

# CAVENDISH EXPRESS

## Content of February 2015

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Centre de santé et de services sociaux  
Cavendish  
Health and Social Services Centre  
Affilié universitaire

## A NEW FORMAT

In order to improve communication with staff and share information with you in a more timely manner,, Cavendish Express will be published every month from now on.

Deadlines for contributions will be on the first of every month. Thank you to all contributors.

## DO YOU HAVE ANY NEWS?

You are invited to share any news you might have of a general or specific interest regarding your team activities or any other activities. Your comments and suggestions are also welcome.

**DEADLINE FOR THE NEXT EDITION:**  
March 1, 2015.

## TO REACH US:

Dana Kobernick, extension 2239  
Information Officer

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# MESSAGE FROM THE EXECUTIVE DIRECTOR

## Message from the Executive Director

Bravo to the communications team who revised the format of Cavendish Express in favour of a shorter version that will be published more frequently. It is very appropriate given the speed at which everything is evolving this year.

Despite the difficulties this winter, we will continue to energetically pursue our objective of achieving our management targets. If these targets are not met, our financing will be called into question, which would have very adverse consequences for our clientele.

There is an increasing demand for services, but we will undoubtedly achieve a balanced budget through significant efforts. Nonetheless, the budgeting exercise that is beginning will not be easy, as new budget cuts have been announced for 2015.



Bill 10 has now entered into law and the government is in a hurry to make the future institutions operational as of April 1. New developments are being announced almost daily, and we are trying to keep you posted as we receive the information. It is the senior administrators, and administrative senior and middle managers who will be affected, and their respective associations can also help to keep them informed about the next phase.

Together, we will meet the challenges!

**Francine Dupuis**  
***Executive Director***

## CSSS Cavendish « Green and Healthy »

### 1. BECOMING MORE ACTIVE AT WORK

Do you sit most of the day at work? Would you like to be more active? Would you like to improve your general well-being? Would you like to prevent chronic illnesses by adopting healthier lifestyle habits? If the answer to these questions is “yes”, read on.

Let’s start by looking at how physical activity can be beneficial at work for employees:



- Physical activity improves quality of life and stress management;
- It increases psychological well-being;
- It decreases the risk of developing chronic illnesses, such as diabetes, high blood pressure, high cholesterol, cardiovascular diseases, as well as the risk of premature death.

Here are some tips to help you increase your physical activity even while you’re at work:

- Use the stairs and boycott the elevator
- Take two steps at a time
- Move the items you use at work, such as the garbage can, the printer, the recycling bin, forms, etc. , a little further away
- Get into the habit of taking walking breaks
- Invite your colleagues to walk with you during your lunch break
- Invite your colleagues to “stretch breaks”
- Instead of using e-mails or the phone, get up and go see your colleagues to communicate with them
- Stand up while you are talking on the phone!
- Park your car further away
- Get off the bus one or two stops before your destination
- Get into the habit of doing exercises while you are sitting in front of the computer – for example: ab exercises, back exercises, stretching

#### References:

- « Trucs et conseils : Au travail, il est aussi possible d’être actif physiquement » : [www.saineshabitudesdevie.gouv.qc.ca](http://www.saineshabitudesdevie.gouv.qc.ca)
- Kino-Québec. « Augmentez vos “actifs” » : [www.kino-quebec.qc.ca/publications/augmentezvosactifs.pdf](http://www.kino-quebec.qc.ca/publications/augmentezvosactifs.pdf)

## 2. DID YOU KNOW THAT FEBRUARY IS HEART MONTH?

I would like to remind you about how to prevent heart disease:

- Be active;
- Eat a healthy diet: avoid trans-fats and saturated fats, in particular;
- Maintain a healthy weight;
- Avoid smoking;
- Reduce stress;
- Limit alcohol consumption.

