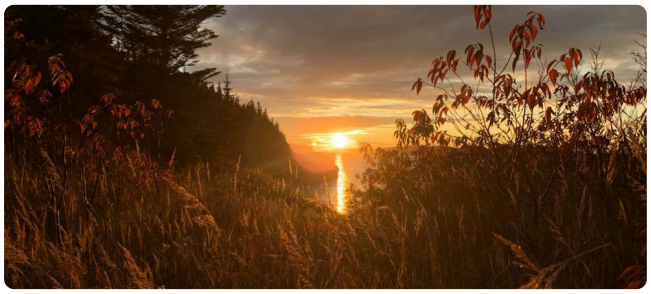
LET'S GET
CONNECTED
NSCA Newsletter



PORT-CARTIER. PHOTO CREDITS: RYAN MILLER

OCTOBER 2026 - VOL.23 NO.2 SINCE 2000 QUEBECNORTHSHORE.ORG

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PATIENT NAVIGATOR

We often hear the word, ***Patient Navigator***, but what does it really mean? In short, a Patient Navigator provides support for navigating the challenges and complexities of receiving health care.

When you need to attend medical appointments, undergo medical tests or treatment, navigate around medical establishments, communicate with health personnel, and as you deal with decisions and emotions, there is a Patient Navigator to assist and accompany you.

The North Shore Community Association (NSCA) has a Patient Navigator in Sept-Îles and Baie Comeau to guide you. If you would like more information on this service, please contact our offices:

Head Office:
NSCA – Baie Comeau
#202 – 337 Blvd. LaSalle
418-296-1545

Satellite Office:
NSCA – Sept-Îles
#108 – 598 Blvd. Laure
418-968-3148



NSCA'S ANNUAL GENERAL MEETING

NSCA's Board and community members gathered at the Sept. Îles NSCA office for their Annual General Meeting on September 19. The Annual Report was presented with time allocated for a Q&A from community members.

The NSCA was both proud and delighted to present the annual **Marc Deslauriers Outstanding Community Involvement Award** to two very deserving community members: **Monique Fequet** and **Meva Fequet**, both of the Sept-Îles community. Both Monique and Meva work tirelessly behind the scenes, devoting their time and energies to make the English-speaking community a better place. Fundraisers, local school activities, and intergenerational events are only a small part of the activities they participate in. This shares the award's mission of fostering meaningful and active community involvement and in making a difference to the NSCA and the people we serve. Congratulations!

After the business portion of the AGM was completed, a light luncheon was served by the Sept-Îles NSCA staff. Well done and much appreciated! Thank you!











COMMUNITY SERVICES MAP – HELPING YOU IN YOUR COMMUNITY

The NSCA has researched and compiled a Community Services Map to help you find English-accessible services in your community. This publication breaks down services by region and types of available services offered, making it easy to search.

Check it out at **www.quebecnorthshore.org/organizations/** then click on Services Map.

This will bring you to the map with the options to select a region and the service you are seeking. A very useful resource tool.

NATIONAL HEALTH AND SOCIAL SERVICES USERS' RIGHTS WEEK

RPCU Santé et services sociaux (Regroupement provincial des comités des usagers)
November 8 - 14, 2026

Did you know? The **Semaine des droits des usagers (Users' Rights Week)**, organized in collaboration with Santé Québec Côte-Nord (CISSS), is scheduled from November 8 to 14, 2026. This annual event, initiated by the Regroupement provincial des comités des usagers (RPCU), raises awareness about the **12 recognized rights of healthcare users** (such as the right to information, to consent to or refuse care, and to receive services in English) and promotes the supportive services offered by local user committees.

For complete and up-to-date contact information for all local users' committees across the Côte-Nord region, please visit the CISSS Côte-Nord official directory.

All who use the healthcare network are users, and as a user you have rights. By definition, a user is a physical person who uses, or has used, health or social services provided by a facility in the Quebec health and social services network. These include pregnant women, anxious people, young people in child and youth protection centres, people with disabilities, young people with ADHD, workers on sick leave, people living with cancer, people with addictions, CHSLD residents, and seniors living at home who receive support services from a CLSC or their families. In short, **all Quebecers are users**.

