and out of our region in the Health and Social Services sector to complete their degree and return back to the North Shore, where there is a high demand for health professionals with both English and French language skills.

The NSCA congratulates this year's recipient Kim Orsi-Coulombe of Sept- iles, who is studying Bachelor of Nursing at McGill University.

Nutrition course takes on a whole new dimension at Queen Elizabeth High School

by Charlotte Roy, teacher

Thanks to the organization "La Tablee de Chefs" and its program "Les Brigades culinaires", 11 students from Queen Elizabeth who take the Secondary 4 Nutrition course now have the chance to work with a real professional chef.

It all started when I saw an e-mail explaining the program and inviting schools to submit their application. I said to myself, "Why not!" and I enrolled in the hope of being chosen. As the organization's goal is to feed people in need and develop culinary education for young people in as many regions of Quebec as possible, our school was chosen and it all started. We (the students and I) made an inventory of everything in the kitchen, submitted a list of our kitchen equipment needs and were pleasantly surprised to learn that all our pots and pans were going to be sponsored by *Le Creuset* and that a \$ 500 gift card at *Canadian Tire* would be handed over to us by *La Tablee des Chefs* to purchase the remaining equipment.

Subsequently, *La Tablee des chefs* took charge of finding a chef who would come to school and teach young people culinary techniques, give them tips in the kitchen and above all, show them how to follow a recipe and understand the basics of cooking. So we were paired with Mr. Vincent Range, chef and owner of the *Blanc Bistro* in Sept- iles, who will be with us throughout the school year to share his passion: Good food!



North Shore HEALTH PASSPORT APP Your health at your fingertips!



An innovative new way designed to help you and your family keep track of essential health information, with helpful words and phrases in French to use when with a health professional or in an emergency. The **Health Passport App** can be installed on your mobile device or computer.



To get your **Health Passport App** go to:
healthapp.quebecnorthshore.org

Coming to Quebec City for Medical Treatment?

Members of the Pastoral Services Team of the Anglican Diocese of Quebec provide a variety of services for English-speaking patients & their families treated in Quebec City hospitals.

They may be able to:

- provide transportation
- visit patients and family members who accompany them to Quebec City
- provide translation
- run small errands

Let us know...We're here to help
418-951-1295

pastoralcare@quebec.anglican.ca

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learnquebec.ca/tutoring

Travelling Literacy Bags Biblio-sacs pour tout-petits

Baie-Comeau

Sept-Îles

Port-Cartier

- Prêts gratuits de deux semaines
- Sacs thématiques de matériaux en anglais pour les enfants de 0 à 2 ans ou de 2 à 5 ans :
 - l'heure du coucher
 - se brosser les dents
 - la famille
 - le partage
 - et bien plus!
- Renseignements pour les parents sur la nutrition, les services communautaires, etc.
- Feuilles d'activité et de coloriage, crayons, brosses à dents, soie dentaire — à conserver!
- Fiches d'information sur l'initiation à la lecture
- Free two-week loans
- Themed bags of English-language material for children 0 to 2 years and 2 to 5 years:
 - bedtime
 - tooth brushing
 - family
 - sharing
 - and more!
- Information pamphlets for parents on nutrition, community services, etc.
- Activity and colouring sheets, crayons, toothbrushes, dental floss — yours to keep!
- Fact sheets on reading to young children



www.quebecnorthshore.org

(418) 296-1545



CAAP Côte-Nord: How to File a Complaint about Access to English -Language Health Services



If you have a complaint about a lack of services in English that should be provided by a designated institution or under an access program, there is a complaint procedure. The complaint can be filed by the person using the services, or by someone acting for that person.

Your complaint may also concern any kind of health or social service that you have received and consider unsatisfactory or a service you should have received.

Complaints can be filed with the complaints "commissioner" for the institution. A staff member of the institution involved can give you the name and contact information of the commissioner. Part of the commissioner's role is helping people express their complaints.

- In order to find the complaints form on the Internet, you must first go to the North Shore Health Portal at <https://www.cisss-cotenord.gouv.qc.ca/>. From this page, click on English, Quality of Services and Complaints and finally on Complaints Form.
- You can also get help from the "users' committee" of the CISSS or CIUSSS or of the institution you are dealing with. If people are staying at the institution on a long-term basis, there might be an "in-patients' committee" that can help.
- The [complaints assistance and support centre in your region](#) (CAAP) can also help. (This website is in English for the Côte-Nord.) They can be contacted directly and often work in collaboration with the complaints commissioner. You can call (418) 295-2779 in the Baie-Comeau area and (418) 968-2779 in the area of Sept-Îles. The CAAP will provide information, assistance and support throughout the entire process. The services of the CAAP are free and confidential.
- If you are not satisfied with the response of the complaints commissioner, or you do not get an answer from the commissioner within 45 days of when the commissioner got the complaint, you can ask the [Quebec Ombudsman](#) to review your complaint (1-800-463-5070).



