

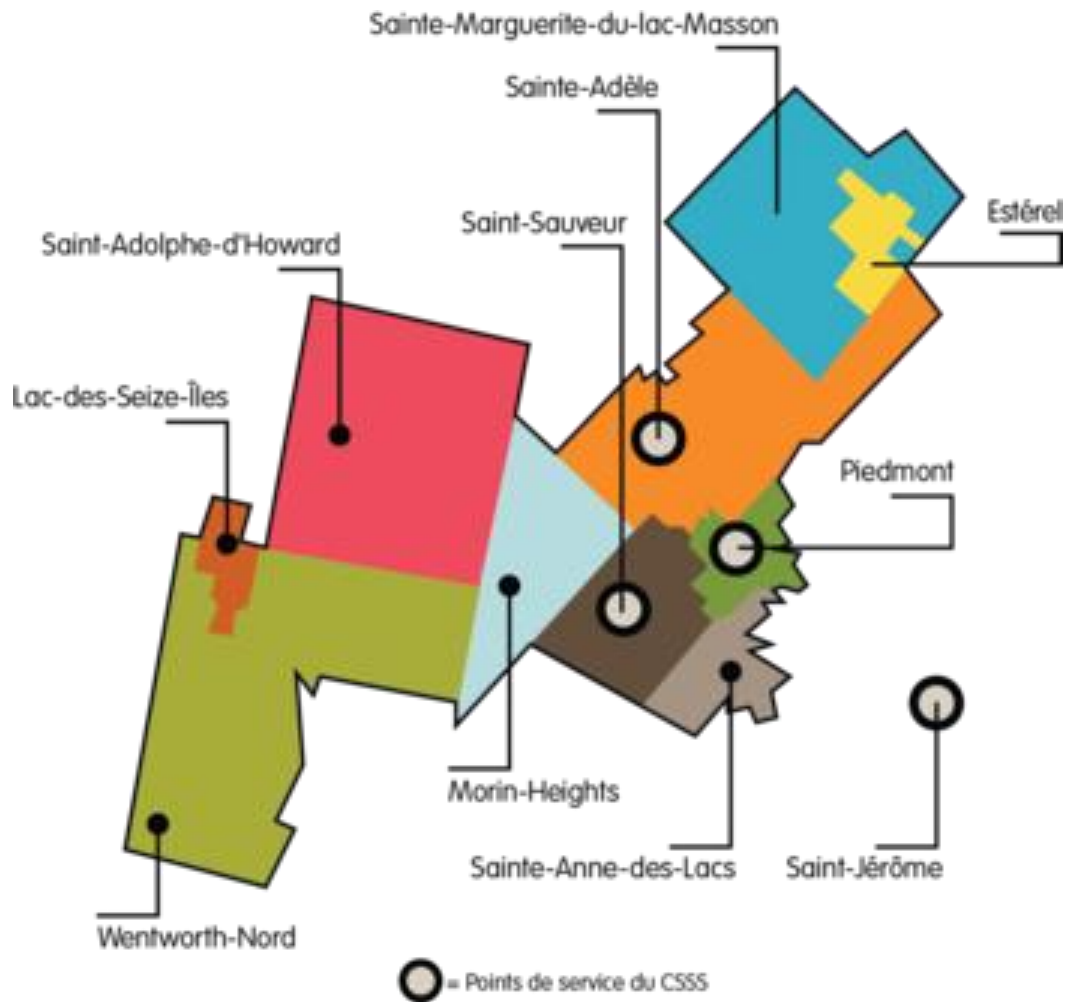
Centre de santé et de services sociaux
des Pays-d'en-Haut

A row of colorful, stylized trees on a hillside. The trees are rendered in various colors including brown, blue, green, orange, pink, and yellow, and are arranged in a line that recedes into the distance on a light brown, textured slope. The background is white with a subtle pattern of fine, parallel lines.