In November 2005, the National Assembly passed Bill 83 (*An Act to amend the Act Respecting Health Services and Social Services and other legislative provisions, R.S.Q., 2005, c. 32*), which modified the organizational structure of users' committees and in-patients' committees throughout the health and social services network. Its main aims are to respect users' rights, promote improvement in the quality of services and living conditions, and ensure client satisfaction. (RPCU – www.rpcu.qc.ca)



THE 12 RIGHTS OF USERS

- Right to information
- Right to receive services
- Right to choose your professional or the institution
- Right to receive appropriate care according to one's health status
- Right to consent to care or to refuse care
- Right to actively participate in decision-making
- Right to be accompanied, assisted and represented
- Right to shelter/accommodation
- Right to receive services in English
- Right to access one's User's file
- Right to the confidentiality of one's User's file
- Right to lodge a complaint

HOW TO FILE A COMPLAINT

The *Act* provides for a **complaint examination system** that allows any person who is not satisfied with the health and social services they received or should have received to file a complaint. It can also be filed by the representative, spouse or close relative of a person of full age under legal incapacity, or by the holder of parental authority or guardian of a minor person.

If you need assistance to file a complaint, you can contact one of the following organizations:

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

The CAAP-Côte-Nord is a regional community organization mandated by the Ministry of Health and Social Services (Santé et des Services sociaux) to help and assist users who want to file a complaint in the health and social services network. Its role is not to manage complaints, but to assist users during the process. Its services are free and confidential.

Baie-Comeau: 418-295-2779
Sept-Îles: 418-968-2779
Toll free: 1-877-767-2227
Email: info@caap-cn.org
Website: www.caap-cn.org/en

Québec Ombudsman

If you disagree with the response of the Service Quality and Complaints Commissioner, if you failed to receive any response from the commissioner within 45 days, or if Santé Québec Côte-Nord did not adequately comply with the recommendations of the commissioner, you may contact the Québec Ombudsman. They will proceed to a review of your complaint.

Toll free: 1-800-463-5070
Email: protecteur@protecteurducitoyen.qc.ca
Website: www.protecteurducitoyen.qc.ca/en

Local Users' Committees (Comités des usagers)

If you are looking to connect with a specific regional committee, contact details for the local Users' Committees on the North Shore are available at:

www.cisss-cotenord.gouv.qc.ca/en/users-and-visitors/users-committees

www.cisss-cotenord.gouv.qc.ca/en/users-and-visitors/users-committees/multi-program-users-committee

For complete and up-to-date contact information for all local users' committees across the Côte-Nord region, please visit the CISSS Côte-Nord official directory.

PANDEMIC GONE – HOW TO REMAIN STRONG

The **Réseau d'Éclaireurs et Éclaireuses (Linkworker Network)** is a government project developed after the pandemic that reaches all regions of the province with a broader vision of helping the Quebec population recover. The project is a psychological health and social support initiative originally launched by the Québec Ministère de la Santé et des Services sociaux (MSSS) to foster resilience, identify people experiencing psychological distress, and guide them toward community and health services. The project's goal is to increase the adaptability and resilience of both individuals and communities during and after a pandemic. The Linkworker Network is based on collective kindness, collective recovery, and basic psychological first aid (taking care of oneself and others).

A Linkworker is someone who already holds a respected role in their community, through their professional or volunteer experience. They are someone who can be in contact with others who may be experiencing psychological fragility or social isolation.

On a voluntary basis, the Linkworker can support these people through their ability to listen, to recognize signs of vulnerability, helping individuals navigate and access appropriate local health, social, and community resources, and sharing practical tools and strategies to help people take care of their mental well-being.

LE RÉSEAU D'ÉCLAIREURS EN SANTÉ PSYCHOLOGIQUE

The **North Shore Community Association (NSCA)** can aid you in accessing an English-language training program and interactive modules developed for **Éclaireurs and Éclaireuses (Linkworkers)** directly through the NSCA Training Page: **www.quebecnorthshore.org/caring-for-others/**.

These modules, originally created by Santé Quebec Nord-de-Îles-de-Montreal-Universitaire, help community members and local interveners build skills in active listening, spotting signs of distress, and resource navigation.

REMEMBRANCE DAY – HONOURING OUR FALLEN AND THOSE WHO STILL SERVE

November 11 at 11:00 a.m. – a day of observance (two minutes of silence at 11:00 a.m. local time, marking the exact time the World War I armistice took effect in 1918). On this day, we stand and reflect on those who served our country by joining the war so we could keep our country peaceful and safe.



Traditionally, from the last Friday in October until November 11, we wear a poppy as a visual pledge to remember those who served and sacrificed. In communities, poppy boxes accept donations to support veterans and their families.

