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In Touch

Quality, Safety, Compassion

Report from JHSB’s management and the Advisory Committee: Positive results in year one!

The year 2015-2016 saw major changes in the health system and here at JHSB. Under the leadership of Guy Thibodeau, Assistant President-Director General of the CIUSSS de la Capitale-Nationale and Director of JHSB, and Brigitte Paquette, Assistant to the Director, the management at JHSB has implemented consultation mechanisms, including JHSB’s Advisory Committee, JHSB’s Local Coordinating Committee and the Jeffery Hale Networking Table.



From left to right : Richard Walling (president), Diane Stavert, Amie Deschamps, Gina Farnell (vice-president), Tania Verreault-Gravel, Brenda Edwards (treasurer), Catherine Nadeau, Brigitte Paquette (assistant to the PDGA), Guy Thibodeau (PDGA of the CIUSSS and director of JHSB). Missing - Leigh Sinclair

JHSB management is starting the coming year on solid ground as it continues to move forward with its mission.

Enjoy a wonderful summer!



Our community of care is alive and well

Even in the face of significant challenges, our community of care is still a supportive environment where warm, dedicated, compassionate staff work on behalf of clients every day. Together, we can preserve our unique local character, which is so essential to the vitality of our institution.

Activities such as the June health breaks enhance our collective well-being, reflect our commitment to the principles of our “Healthy Enterprise” certification, and help to make JHSB a pleasant, attractive workplace. For these reasons, management plans on maintaining this new tradition.



Policy on access to safe, bilingual and adapted services

Clear communication is the key to delivering safe, high quality health care. In 2015, JHSB adopted a Policy on the Language of Service to ensure access to services in either official language, in keeping with user preference. The policy includes provisions that guarantee a service offering tailored to various groups, including French- and English-speaking clients as well as members of ethno-cultural communities.

Improvement through self-assessment

To gain a clearer picture of our linguistic accessibility and identify targets for improvement, JHSB carried out a survey among English-speaking clients, staff and partners. On April 12, Community Services also received a visit from Accreditation Canada to evaluate our linguistic accessibility based on the new standards. An improvement plan will be issued following these exercises.

New teams joining the Jeff!

Jeffery Hale will be welcoming new teams in the coming year. The Sainte-Foy-Sillery-Laurentien Day Centre will relocate to the old administrative wing and the Refugee Health Clinic will move into the Outpatient Clinic.

To prepare for their arrival and ensure the suitability of the premises, the redesign work will soon begin. The Community Services' Day Centre will also be reorganized to better meet client needs.

After a year of major upheaval, the arrival of these teams will be a breath of fresh air for our community of care.

Together, let's influence the professionals of tomorrow – "Career Discovery" Program

This summer, bilingual students will have the opportunity to take part in a unique paid work experience at JHSB. From June to August, they will have the chance to interact with professionals and, in turn, bring new energy to our residents and staff. Together, let's influence the professionals of tomorrow!

The Career Discovery Program is offered in partnership with the JHSB Friends' Foundation, Jeffery Hale Community Partners and McGill University. To learn more, contact Jan Anderson, Community Organizer, at 418 684-5333, ext. 1539.



Jeffery Hale Users' Committee gets a makeover!

Since taking up its functions in August 2015, the JHSB Users' Committee has been hard at work promoting its presence and raising awareness about its role among clients. The Committee has developed promotional tools including an information brochure and a new logo. Its first general assembly was held on June 22.

They have more projects in the works for this fall!



Users' Committee (left to right): Diana Greig (Vice-President), Thérèse Roy (Secretary), Mary Roberston (President), Annalisa Turner and Philip Almaguer (Treasurer).