CSSS des Pays-d'en-Haut

Presentation to The Pays-d'en-Haut English Committee
October 18, 2012

OUR TERRITORY





MISSION

The CSSS des Pays-d'en-Haut is a

- public institution
- provide basic health and social services to the population and to specific clientele such as the elderly in loss of autonomy

We provide services at:

- **facilities in Ste-Adèle, Saint-Sauveur and Piedmont**
- **Centre d'hébergement des Hauteurs (Long term care)**
- **Home**
- **Schools, childcare centres, community organizations and at the detention centre in St. Jerome**

POINTS OF SERVICE

Centre d'hébergement des Hauteurs



*Siège social (Headquarters)
Point of service of Sainte-Adèle*



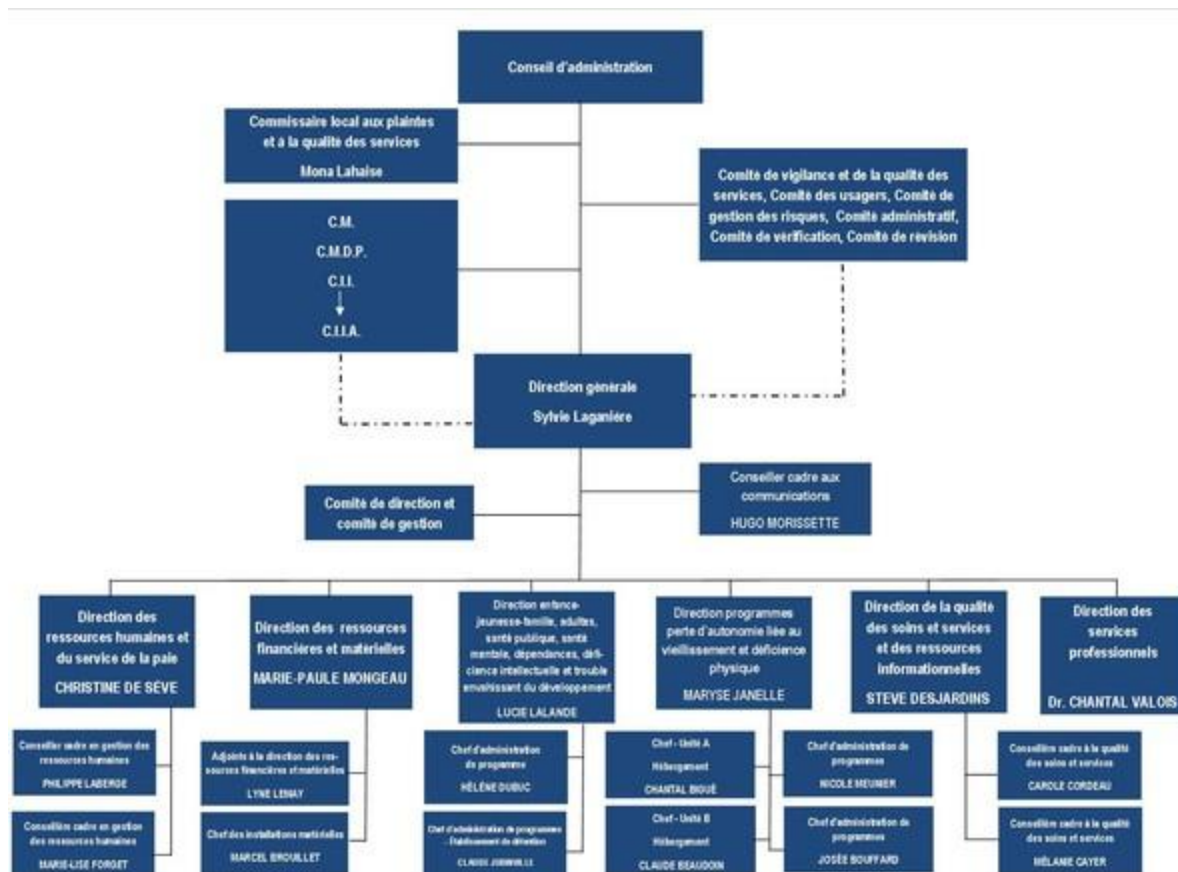
***Point of service of Saint-Sauveur
(children, parents and families)***