Complaints Assistance and Support Centre Côte-Nord

Centre d'assistance et d'accompagnement aux plaintes (CAAP) Côte-Nord

Arts & Culture on the Côte-Nord

Flip Fabric is a circus troupe which opened the Montreal Festival in 2016 and is bringing their new show to **Sept-Îles on Monday, November 20** and to **Baie-Comeau on Tuesday, November 21**.

La fièvre du country (Country fever) will be reliving old country and classic American hits from artists such as Dolly Parton and Hank Williams. They are playing in **Baie-Comeau on November 23, Sept-Îles November 24, and Fermont on November 25**.

Calum Graham is a 23 year old Canadian guitar prodigy who has already released 5 studio albums and performed at both the Vancouver and London Olympic games. He'll be playing in **Fermont on November 29, Baie-Comeau on November 30 and Sept-Îles on December 1**.

Ten Strings and a Goat Skin is a bilingual folk trio from Prince Edward Island known for their celebration of traditional folk music. They're playing in **Sept-Îles on December 3**

For more information, you can contact the relevant arts centres or keep an eye on the NSCA Facebook page for more details on upcoming events.

Access to Health and Social Services in English

English-speaking Quebecers have a legal right to receive health and social services in English. But this right is not absolute: there are limits. Two categories of health and social services institutions must provide services in English:

1. Designated Institutions in which all services must be available in English. Institutions can be "designated" (recognized) by the government when a majority of the people they serve speak a language other than French.

2. Services Listed in an Access Program: In each region of Quebec, the government agency responsible for public health and social services must create an "access program." These government agencies are called either integrated health and social services centres or integrated university health and social services centres (CISSS and CIUSSS in French). An access program must **list all the services in the region that will be available in English.** These programs must take into account the human, financial and other resources available to the institutions in the region.

ÉDUCALOI has a mission to **Help Citizens Understand Their Legal Rights and Responsibilities.** A registered charity founded in 2000, Éducaloi is a leader in the movement to improve access to justice in Quebec. The core of their mission is explaining the law to Quebecers in everyday language. Among their activities are creating legal information in plain language (Web, print, videos, etc.); creating legal education tools for teachers; helping people develop the skills to exercise their rights, sometimes called "legal capability"; raising awareness about how the law is part of everyday life; being a leader in the field of plain legal language.

Among the legal topics on their website is information on wills and estates, housing and property, the legal system, crimes, tickets and fines and much more.

For further information you can go on their website and follow them on Facebook.

To obtain their print documents, contact the NSCA at 418-968-0148 in Sept-Îles area or 418-296-1545 in Baie-Comeau area.

educaloi.qc.ca / facebook.com/educaloi

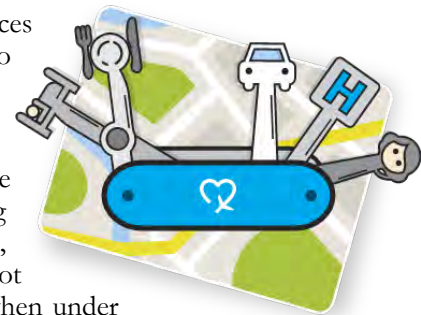
Launch of Travel 4 Health Toolkit & Website

The NSCA together with several members of the Community Health and Social Services Network (CHSSN) have developed a toolkit and website to provide information and support to English-speaking patients who have to travel away from home for medical services.

Patients from the eastern regions of Quebec (Gaspésie-Îles-de-la-Madeleine, Bas-St-Laurent, Côte-Nord) must often travel to larger centres (such as Quebec City or Sept-Îles) for some specialized medical services that are unavailable in their regions. The regional English-speaking community organizations realized that this can be a difficult experience for English speakers, some of whom are unfamiliar with these larger centres and their hospitals, and may be not sufficiently bilingual to communicate effectively when it comes to medical vocabulary and when under stress.

On the website, you can download your very own regional guide such as 'The North Shore' or view different categories separately, for example: preparing for your trip, local services and support (by region of departure, information for each destination (by hospital and city), information and advice for the stay at the hospital, information and advice before returning home, cost and refunds, and other downloads.

The website is easy to use and is available in both English and French in order to facilitate ease of communication between different service users. Everything is available to print out and hard copies are available, contact the NSCA on 418-296-1545 for more information.



<https://www.travel4health.ca/>

Photos from the NSCA AGM (continued)



The NSCA would like to thank all those who have generously made a contribution to this newsletter. For any comments or suggestions, please contact us, we would love to hear from you. If you wish to make a submission for our next newsletter, please forward it to nsca@quebecnorthshore.org. (All submissions are subject to editing and approval)

North Shore Community Association

Volume 14, Number 2

NSCA Mission:

The North Shore Community Association is a non-profit regional organization dedicated to serving, representing, and instilling pride in the English-speaking community of Quebec's North Shore. Our aim is to empower residents and to strengthen the community across the region by working to make information and resources available, by facilitating community initiatives, by encouraging and improving communication, by promoting access to services, by developing partnerships and by increasing the visibility of the English-speaking community. Together, we are building a vital, informed, and strong community.

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