

LET'S GET CONNECTED

July 2022

Volume 19, Number 1



Rivière-aux-Rochers, Port-Cartier/ Photo: Stephen Kohner

QUEBECNORTHSHORE.ORG

Just Say “ALLO” for Better Communications and Health Outcomes

“COVID brought lots of things to a standstill in the health and social services network,” said Jody Lessard, chair of her region’s access committee, “but that didn’t stop us moving forward with a creative idea like ALLO to increase access in English for people in our community. It’s a completely voluntary system that’s cost-effective and helps people navigate their way through what can be a complicated system in any language.”

“The CISSS de la Côte-Nord should be proud of their Assistance, Linguistic, Liaison and Orientation (ALLO) project,” said Nathalie Lokoka, CHSSN adaptation program coordinator. “It’s a simple visual cue in the form of a yellow ‘pochette’ for the I.D. cards of workers in the public health and social service network who are able to speak to clients and patients in English.”

“The idea came from community groups in the Gaspé and the Abitibi and everybody got on board right away,” remembered Lessard. “When people saw how easy and effective it is, the ALLO initiative started getting requests from doctors in private family medicine clinics to participate too.”



Nancy Bilodeau, the CISSS de la Côte-Nord’s *répondante* for English language services, was a key organizer of the ALLO program. She stresses how useful it can be for staff as well as patients in the CISSS’s nearly 50 public system institutions. “We have a number of clients who are ‘linguistically vulnerable’, especially those coming from the Lower North Shore for secondary and tertiary care,” said Bilodeau. “For unilingual francophone staff, the ALLO pochette is an easy way to find some help quickly to communicate with these patients.”

Thanks to this innovative collaboration, health workers, patients, and their families on the Côte-Nord need only say ‘ALLO’ for better access to care in English. (Source : CHSSN Community Netlink – Spring 2022)

A Word from the Chair

Summer is finally here with a slew of activities to keep us entertained. Wonderful festivals and events are being held throughout the region including the UCI Para-cycling Road World Championships in Baie-Comeau, August 11-14. The latter is back after the Covid break and it is always impressive to see the tremendous resilience of these high-level athletes.

Our Board had the pleasure of finally meeting face to face in Sept-Îles last month. How amazing to get to see everyone! Our association is in excellent financial health, and we are growing exponentially thanks to our hardworking staff. The past few years have been trying, so we are thankful to benefit from the CHSSN's additional funding for mental health and well being initiatives.

Please join us to hear about this year's accomplishments at our Annual General Meeting which will be held in Baie-Comeau this fall. We will be contacting you with all the details.

On behalf of the Board, I would like to wish you all a marvellous summer and we look forward to seeing you this fall at the AGM or at one of our numerous activities!

Stay healthy and safe,

Mary Ellen Beaulieu
Chairperson



NSCA Annual General Meeting

The North Shore Community Association Annual General Meeting (AGM) will be held on Saturday, September 24, 2022 at 11 a.m. in Baie-Comeau (venue to be confirmed). We are looking forward to seeing our members join us in celebrating our 21st anniversary.

It will be a great way to get together with friends and meet new ones, and a wonderful way for the community to learn about the NSCA and our past year highlights!

Invitations and AGM agenda will be forwarded to the membership in early September.



The schedule for the 2022 NSCA's office hours will be as follows:

- Monday - Thursday: 8:00 a.m. – 4:00 p.m.
- Friday: 8:00 a.m. – 12:00 p.m.

Please note that the NSCA Baie-Comeau office will be closed from August 1st to August 5th.

The Sept-Îles office is closed from July 4th to August 26th.

Virtual Newsletter

Published quarterly, the NSCA community newsletter keeps our communities informed of events, local news, and other program developments.

Our membership has the option to sign up for a virtual copy of the newsletter. If you prefer to receive an electronic copy, please forward us an email at nsca@quebecnorthshore.org indicating that you want to be added to the virtual newsletter list. It's just as simple as that!

Senior's Health and Wellness Events

The past three months were very busy for our 50+ members in the communities of Baie-Comeau, Port-Cartier and Sept-Îles. Who says we can't have fun and remain active! Check out some of the events the staff at NSCA coordinated and participated in, along with our 50+ wellness members.



