

connexions news

Your link to a healthy community

Welcome to our Fall 2019 Issue

Connexions Resource Centre serves and promotes the health, well-being and vitality of the English-speaking population of the Outaouais. We encourage and appreciate your comments and questions. If you have any difficulties accessing the information in this newsletter or if you need assistance in finding information or services in English, please contact us at 819-777-3206 or info@centreconnexions.org. Make sure to visit our website at centreconnexions.org for upcoming news items and events and follow us on Facebook at facebook.com/ConnexionsResourceCentre.

DISSATISFIED WITH A SERVICE RECEIVED BY A HEALTH CARE PROVIDER?

In the health and social services network, lodging a complaint is a legal right. And indicating dissatisfaction is an excellent way to improve quality of care and services.

- Before filing a complaint, you are encouraged to first speak with the staff responsible for the care and services of the institution in question. If you decide to meet with this staff member, you may be accompanied by a person of your choice or by a Users' Committee Representative.
- If you would like to express your dissatisfaction and make comments or suggestions for improvements without filing a formal complaint, you can contact the Centre intégré de santé et de services sociaux (CISSS) de l'Outaouais at 819-771-4179 or toll-free at 1 844 771-4179. This procedure is confidential.
- When a problematic situation cannot be solved easily, or if you are still not satisfied, the Act respecting Health Services and Social Services provides a mechanism through which you can state your view, be heard, understood, and respected. Your complaint is always confidential and can be stopped at any time. To file your complaint, you must contact the Service Quality and Complaints Commissioner at 819-771-4179 or toll-free at 1-844-771-4179.

KNOW YOUR RIGHTS!

Before filing a complaint, it's important to understand your rights. The following organizations are a great resource:

Québec Government's The Health and Social Services Network Complaint Examination System. bit.ly/2Dc4aQx

Regroupement Provincial des Comités des Usagers. rpcu.qc.ca/en

Éducalois: Online Guide *The Law and Mental Health: What you Need to Know.* bit.ly/2L3EHw7

Need Help?

User's Committees in your Area: These Committees protect users' rights and act as spokespersons when dealing with institutional authorities. For more detailed information, visit: bit.ly/2nON2Le. You can also find a complete list of contacts for your area at: bit.ly/2mmZYYo

Centre d'assistance et d'accompagnement aux plaintes Outaouais: Free and confidential services, information and referral, support and advice, assistance in filing a complaint.
819-770-3637 | toll-free: 1-877-767-2227
info@caap-outaouais.ca
caap-outaouais.ca/home

A YEAR IN REVIEW: CONNEXIONS' AGM

Last June, Connexions welcomed new members to the organization and acknowledged the hard work and dedication of its Board Members, staff and volunteers for the 2018-2019 year. Find our Annual Report at: bit.ly/2k2n85a

BECOME A SMOKE-FREE FAMILY!

Second-hand smoke is particularly harmful to the health of children and babies. Their immune system and lungs are not yet fully developed, and they breathe more quickly than adults, which means they absorb more chemical substances.

Frequent exposure to second-hand smoke can cause or exacerbate certain health problems in children, such as respiratory problems (bronchitis, pneumonia, asthma), colds, and recurrent ear infections. It also increases the risk of sudden infant death syndrome in newborns.

Butting-out is also good for you. A smoke-free family environment can help you break tobacco's hold and become a non-smoker for good. Quitting smoking is difficult, but possible, especially with help to increase your chances of success. Don't hesitate to use the following resources:

- Visit the Quit to Win! Challenge website at quitchallenge.ca and Tobacco-Free Quebec's website at iquitnow.qc.ca.
- Call the I Quit Now helpline at 1-866-527-7383 to speak to a quit smoking specialist who can support you throughout the smoking cessation process.
- Speak to your doctor or pharmacist, or visit a Quit Smoking Centre. tobaccofreequebec.ca/iquitnow/person-help



DID YOU KNOW?

- An average smoker (15 cigarettes a day) who quits can save nearly \$200 a month.
- Second-hand smoke contains more than 7,000 chemical substances.
- The concentration of second-hand smoke in a car can be up to 27 times higher than in a smoker's home.
- The law prohibits smoking tobacco products and vaping in vehicles when a child under 16 is present, as well as in outdoor play areas for children, on sports fields and playgrounds.

YOUTH & VAPING: WHAT YOU SHOULD KNOW

Vaping products, also known as e-cigarettes, vape pens, vapes, mods, tanks, and e-hookahs, can have many negative effects on youth and young adults. It can increase their exposure to harmful chemicals and can lead to nicotine addiction and physical dependence. And though the occurrence is rare, there have been defective vaping products that have caught fire or exploded, leading to serious burns and injuries.

Though not all vaping products contain nicotine, the majority do. And while some vaping liquids can have low levels, many can have levels that are similar and even higher than that found in cigarettes. And youth are especially susceptible to the negative effects of nicotine. It can alter their brain development and affect their memory and concentration. And they can become dependent on nicotine more rapidly than adults.

For more information about youth and vaping, visit: canada.ca/vaping



KNOW THE FACTS!

- 23% of students in grades 7–12 have tried an electronic cigarette (recent Health Canada survey).
- Vaping devices may be used for other substances like cannabis.
- Vaping products can be difficult to recognize: they can come in a variety of shapes and sizes (e.g., USB flash drive) and even different flavours; they might not leave a lingering identifiable smell; and they can be "hidden" in vinyl "skins" or wraps.
- It is prohibited to sell or give vaping products to anyone under the age of 18.