We continue to honour those who still serve in the Armed Forces. Communities across the country host local services at cenotaphs, community halls, and schools. Take time to attend.

CELEBRATING OUR SENIORS – THEY ARE JUST THE BEST!












Every **Oct. 1** is recognized as **National Seniors' Day**. This day celebrates and honors older adults for their ongoing contributions to families, communities, workplaces, and volunteer efforts across the country.

National Seniors day was first celebrated on October 1, 2011, marking its 15th anniversary in 2026! Though it is not a legal holiday or non-jurical day, the government established an ***Act to Establish National Seniors Day*** (Bill C-40) to recognize and celebrate our older population. This year was especially significant as we also marked the 60th anniversary of the Canada Pension Plan (CPP), a cornerstone of Canada's retirement income system that has helped provide financial security to Canadians for six decades. (canada.ca/en)

Five NSCA staff celebrated with 25 seniors from both Sept.-Îles and Baie Comeau, and delighted in a cipaille luncheon get-together at the St. Andrew & St. George Church Hall in Baie Comeau. To complement the meal, community members, from both Sept.Îles and Baie Comeau, treated participants to homemade goodies. A big THANK YOU to those who beautifully decorated the community space at the church with fall-themed decor. The afternoon ended with a game of BINGO complete with prizes! It was nice to get together and connect, share stories, laughter and a great meal!

SENIOR HEALTH AND WELLNESS

SEPT-ÎLES & PORT CARTIER SENIOR WELLNESS – CONNECT, MOVE & THRIVE TOGETHER
October brought plenty of excitement! Seniors joined students at Riverview School in Port-Cartier for Thanksgiving crafts and cupcake decorating, celebrated Oktoberfest in festive costumes, and enjoyed a Halloween soup and sandwich luncheon with sweet treats prepared by NSCA's Charlene.

BÂTISSEURS SENIORS – SEPT-ÎLES
Residents celebrated National Seniors' Day with a luncheon. Halloween festivities featured costumes, BINGO, and spooky treats.

BAIE-COMEAU SENIOR WELLNESS EVENTS
Baie-Comeau seniors enjoyed a variety of activities combining learning, creativity, and fun:

- Ferme Manicouagan Visit: A guided berry farm tour, local products, and refreshments.
- Trivia & Karaoke: An entertaining afternoon of music, laughter, and friendly competition.
- Tiramisu Anyone?: A hands-on introduction to traditional Italian dessert-making.
- SHARP Session: Jennifer Hobbs-Robert shared practical tips for making daily tasks easier and maintaining independence.

STAY CONNECTED! Seniors meet every Tuesday in Baie-Comeau and every Wednesday in Sept-Îles, and monthly in Port Cartier! For more information, contact Natalie Greene at 418-296-1545, ext. 3 (Baie-Comeau) or Charlene Lavallee at 418-968-3148 (Sept-Îles).

A heartfelt thank you to our volunteers, community members, staff, students, and schools for helping our seniors thrive!


Bâtisseurs, Sept-Îles

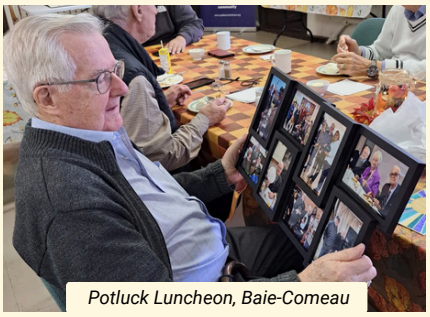

Octoberfest, Sept-Îles


Ferme Manicouagan Visit, Baie-Comeau


Halloween, Sept-Îles


Halloween, Sept-Îles


Potluck Luncheon, Baie-Comeau


Potluck Luncheon, Baie-Comeau


Thanksgiving at Riverview School


Thanksgiving at Riverview School


Ferme Manicouagan Visit, Baie-Comeau

UPCOMING EVENTS

MARK YOUR CALENDARS!

NOV 4	**User's Rights Workshop** "Be Informed of Your Rights"
NOV 10	**Battisseurs Seniors (SI) - Remembrance Day**
NOV 11	**Remembrance Day (SI)**
NOV 19	**SHARP Session (SI and BC)** "Smart Tech for Aging Well"
NOV 29	**Annual Christmas Tea and Raffle (SI)** for items from Stitch N'Yarn Group





- Don't miss your chance of becoming the owner of a handmade quilt, tablecloth or knitted mat.
- Contact Charlene at 418-968-3148 in advance to purchase your tickets for the Christmas Tea & Raffle.