SEPT-ÎLES - 50+ Wellness Community Members

Our members were kept busy participating in seven events and in discovering new games and activities in their social afternoons. Celebrating Mother's Day, hosting a 'Red Carpet Oscars' afternoon, enjoying a sandwich picnic, visiting the Shaputuan Museum, and ending in a traditional Chinese luncheon. All of this in addition to walking twice a week with the Walking Club plus other ladies working in supporting the 'Nuit Sans Abris' provincial initiative by knitting and crocheting socks, scarves, hat beanies and mittens in the Stitch N' Yarn group. These items will then be donated in October to support and raise awareness to the homeless and vulnerable members of our communities.



BAIE-COMEAU - 50+ Community Wellness Members

Baie-Comeau community members were equally engaged in events, activities, and information sessions. Nine events took place commencing with a breakfast brunch in April, Mother's Day activity, Centres d'assistance & d'accompagnement aux plaintes information session, sketching with a local artist, celebrating Father's Day and creating unique 'screen bugs'. A couple games of trivia roused the competitive nature in all but was done in good spirit and fun. Members ended the season enjoying a potluck luncheon with many homemade, delicious dishes.

Call for Nominations

Board of Directors Positions to be filled for a 2-year mandate

The Nominations Committee of the North Shore Community Association (NSCA) is seeking nominations to fill positions on their Board of Directors for a 2-year term. The Board of Directors is composed of a maximum of 10 directors (including 2 youth directors), all volunteers, and they meet at least six (6) times a year.

For more information about the NSCA and its mission please consult our website at www.quebecnorthshore.org and/or contact our office.

To submit your candidacy please contact the Executive Director at 418-296-1545. The forms must be filled out and submitted by September 6, 2022.

Agir tôt Program: For Children Aged 0 to 5

What is the the *Agir tôt* program? This program is for children aged 0 to 5 and their families; it aims to identify indicators of developmental difficulties in children so they can be directed to the right services quickly. The objective of the program is to support developing children's full potential and facilitating their start in kindergarten.

The *Agir tôt* services are free and offered on a voluntary basis. The program is accessible in all integrated health and social services centres (CISSS).

It is important to observe your child's development daily. As a parent, you're in a good position to detect possible indicators of difficulty. Early intervention with the appropriate measures will have a greater impact on your child's development and trajectory.

If you have any questions about your child's development, you can contact your CLSC, and they will take charge of you from there. Either your child has a normal development, or you will be referred to an early intervention service (community organization, CLSC's resources, etc.), or further assessment will be needed.

If you don't have questions about your child's development, at your 18-month vaccination appointment, the nurse will extend your appointment to evaluate your child on a surface level. They will ask you questions about the sleep, language development, motor skills and cognitive and social/emotional development of your child. To prepare for this appointment, you can check out this preparatory video and use the Checklist.

Source: <https://tinyurl.com/3pfnf7f>





BCHS/CLC Activities and Events



The 50+ Club of the NSCA teamed up with the pre-school and Cycle 1 students to build birdhouses.



The annual BCHS Bean Supper, organised by the Home & School Association raised just over \$1500 for extra—curricular activities. Thank you to all who purchased the take-out meals.



Lucas Perreault of Secondary III received, by the post, the Lieutenant Governor award for students who have had a positive effect on their community. Loucas has been active in the Home and School Association of BCHS, as well as the Governing Board, is our Student Parliament Prime Minister, and participated in volunteer events in the community of Baie-Comeau this year outside of school. Thanks for your help this year, Loucas!

Are you a Newcomer to the North Shore?

If you are newly relocated to the North Shore Region and are in need of English resources, please contact the Baie-Comeau or Sept-Îles NSCA offices to pick up your Newcomer's Bag. This bag is packed with informative information on resources available in each respective community. Drop in and meet our staff.

Baie-Comeau Office - 337 Blvd. LaSalle, Local 202 / Telephone: 418-296-1545

Sept-Îles Office - 598 Blvd. Laure, Local 106 / Telephone: 418-968-3148



New to the Region?