ARE YOU OR A LOVED ONE AFFECTED BY CANCER?

The Ottawa Regional Cancer Foundation (ORCF) offers free Cancer Coaching to residents of the Outaouais area who have been diagnosed with cancer, or who are supporting a loved one who is facing cancer.

Cancer Coaching is facilitated by regulated health care professionals who focus on helping you and your family meet the challenges of cancer, achieve your health and wellness goals and improve your quality of life. Sessions are offered without a medical referral, and each person can access up to five hours of one-on-one Coaching at no cost.

The ORCF also offers Cancer Coaching Groups at specific locations in the Ottawa-Outaouais area. Group offerings are based on demand.

For more information, contact the ORCF at 613-247-3527, toll-free at 1-888-247-3527, by email at coaching@ottawacancer.ca, or visit their website at: ottawacancer.ca



AT RISK FOR COMPLICATIONS FROM THE FLU? GET YOUR FREE FLU SHOT!

Under the Government of Québec's Flu Vaccination Program, the flu vaccine is offered free of charge to people who are most at risk of developing serious complications from the flu. The program aims to reduce hospitalizations and mortality in people who are most at risk. The program is not meant to prevent all cases of flu.

In people who are at risk, the flu can, for example, cause breathing difficulties, pneumonia or even death. Treatment of these complications may require a hospital stay of several days, or even several weeks, and result in a loss of autonomy for some older adults.

The next vaccination campaign starts November 1st.

To find out if you are eligible for the free flu vaccine, visit the Government of Québec website at: bit.ly/2mk2u00

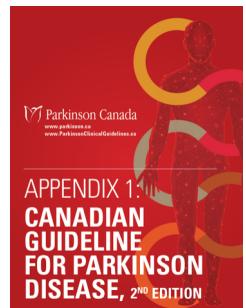
KNOW THE FLU FACTS!

- The flu is very contagious and can spread quickly and easily.
- In Canada, an average of 12,200 hospitalizations and 3,500 deaths related to the flu occur each year (NACI Guide, bit.ly/2HJDTeC)
- The viruses in the flu shot are either killed or weakened and cannot give you the flu.
- Severe reaction to the vaccine are extremely rare.
- If you do get the flu, the flu shot may reduce the severity of your symptoms
- By getting the flu shot, you protect yourself and others because you are less likely to spread the flu.

Find more flu facts at: bit.ly/2nbjrev

NEW GUIDELINE FOR PARKINSON'S DISEASE AIMS FOR CLEAR COMMUNICATION AND STANDARDIZED CARE

This 2nd edition of the comprehensive Canadian Guideline for Parkinson Disease provides practical guidance for physicians, allied health professionals, people with Parkinson's and families on disease management. Included in the guide is information on new non-motor, palliative care and treatment advances, as well as an easy-to-reference infographic and podcast. Find a link to the Guide and supplementary resources at: bit.ly/2mkjrJ9



Save the Date!

Oct
8

Itsy Bitsy Tots Playgroup

FREE drop-in space for parents and their children aged 0-5.

Tuesdays from 9:30-11:30 am

Cégep Heritage College: 325 Cité-Des-Jeunes Blvd., Gatineau (Hull sector) - Room E120

Find out more at: centreconnexions.org/itsy-bitsy-tots-playgroup

Oct
17

Towards a Culture of Respect - Non-Verbal Play for Caregivers and Seniors

Free theatre presentation on elder abuse written and acted by seniors from the RECAA (Respecting Elders Communities Against Abuse).

Thursday, October 17 from 1:30-4:00 pm

St. Mark's Church: 160 rue Principale, Gatineau (Aylmer sector)

Limited seating. Please RSVP by Friday, October 11.

Find out more at: centreconnexions.org/silent-play

Oct
22

Parent Chat

Get-together for parents of children, youth and adults with special needs.

October 22 & November 19 from 7:00-8:30 pm

Connexions Office in Philemon Wright High School: 80, rue Daniel-Johnson, Gatineau (Hull sector)

Find out more at: centreconnexions.org/parent-chat-guests

Oct
25

Baby Chat

FREE drop-in space for parents of infants up to 1 year. Parents-to-be are also welcome.

Last Friday of the month from 9:00-10:30 am

Cégep Heritage College: 325 Cité-Des-Jeunes Blvd., Gatineau (Hull sector) - Room E120

Find out more at: centreconnexions.org/baby-chat

Nov
7

Coping with Stress - Free Information Session for Caregivers of Seniors

To avoid burn-out or emotional and mental exhaustion, join us to learn and practice resiliency based coping strategies that can help you regain balance and joy in your daily life!

Session en français: Mardi, le 5 novembre de 10 h à 12 h à la Bibliothèque de Fort-Coulonge: 134, rue Principale, Fort-Coulonge

English session: Thursday, November 7 from 10:00 am to 12:00 pm at St Paul's Anglican Church: 530, rue Main, Shawville

More information to be shared soon!

Nov
12

Talking to your Kids about Cyberviolence in Intimate Relationships

This information session will help you better understand cyberviolence in teen intimate relationships, as well as provide you with practical advice, resources and tools to help you talk to your child and answer their questions.

Tuesday, November 12 from 7:00-8:30 pm

Western Quebec School Board: 15, rue Katimavik, Gatineau (Aylmer sector)

More information to be shared soon!

Nov
20

Diabetes - What's New! Free CHEP Videoconference for Seniors

Wednesday, November 20 from 10:00 am-12:00 pm

Western Quebec School Board: 15, rue Katimavik, Gatineau (Aylmer sector)

More information to be shared soon!