If you have thought about changing your lifestyle habits, such as your level of physical activity and diet, and/or quitting smoking, here are several resources and tools that are available:

- The 5/30 Health and Wellness Challenge (March 1 to April 11)
- Quit to Win! Challenge (March 1 to April 11)
- Pedometer Challenge (March 1 to April 11)
- Health Education Centre of the CSSS Cavendish (extension 1420)
- The Quit Smoking Centre of the CSSS Cavendish (extension 1420)

For more information, please contact Claudia Corbu, Nurse Consultant in Clinical Prevention, at extension 3554. Happy Heart Month!

**Claudia Corbu**  
**Clinical Prevention Nurse Consultant**



# THE 2015 ACCREDITATION CANADA PROCESS AT A GLANCE

## The 2015 Accreditation Canada Process at a Glance

### 10 MONTHS BEFORE THE VISIT!

**Yes, the visit will be maintained regardless of any changes expected with law 10.**

As we are pursuing our mission to improve the health and well-being of the population, we are fulfilling our commitments to respect the requirements for the evaluation and continuous improvement of our care and services.

**Our preparations for the next accreditation visit in 2015 are well underway!**

1) Thank you and congratulations to the many teams and staff members who participated in this important step of evaluating our continuous quality improvement (CQI) cycle. It represents an impressive review of our practices in terms of evidence-based standards. Staff completed 878 self-evaluations on standards of excellence related to:

- Infection prevention
- Medication management
- Community mental health
- Rehabilitation
- Community health
- Ambulatory care
- Homecare and services
- Long-term care
- Health and well-being of seniors

2) Thank you and congratulations to the many patients, clients and families who completed the survey regarding their satisfaction and the patient experience. We received 630 surveys.

We are evaluating both the achievements and the areas requiring improvement. We are, above all, preparing the action plans to improve and support our initiatives.

These evaluations are very pertinent and highlight the commitment of the staff, patients, clients, their families, as well as our partners, to share and be a part of winning solutions within our culture of safety. Communications will take on different forms over the next several months. Don't hesitate to discuss continuous improvement with your teams and to send along your ideas and innovations.

For our next steps, between February 16 and March 2, we will be soliciting your participation for:

- A survey on organizational climate
- A survey on the culture of safety



# THE 2015 ACCREDITATION CANADA PROCESS AT A GLANCE

Results of all of these surveys will be reviewed by our accreditation leaders and then shared with all staff at team meetings in early spring. As we are going through significant changes in the network and have been constantly adapting, we must highlight the efforts of the teams, and our partners, who participated in the implementation of initiatives to improve the safety of care and the organizational climate since the last accreditation visit. In looking at the public report of the last accreditation visit in 2011, available on [our website](#), the CSSS Cavendish is in a good position! The population served, the staff and the stakeholders greatly benefit from this commitment to efficient, quality and safe care. Thank you again!



**Cindy Starnino**  
*Director – Quality and the University Mission*

**Kevin Hayes**  
*Director – Multidisciplinary Services and Archives*

**Chantal Bellerose**  
*Accreditation Coordinator-Quality Improvement Advisor*

## News from the University Mission

### STUDENT CONFERENCE IN GERONTOLOGY – SUBMIT YOUR ABSTRACT BEFORE MARCH 15, 2015

The Student Conference in Gerontology of CSSS Cavendish-CAU is a series of presentations offered by students who conducted their field placement or a project at CSSS Cavendish-CAU during the 2014-2015 academic year. Practitioners, researchers, academic partners and even the students' families, are invited. The goal of this event is to contribute to the development of the students' scientific communication skills. Students can present their field placement project, a case study or a tool that they developed. They benefit from the support and advice of their supervisor and a member of CREGÉS. Students also have the option of presenting a scientific poster (outside of the competition).

The 15-minute oral presentation will be followed by a short question period. You can present in French or in English. Presenters may invite a few people and it will be possible to view the presentations via Internet.