Discover upcoming activities on **facebook.com/nscaqc** or www.quebecnorthshore.org (Upcoming Events Calendar). Dates and topics are subject to change.

NSCA HOSTS EVENING WITH LOCAL FILIPINO COMMUNITY!

The NSCA recently hosted a vibrant 'get to know the NSCA' evening, welcoming 58 enthusiastic participants from the Filipino community.

The event provided families with valuable information about accessible community resources, as well as an overview of the various programs and services offered by the NSCA. Guests enjoyed a wonderful spread of delicious Filipino cuisine, generously contributed by attending families and NSCA staff. While parents gathered information and connected, the children stayed entertained with fun games.

It was a memorable and impactful evening for everyone involved. A heartfelt thank you goes out to our dedicated volunteers and the NSCA staff for making this event such a resounding success!





YOUTH

Oct. 22 – **Wear It Purple (WIP) @ QEHS – BINGO**. The NSCA hosted 4 rounds of BINGO over the lunch hour. Those participating received a gift bag including various self-care items such as coloring books, face masks, bath bombs, etc. Materials were supplied and a light snack provided to those attending online at the NSCA offices.
Oct. 29 – **WIP (Wear It Purple) Kiosk Fair @ QEHS**. Students discovered local community programs and services, featuring dedicated services and support, including specialized services for 2SLGBTQ+ youth.
Nov. 19, **5:30 pm – 8:30 pm – Paint Night** will be hosted at both the Baie Comeau and Sept-Îles NSCA offices, in an online format. A call-out to those aged 16+ to join artist Stephanie Bond to create your reindeer painting together.

UPCOMING EVENTS
Nov. 19 – Paint Night (SI)

Nov. 27 – **Youth Karaoke and Just Dance** @ QEHS Auditorium. Join us for an evening of self-care, delicious mocktails and bites, and late-night music and dancing.
Dec. 1-2 – **Virtual Career Day** will take place during school hours, with the goal of connecting students with more employers from the fields and careers they want to explore, and reaching students beyond Baie-Comeau and Sept-Îles. Planning and logistics are still underway. For more information, contact Alicia at 418-968-3148 or Christine at 418-296-1545, Ext. 6, and check the NSCA's website (Calendar of Events) or Facebook page for details.





COMMUNITY DEVELOPMENT & EMPLOYABILITY

SEPT. 3 – Soirée des nouveaux arrivants - Manicouagan
This year, the event welcomed 81 new community members from 16 countries and 8 regions of Canada at the Centre des arts de Baie-Comeau. With the support of 24 partners and volunteers, sponsors, and elected officials, the event provided an opportunity for newcomers to connect with local organizations and discover the resources available in their community. Through its involvement, NSCA aims to ensure that English-speaking newcomers feel welcomed, supported, and connected as they settle into their new community.



Sept. 19 – **Mamu Connections Ensemble @ Parc Manicouagan** brought together over 800 participants and more than 50 organizations to celebrate Indigenous cultures, strengthen relationships, and raise awareness of the organizations, services, and resources available throughout the Manicouagan region. NSCA welcomed 114 visitors to its kiosk, where families received pamphlets and information about the organization's mission, programs, and services. Promotional items were also distributed, providing opportunities to connect with families, increase awareness of NSCA's services, and build relationships with other community organizations.

Oct. 14 – 15 – **Salon de l'emploi et de la formation (Montréal)** – **Destination Côte-Nord at the Montréal Employment Fair**. Christine, from the NSCA, alongside Ana from Manicouagan Interculturelle and Marie-Josée from Alpha Lira, represented Destination Côte-Nord at the Salon de l'emploi et de la formation, held at the Palais des congrès de Montréal. Over the two-day event, more than 150 visitors stopped by the kiosk to learn about the Côte-Nord, explore employment opportunities, and discover the benefits of relocating to the region. The event also provided valuable networking opportunities with other organizations and regional partners.



Oct. 27 – **RIESS (Regional Individual Employment Services & Support Côte-Nord) "Discover Your Direction – Exploring What Matters"** is an interactive employability workshop facilitated by Sarah Chicoine, Guidance Counsellor, at the NSCA office in Sept-Îles at 6 p.m. Participants explore their values, strengths, interests, and skills while considering career and educational opportunities. Designed for individuals navigating career changes, returning to work, or seeking a new direction.