**WELCOME TO
THE NORTH SHORE**

Website: <https://www.quebecnorthshore.org/>

You can keep informed of upcoming events and services by checking out our Facebook page at

<https://www.facebook.com/groups/6851876461> or listen to our bi-weekly podcasts at <https://www.spreaker.com/show/nsca-weekly-podcast>. Come and explore and enjoy your new surroundings.

Early Childhood & Youth Initiatives

Story Time

The last Story Time in Port-Cartier was a hit! Children and parents enjoyed stories and s'mores around the fire; a fabulous way to end our season of Story Time! The NSCA would like to extend a word of thanks to Debbie Laurie, who volunteers her time in reading stories and helping with the craft activities.

Enjoy your summer and, of course, remember to read! Take a visit to the library and have a look at the new additions to our Book Muncher (Croque Livres) and, of course, the Travelling Literacy bags are still available for you to take out at the library. Stay tuned for our comeback in September!



Toddler Time Father's Day Activity

We were supposed to go outside and walk through the Squirrel Trail. Unfortunately, the rain and overall low temperature nipped that activity in the bud, but we had a great time in the office crafting beautiful puppets.

We'll go on that hike at the Squirrel Trail when we're back at the end of the summer. Stay tuned!



Family Game Night!

Our first Family Games Night was held at our office in Sept-Îles on Friday, June 17th.

What a blast we had! Girls versus the boys in a game of Family Feud to end the night and it got heated between parents!

[Amber Lynn Dalby](#), our Community Coordinator, will be back with fun family activities in September!

Have a nice summer and we'll see you in the fall!



Upcoming North Shore Summer Cultural Events

The North Shore is definitely not lacking in things to do, places to visit or events and festivals to attend. Here is a sampling of what is happening in the North Shore during June - August of this year. A wide variety of interests, including family activities as well as cultural exchanges, are available for you to participate in this summer. For additional things to see, do or visit during the summer take a look at the Tourisme Côte-Nord's website at:

<https://www.tourismecote-nord.com/en>



June 13 - September 30 - Port-Cartier Interpretation Centre. The largest north-coastal interpretation center offers a fascinating panoramic journey through the hundred years of Port-Cartier history. It presents the history of the mining towns of Fermont and Gagnon. With seasoned guides, relive the era of the major logging and mining projects on the North Shore and immerse yourself in the daily life of the pioneers. A new section, "Memory of places, characters and traditions" (30 canvases) will be showcased.

June 30 - August 30, 2022 - Clarke City Interpretation Center. In 1898 the Clarke brothers of Toronto recognized the region's enormous potential and set to work building a pulp mill in what would, just a few years later, become the first industrial town on the North Shore. The Interpretation Center tells the story of Clarke City and the way of life of a bygone era. Call 418-583-2223 or visit the website at <http://www.tourismeseptiles.ca/>

July 14, 2022 Vieux-Quai (Old Quay) Festival - Sept-Îles. This free family festival features more than 75 activities over four days, including inflatable games, shows, street entertainers, and surprises galore. Call 418-968-1422/418-964-3345 or visit the website at <http://www.vieuxquaienfete.com/>



July 15 - 30, 2022 Baie-Comeau Multimedia Show. This multimedia extravaganza uses archives, first-person accounts and outstanding musical numbers to take you deep into Baie-Comeau history and bring the town's greatest moments of the past few decades to life. You won't want to miss this exciting cultural and artistic experience! Contact: Centre des arts de Baie-Comeau- Toll-Free 1-866-525-2499 or browse their website at

<http://www.bcaventureetculture.com>



August 4 - 6, 2022 The North Shore Beer Festival. Baie-Comeau invites you to explore the fascinating world of beer during this event-filled weekend. Come and savour Québec craft brewery products and enjoy musical performances in a warm and lively atmosphere at Parc Pionniers. Call 418-297-4101 or visit the website at <https://www.festivalbierecotenord.com/>

Past and Future North Shore CHEP Sessions

May 18 - CHEP Session - "Hearing Loss in Seniors" - Fourteen participants joined the virtual session and acquired specific knowledge on how to recognize hearing loss symptoms and how to address them. To further assist their journey in learning, they were provided with a list of resources to access services and resources.