**A prize will be awarded for the best oral presentation of the day!**

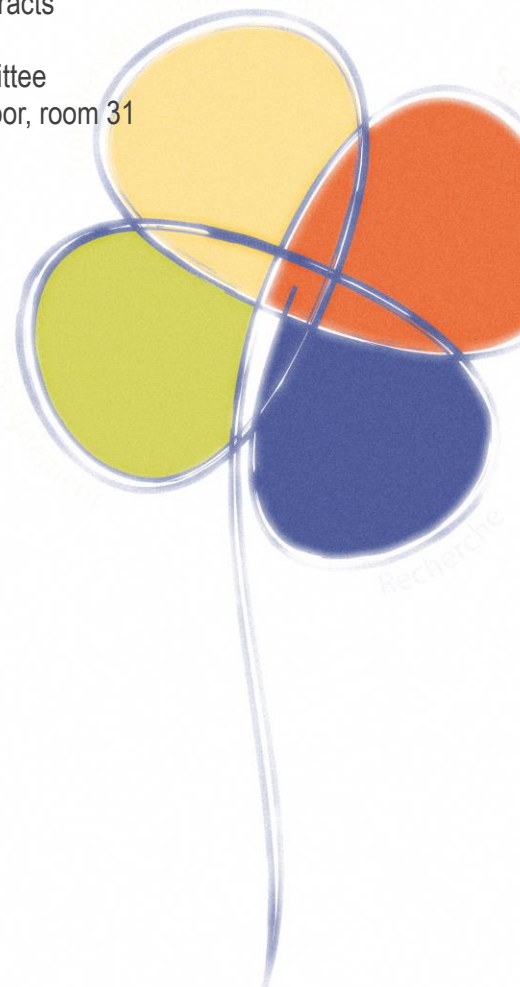
Important dates:

- March 15, 2015 Deadline for abstract submissions (see the [form](#) for details)
- March 23, 2015 Recommendations from the scientific committee on the abstracts
- March 30, 2015 Deadline to submit final version of abstract
- April 15, 2015 Submission of PowerPoint presentation to the scientific committee
- May 1, 2015 Student Conference in Gerontology, CLSC René-Cassin, 6th floor, room 31

For more information,

Contact Miré Saralta: [mire.saralta.cvd@ssss.gouv.qc.ca](mailto:mire.saralta.cvd@ssss.gouv.qc.ca)

**Geneviève Lamy**  
*Coordinator of Knowledge Transfer and Teaching*



# CLINIC FOR THE MANAGEMENT OF SUBACUTE LOW BACK PAIN

## Clinic for the Management of Subacute Low Back Pain

Have you or a family member had back pain for the past year or less which is not covered by the CSST or the SAAQ? Our interdisciplinary team, in close collaboration with the Centre of Expertise for Chronic Pain of RUIS McGill, can help you.



Front row, from left to right:

- Susie Campeau, administrative officer
- Suzanne Bélanger, psychologist
- Catherine Liu-Castanet, coordinator of specialized clinics

Back row, from left to right:

- Tim Halal, physiotherapist
- Barbara Wyroda, clinical nurse
- Dr Benoît Lapierre, general practitioner

This low back pain management program is spread over the course of six months and:

- Includes a complete evaluation conducted by the entire team
- Is personalized in order to respond to the needs of each patient
- Stresses self-management and accountability

Objectives of the program for the patient:

- Reduce pain and symptoms
- Improve daily functioning and quality of life
- Improve adaptation abilities

The clinic is located at the Catherine-Booth Hospital and services are offered as a priority to residents living on the territory of CSSS Cavendish. Physician referrals must be sent to centralized intake at CSSS Cavendish by fax (514-488-2822) or email: [intake.cvd@ssss.gouv.qc.ca](mailto:intake.cvd@ssss.gouv.qc.ca)

To get an appointment with one of our specialists, please contact us on Wednesdays at 514-484-7878, extension 4025. You must have a [referral form](#) (to be completed by your physician).

**Catherine Liu-Castanet**  
**Coordinator of Specialized Clinics**



# CELEBRATE HEART HEALTH MONTH AT CSSS CAVENDISH

## Celebrate Heart Health Month at CSSS Cavendish

Employees are invited to the **Richardson Hospital (2nd floor) on February 16, 2015, between 11 a.m. and 2 p.m.** Join us for the following activities in celebration of Heart Health. Please show your support and...  
**WEAR RED!**

Visit our info tables and refuel with a complementary, healthy snack!