COMMUNITY DEVELOPMENT & EMPLOYABILITY

SEPT. 15 – 16 – GRAND RASSEMBLEMENT RÉGIONAL - COLLECTIF DE DÉVELOPPEMENT SOCIAL DE LA CÔTE-NORD IN SEPT-ÎLES
The NSCA participated in this 2-day event. The event provided an opportunity to exchange regional perspectives, learn from regional organizations, build connections with partners working toward shared community goals and strengthen social development across the region.



YOUTH & EARLY CHILDHOOD

SEPT. 11 – BACK TO SCHOOL BBQ AT BCHS
The NSCA showcased their offered programs and services to 47 families, including students. Free books were generously provided by the English Quebec Literacy Council to encourage literacy and support families in promoting reading at home.

OCT. 19 AND 23 – CHAT & CHILL – BCHS
– continues to offer different secondary students a welcoming space to connect, share their thoughts, and discuss topics related to their well-being. The program encourages student voice, open conversations, and positive connections in a supportive environment.

OCT. 21 & 22 – ÉVÉNEMENT RÉGIONAL EN PETITE ENFANCE – ÉCLORE CÔTE-NORD, NSCA
Discussed the English-language guide for families and explored ways to improve access to early childhood information and resources for English-speaking families across the region.

STORY TIME Resumes again this season in Baie-Comeau, Sept-Îles and Port Cartier. Children and parents can anticipate themed crafts, interactive games, and interesting age-appropriate stories on a variety of topics in their respective communities. To stay informed on upcoming events and dates, follow the NSCA Facebook page: www.facebook.com/groups/nscaqc/

NOV. 16 – 22 – 11th EDITION - EARLY CHILDHOOD WEEK
Early Childhood Week is a time to recognize the importance of the development that happens in the early years of a child. It is an opportunity to establish a dialogue on the well-being and development of babies, to highlight local, regional and national initiatives that support early childhood and to mobilize our society as a whole. For more information: gstp.collectifpetiteenfance.com/en/ and tleliteracy.com/events/early-childhood-week-2026/



BACK TO SCHOOL BBQ AT BCHS

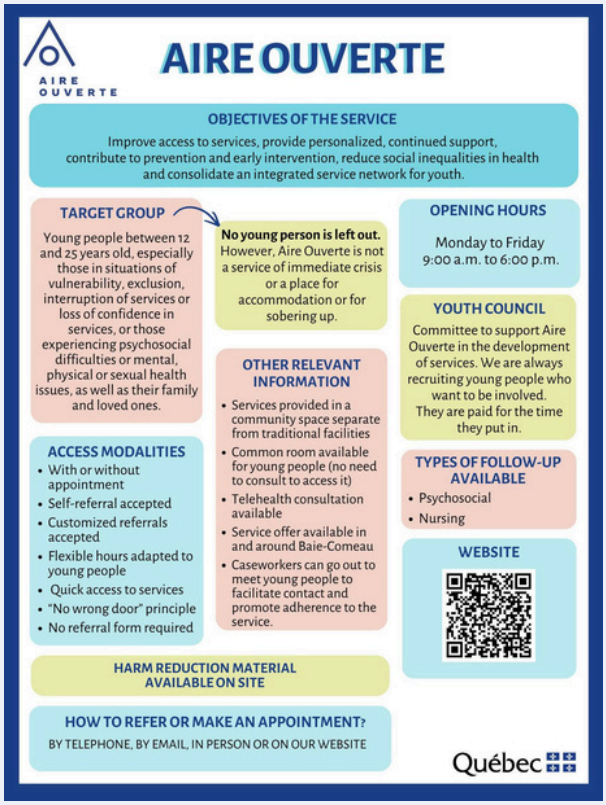


ÉVÉNEMENT RÉGIONAL EN PETITE ENFANCE – ÉCLORE CÔTE-NORD, NSCA



STORY TIME IN PORT-CARTIER, OCTOBER 2026





If you prefer to receive an electronic copy of the newsletter, please forward an email to: nsca@quebecnorthshore.org indicating that you want to be added to the virtual newsletter list. It's just as simple as that!

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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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)

Sponsored by the Official Languages Support Program of the Department of Canadian Heritage

Patrimoine canadien Canadian Heritage