June 15, 2022 - CHEP Session - "An Update on Stroke Prevention, Management and Care" with presenter, Dr. Morais, Professor and Director of the Division of Geriatric Medicine at McGill, MUHC, and JGH. Eighteen community members, from Baie Comeau and Sept-Iles, participated in this ZOOM session presentation. Dr. Morais provided strategies on how to prevent stroke and also on what to do if you have the misfortune of experiencing a stroke. Many questions were asked of Dr. Morais who responded in a professional, easy to understand way.

As we wind down for the summer we are already planning for some informative and interactive sessions including new craft ideas, which I'm sure everyone will be looking forward to coming back to in September.

The virtual CHEP sessions will resume again in September commencing with:

September 21, 2022 at 10:00 a.m.

"It's Okay to Forget: An Update on Memory Loss and Treatments" by Dr. Serge Gauthier, Director of the Alzheimer Disease and Related Disorders Research Unit at the McGill Centre for Studies of Ageing;

October 19, 2022 at 10:00 a.m.

"Incontinence and Pelvic Floor Rehabilitation", by Chantal Dumoulin, PhD., Canada Research Chair in Urogynecological Health and Ageing Research Centre, University Institute of Geriatrics of Montreal;

November 16, 2022 at 10:00 a.m.

"Coping With Chronic Pain: A Summary of the Work by the Canadian Pain Task Force".

We have an impressive and varied selection of topics to keep us all up-to-date on health and wellness so mark your calendars. Remember to keep checking the NSCA Facebook Page for updates or changes in dates.

Gradual Deployment of the Primary Care Access Point

The Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord announces the deployment of the primary care access point (GAP), a new service for people who do not have a family physician. The project will be deployed gradually in the region by the fall of 2022. First, it will be available for residents of Fermont on June 1, 2022 and then in Haut-Côte-Nord and Minganie by the end of June. The service will then be available in the rest of the region by the fall.

"The purpose of the GAP is to provide people registered in the Québec Family Doctor Finder (GMAF) with easier access to first-line professional medical services. We invite people who do not have a family physician and who have a punctual health care need to call this new service before going to the emergency department," said Dr. Jean-François Labelle, Director of professional services and university instruction at the CISSS de la Côte-Nord.

"Each call is analysed by a nurse clinician whose role is to guide the user toward the professional or medical service that best meets their needs. If a physician's consultation is not required, the person could be referred to Info-Santé/Info-Social, a CLSC, their community pharmacy or a community organisation, for example," explained Dr. Roger Dubé, head of the North Shore Regional Department of General Medicine.

People who are not on the GMAF can now register at <https://www.quebec.ca/en/health/finding-a-resource/registering-with-a-family-doctor> (Source: Pascal Paradis, CISSS de la Côte-Nord, 418 589-9845, ext. 252268)



Welcome to

The North Shore Community Association's
Baby Book Bag. Our gift for you
to welcome your newborn.

The bag contains two books for the
0-18-month age group and provides resource
materials for expecting and new parents.

Reading early to babies is a way to inspire a love of books and contributes to language development in a number of ways, including sound recognition, pronunciation, and articulation. It is a good start to participation in communication and later, emergent literacy. Reading also encourages bonding between parent and child.

To obtain your Baby Book Bag contact our office at
418.296.1545 or email:
a.lafreniere@quebecnorthshore.org



The NSCA is proud to offer families and caregivers,

FAMILY MENTAL HEALTH TOOLKIT



The Family Mental Health Toolkit is created especially for families with young children 0-8 years of age. Inside you will find information on a wide variety of mental health topics and resources. This toolkit is to help you and your family on your good and bad days. The topics are:

- Attachment
- Play
- Healthy eating and nutrition
- Family stress
- Signs and triggers of emotional turmoil
- Communicating your emotions
- QR codes for resources and videos



The toolkit is available
at the NSCA offices in:
Baie-Comeau: 418-296-1545
Sept-Îles: 418-968-3148



STITCH N' YARN

ACTIVITY FOR
ADULTS IN SEPT-ÎLES
TO COME TOGETHER
TO CREATE VARIOUS
KNITTING & CRAFT
ITEMS



Secrétariat aux relations
avec les Québécois
d'expression anglaise
Québec

EVERY MONDAY
1:00 TO 3:00 PM AT
THE NSCA OFFICE

re-starting
in September

#NSCAQC

The NSCA has consulted with an outside firm to guide us through a new stage of technology and in creating a new social media platform—Instagram.