- Get advice from a dietitian on what you can do to improve heart health
- Take home heart health pamphlets, recipes, and meal planning tips and start improving your heart health right now!



Re-energize with a Zumba class during your lunch break!

- Classes will be given by a professional Zumba instructor from 11:45 a.m. to 12:15 p.m. and from 12:30 p.m. to 1 p.m. in the recreation room

De-stress with a neck massage!

- Receive a 10-minute neck massage from a professional massotherapist
- Sign up for your spot between 11:10 a.m. and 1:10 p.m.



To sign up for a massage or a Zumba class, contact Bonnie Zylberberg, dietitian, at 514-484-7878, extension 2227, or [bonnie.zylberberg.cvd@ssss.gouv.qc.ca](mailto:bonnie.zylberberg.cvd@ssss.gouv.qc.ca)

**Bonnie Zylberberg**  
*Dietitian*

# SAPA HEALTH DAY

## SAPA Health Day

Day dreaming is a good thing, especially in chilly February! We recall a memorable, sunny and warm, fall day in September 3, 2014, when the SAPA team gathered together for some fun and healthy team activities. Gathering in the green space behind the Quartier Cavendish under shady trees, dozens of us profited from a perfect easy breezy day. For a couple of carefree hours away from our roles as health care providers, we nourished ourselves with a dose of healthy spirit.



The idea was initiated by a few sporty and fit staff members who wanted to spread good health habits among their colleagues. Over the previous year, they had begun gathering in fitness groups to run, dance, do Pilates and the latest craze to hit the CSSS: kick boxing! It was time to spread these contagious habits with some sweat and a lot of laughs.

Lunchtime, September 3, 2014, staff members followed the orange cones from the mall to the green space, to find the park decorated with balloons and streamers and set up with three different activity stations. There was Zumba, Pilates, and a section

for games such as paddle ball, Frisbee, baseball, and jump rope, among others.

The day began with opening remarks to launch the activity. We began with a 10-minute warm up walk/jog/run around the block all together.

Then it was time to divide into three groups. Each group rotated every 15 minutes to the next station. We had music and professional teachers as well as not so professional enthusiasts among us! To nourish our souls, we lay under the sun and shady trees, eating our lunches, sharing the health break with friends and colleagues. Our nutritionists led us in a discussion about healthy eating. And then, what better way to end than with a tasty frozen treat: yummy frozen yogurt for all, generously donated by **TCBY!**



# SAPA HEALTH DAY



Thanks to our Director and to CSSS Cavendish for supporting this staff initiative, to the SAPA staff members who participated, and especially those who helped plan and run the day: Toby Pascal, Brad Kerzner, Pierre-Luc Bégin, Stéphane Pavrotte, Pierre Cappuccilli, Ella Gorovoy, Carla Shaw, Kalea Osgood, Sheldon Berenbaum and Natasha Dell'olio. That day, we celebrated healthy fitness, stress reduction, team spirit and FUN!



Nice warm memories amidst this February chill.

**Joanne Besner**  
*Program Manager, SAPA*

# RECOGNITION CEREMONY

## RECOGNITION CEREMONY



Tuesday, March 24, 2015, at 4 p.m., at the Gelber Conference Centre

### Awards of Excellence 2015

Recognition Ceremony for retirees and employees who celebrated 5, 10, 15, 20, 25, 30 and 35 years of service or more at the CSSS Cavendish in 2014

\* Only people who have received an invitation may attend the ceremony \*



#### For information:

Sophie Bernardin • 514-484-7878, ext. 3053  
sophie.bernardin@ssss.gouv.qc.ca

Centre de santé et de services sociaux  
Cavendish  
Health and Social Services Centre  
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# STUDENT CONFERENCE IN SOCIAL GERONTOLOGY

May 1<sup>st</sup>, 2015 | 9:00 a.m. to 3:00 p.m.

## CSSS Cavendish **STUDENT CONFERENCE**

in Social Gerontology

*Fourth Edition*

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