Point of service of Piedmont



ORGANIZATION CHART





COMMUNITY SERVICES

The community users program is mandated to provide services in response to public health needs for

- prevention**
- treatment**
- follow-up with clients at risk who have health or psychosocial problems**

These services are available to the entire population of the territory of the MRC des Pays-d'en-Haut



REQUEST FOR SERVICES

Initial contact

The intervener at the reception desk provides

- Information
- Accompaniment
- Evaluation
- Personalized references on various issues



SPECIMEN COLLECTION CENTER

**A universal service offered to the population
aged 10 years or older**

- **Pre-analysis services - blood, urine analysis and culture**
- **Testing service is provided by the Medical biology department CSSS Saint-Jérôme**

Located at 150 rue Principale in St-Sauveur Tel: 450 227-3447

WITHOUT APPOINTMENT

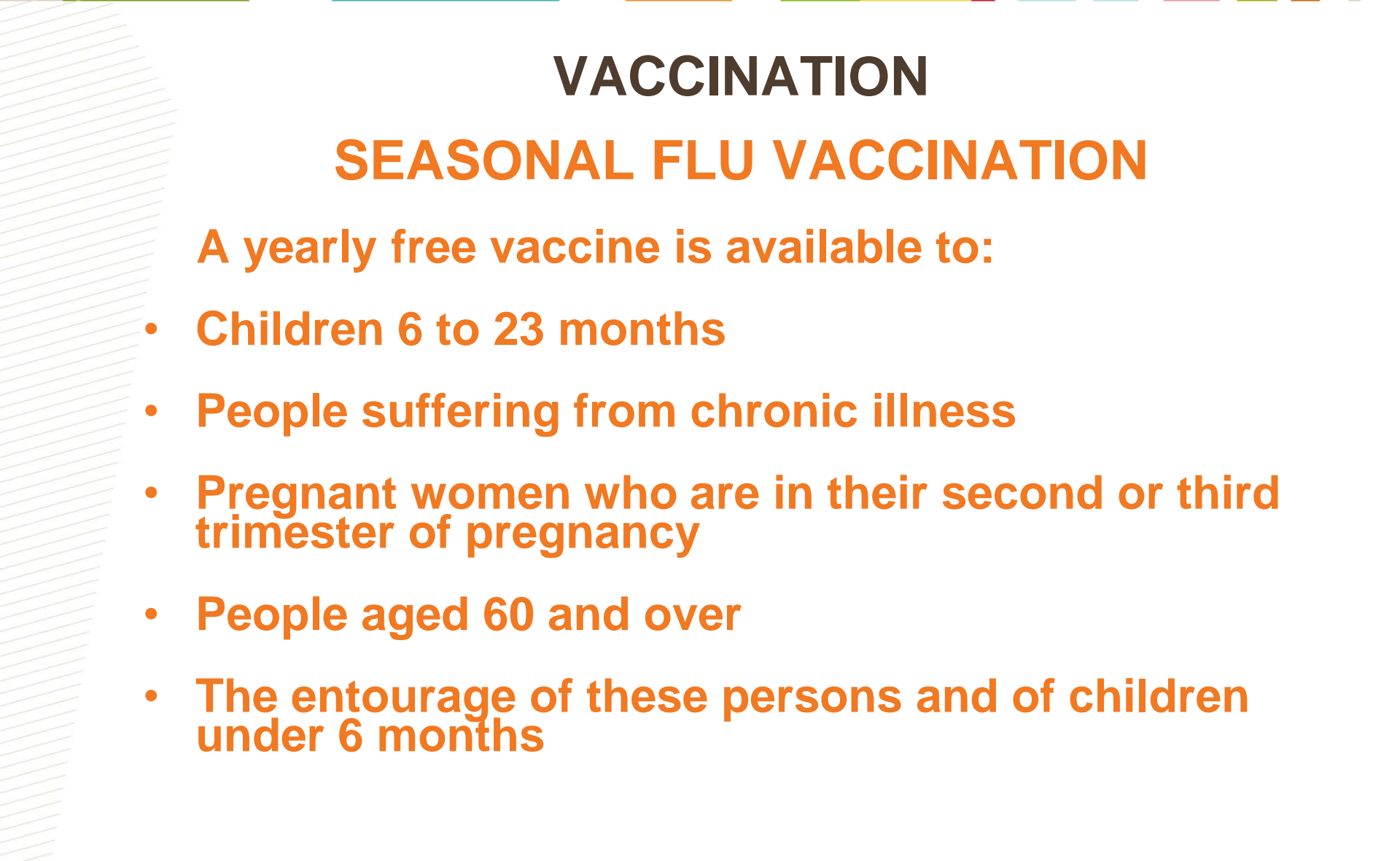
Monday to Friday from 7:00 a.m. to 10:00 a.m. (except holidays)