Here you will find information on mental health, families, and early childhood events.

Check it out at [#nscaqc](https://www.instagram.com/nscaqc). Let us know what you think.

NOMINATE SOMEONE FOR THE...

Submit your application by
September 9, 2022 to:
nscs@quebecnorthshore.org
 or call Jody Lessard,
 Executive Director
 North Shore Community
 Association
 418-296-1545, Ext. 2
 Scan the code to access the form



**2022
 MARC DESLAURIERS
 OUTSTANDING
 COMMUNITY
 INVOLVEMENT AWARD**

Nominate someone that you think has made a significant contribution to the vitality of the English-speaking community of the North Shore who has provided strong and active leadership and commitment as an active volunteer in their community.

Respite Care

The NSCA continues to offer home visits to those who are not able to get out and attend activities or engage in events. Staff visit and bring along games, activities, books and oftentimes, sit down for a good chat and coffee. Our seniors truly enjoy this social contact to keep them informed of what is going on in their community. To date, the NSCA has provided approximately 181 hours of time dedicated to 27 caregivers residing in the Sept-Îles community.

If you would like to know more about the service we offer, please contact us at 1-877-633-6974.

solitude breakup
 heartbreak violence
 abandonment financial difficulties
 mourning loss
 exhaustion drug use
 conflict housing depression
 gambling
 sexual assault
 addictions

NEED HELP?



**Do not wait...
 Call 8-1-1, option 2**

- ➔ You are experiencing a difficult situation and you want support
- ➔ You want to learn more about the resources that may help you
- ➔ You want to ask for psychosocial services

This telephone service is available 24/7, confidential, free of charge, and provided by professionals



iPad Lending Library



The NSCA would like to extend an invitation to the 50+ Wellness community members to come in and loan out an iPad.

It's great to connect with family, friends and catch up on news. The iPad is loaded and internet-ready for your use.

If you require assistance with how to use it, we'd be more than happy to show you how. Come and take advantage of the technology!

Contact our office at 418-296-1545 should you wish further information or want to sign out an iPad.

ARE YOU TRAVELLING

TO QUEBEC CITY FOR HEALTH SERVICES?



LOOKING FOR SUPPORT WHILE YOU ARE THERE?
A patient navigator can accompany you while you are in Quebec city

navigator@qchfoundation.org
418-932-0095
www.travel4health.ca

suicide.ca

help • educate • prevent



Confide in a counsellor by text message

1 855 957 5353

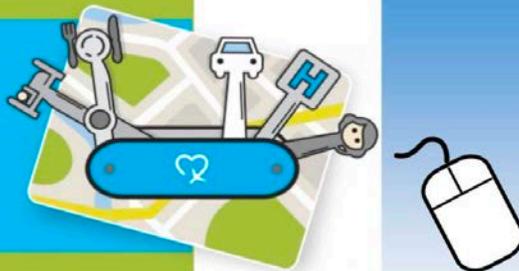
An initiative of



AQPS

Association québécoise de prévention du suicide

Travel 4 Health



The NSCA together with several members of the Community Health and Social Services Network (CHSSN) have developed a toolkit and website (<https://www.travel4health.ca/>) 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.

The website is easy to use and guides for each region are available in both English and French to help facilitate ease of communication for different service users. Guides are available to help you before leaving your region, what to expect at each health centre, the process upon return and many more. Download your free toolkit today or visit NSCA to collect a hard copy.

Visit NSCA @ www.quebecnorthshore.org and click on the Travel 4 Health icon.

Hard copies available from the NSCA office, please contact (418) 296-1545



Donation to L'Élyme des Sables



With the collaboration of Mr. Mederic O'Brien and the NSCA, the English-speaking community of Sept-Îles raised \$1018.00 through the sale of English books and donations. This sale was held at the NSCA office on May 26 and 27, 2022.

Thanks to all those who contributed books and money, the profits were given to L'Élyme des Sables in Sept-Îles.

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 19, Number 1

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.

Mailing:

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418-296-1545

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