VACCINATION

SEASONAL FLU VACCINATION

A yearly free vaccine is available to:

- Children 6 to 23 months
 - People suffering from chronic illness
 - Pregnant women who are in their second or third trimester of pregnancy
 - People aged 60 and over
 - The entourage of these persons and of children under 6 months
- 



VACCINATION

VACCINATION OF CHILDREN AGED 0 TO 17 YEARS WITH SYSTEMATIC MONITORING

- **Post-natal vaccination**
- **Pre-school vaccination**
- **School vaccination**



MENTAL HEALTH

SERVICES INCLUDE:

- Evaluations and psychosocial interventions
- Support services of variable intensity to help develop individual abilities
- Sustained support to families and accompaniment to second-line services if required
- Psychosocial and educational support



INTELLECTUAL DISABILITY & PERVASIVE DEVELOPMENTAL DISORDERS AND PHYSICAL DISABILITY

- **Continued support to families**
- **Accompaniment for families and individuals for 2nd line support**
- **Psychosocial and psycho-educational support**



MEDICAL SERVICES

We can count on an experienced medical team offering medical services to:

- **Patients at the 'Centre d'hébergement des Hauteurs'**
- **Palliative care at home**
- **Home care**
- **Medical consultations for young people aged 12 to 17 years old at the youth clinic**

Help 24/7 on health or social problems DIAL 811



PHYSICAL HEALTH

Clientele with acute health problems

- following hospitalization or an accident
- Follow-up in palliative care
- post-surgery

Follow-up also available for people with

- chronic diseases such as diabetes, obstructive pulmonary disease, asthma and diseases of the cardiovascular system



OUR PROGRAMS





PERSONS IN LOSS OF AUTONOMY related to aging and physical disability

- **Ambulatory services**
- **Home support**
- **Day centre for seniors**
- **Support to informal caregivers**
- **Loan of specialized equipment**
- **Permanent or temporary lodging**



DAY CENTRE FOR SENIORS

OBJECTIVES:

- **Maintain and improve independence & functional abilities for a better quality of life at home**
- **Encourage participation in social life according to abilities and aspirations**
- **Offer support to caregivers in their role in order to prevent burnout**
- **Group activities are the specific external services while individual interventions are designed to meet particular needs.**



DAY CENTRE FOR SENIORS

THERAPEUTIC, PREVENTIVE & SUPPORT SERVICES

- **Loss of autonomy, evolutive diseases or accident**
 - paralysis, sequel from a fracture, multiple sclerosis
- **Cognitive impairment - Alzheimer, confusion**
- **Psychosocial problems - loss of spouse, loneliness, isolation**
- **To caregivers wishing to receive respite and support**
- **Parkinson Group Group meetings for people with Parkinson's disease and/or related disorders**



DAY CENTRE FOR SENIORS

Registration is made through home support team

It is not permanent – subject to periodic assessments

If you are, or you know, a person who is experiencing a loss of autonomy, related to aging and/or physical disability

Only one number for all these services:

450-229-6601 extension 3264

OUTPATIENT SERVICES

TO CLIENTELE IN NEED OF NURSING CARE AND WHO CAN GET AROUND. A prescription is required

To make an appointment:

(450) 229-6601



Ste-Adèle

Monday to Friday 8:30 a.m. to 8:30 p.m.

Weekend and holidays 8:30 a.m. to 4:30 p.m.

Piedmont

Monday to Friday 8:30 a.m. to 4:30 p.m.



CHILDREN, PARENTS AND FAMILIES

PREGNANCY

- Preventive intervention during pregnancy
- Prenatal classes
- Breastfeeding clinics
- Home visit 48 to 72 hours following mother and newborn discharge from hospital or following an adoption



OTHER SERVICES TO FAMILIES

INTEGRATED PERINATAL & EARLY CHILDHOOD

- **Psychosocial intervention services to youth and parents in crisis**
- **For struggling families – food support programs to low income pregnant mothers**
- **Intensive monitoring with families in great distress**
- **Support and referrals for families with a child presenting physical or intellectual disability**



DETENTION CENTRE

- **Nursing care to inmates in collaboration with the detention physician**
- **In addition, offenders have access to a range of psychosocial services**
- **Inmates struggling with mental health disorders are accompanied after they leave the detention centre – It is the Passage program**



PUBLIC HEALTH

**PREVENTING ILLNESS &
PROMOTING HEALTH**



THE QUIT SMOKING CENTRE

WE OFFER :

- Free personalized individual assistance services based on a motivational approach
- Available by appointment, contact Veronique Renaud 450 227-3447 ext 4391

Or call the telephone line at 1-866-JARRETE or 1 866 527-7383 (bilingual) or website: www.jarrete.qc.ca ; [English website: www.msss.gouv.qc.ca/sujets/santepub/tabac](http://www.msss.gouv.qc.ca/sujets/santepub/tabac) click on

English at top of page



SMASH

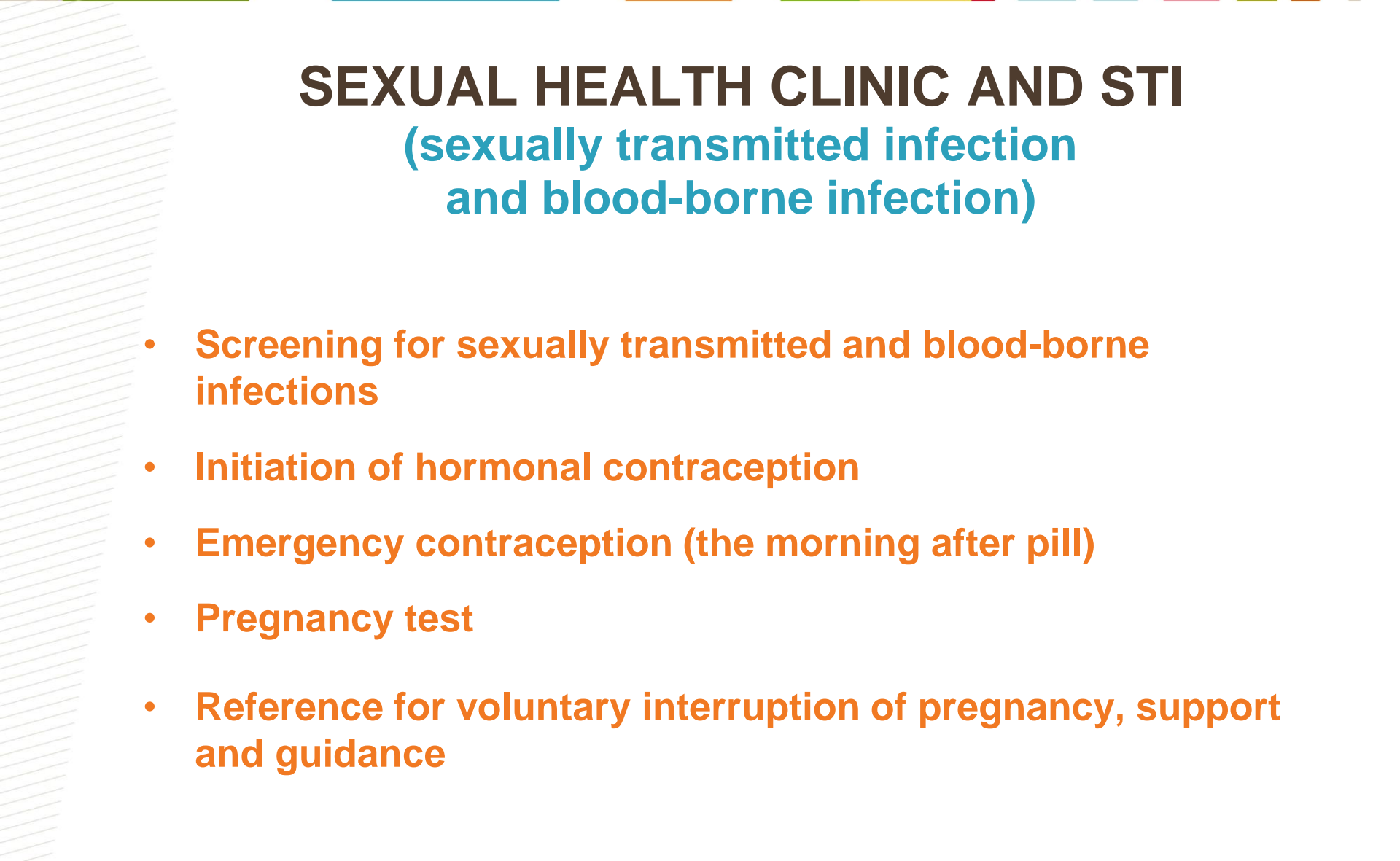
Reference by a health professional is required

The program welcomes users with risk factors such as:

- Being Overweight
- Smoking
- Hypertension (controlled)
- Pre-diabetes
- High Cholesterol
- Low level of physical activity



SEXUAL HEALTH CLINIC AND STI **(sexually transmitted infection and blood-borne infection)**

- **Screening for sexually transmitted and blood-borne infections**
 - **Initiation of hormonal contraception**
 - **Emergency contraception (the morning after pill)**
 - **Pregnancy test**
 - **Reference for voluntary interruption of pregnancy, support and guidance**
- 



SEXUAL HEALTH CLINIC AND STI **(sexually transmitted infection and blood-borne infection)**

The clinic is held *every*

Wednesday from 1:30 p.m. to 8:00 p.m.

For information or appointment: 450 229-6601

It is located at the head office in Sainte-Adèle

**707, boul. de Sainte-Adèle
Sainte-Adèle (Qc) J8B 2N1**



PROGRAMME P.I.E.D. or STAND UP PROGRAM

INTEGRATED PROGRAM OF DYNAMIC EQUILIBRIUM

**Are you 60 or over?
Have you ever fallen?**

**Are you afraid of falling?
Do you want to improve your balance?**

The STAND UP program is for you... and it is free!

**Sign up to increase the strength of your legs and keep
your bones healthy as well as learn how to prevent falls**

Call Denise Langlois

450 229-6601



ASSESSMENT OF SERVICES

You wish to attest confidentially of your personal experience, positive or negative, you simply have to fill out one of the following forms available at any of our points of service or on our website

Expérience en hébergement (relative to the Centre d'hébergement des Hauteurs)

Expérience en CLSC ou au centre de détention (relative to the CLSC or the Detention Centre).

And mail to:

CSSS des Pays-d'en-Haut
Mrs. Carole Cordeau, Conseillère à la qualité
707, boul. de Ste-Adèle, Ste-Adèle (QC) J8B-2N1



ASSESSMENT OF SERVICES

COMPLAINTS:

To file a complaint, please refer to the Local service quality and complaints commissioner who reports directly to the Board of directors

The form to file a complaint is available at any of our points of service or on our website

You can also contact the commissioner directly:

Mrs. Mona Lahaise, 450 229-6601, ext. 2715



THANK YOU!

