

Report to the Community

2024-2025 highlights and
overview of what lies ahead



Jeffery Hale
Saint Brigid's

Une communauté de soins
A Community of Care



Message from management

Jeffery Hale – Saint Brigid's is unique within the CIUSSS de la Capitale-Nationale: an institution rooted in its community, recognized for its commitment to English speakers and for a culture of care that embodies dignity, compassion and linguistic accessibility.

In the past year, we have worked with our Foundation and strengthened ties with our community partners; this collaboration underscores the value of the work we do. Together we have continued to improve services for our clientele, supported our teams, and contributed to our environment's vitality.

Looking to the future, we remain committed to meeting the needs of a diverse clientele. We adopt an innovative approach to our clinical and community practices to ensure continuity and quality of care for generations to come.



Mélie DeChamplain

Director, Jeffery Hale – Saint Brigid's
grouped establishment

Patrick Duchesne

President and Chief Executive Officer,
CIUSSCN

*In figures -
2024-2025 statistics*



**Jeffery Hale
Saint Brigid's**

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*Minor Emergency
Clinic*

39 157

CONSULTATIONS

PROVIDED



*Info - Santé /
Info-Social (811)*

151 658

CALLS

HANDLED, INCLUDING

1 793 IN ENGLISH



*Centre antipoison du Québec
(Québec poison control centre)*

53 060

CASES HANDLED, INCLUDING
15 082 RELATED TO
CHILDREN UNDER 5

87,6%

OF CALLS
ANSWERED IN
LESS THAN
30 SECONDS!



*Refugee and asylum
seeker health clinic*

533

REFUGEES
WELCOMED AND

857

ASYLUM
SEEKERS
RECEIVED
CUSTOMIZED
CARE



Jeffery Hale Community Partners

167 VOLUNTEERS PROVIDED VALUABLE SUPPORT:

240 h

**OF FRIENDLY
VISITS**

450 h

OF ACTIVITIES
THAT IMPROVE
USERS' DAILY LIVES
(DAY CENTRE,
CHSLD)

218 h

OF ASSISTANCE
WITH GROCERY
SHOPPING

290 h

AND

3 100 km

TRAVELLED BY VOLUNTEER DRIVERS FOR

117

MEDICAL APPOINTMENTS



Archives

1 118

REQUESTS
HANDLED RIGOROUSLY
AND EFFICIENTLY



*Blood tests and
other samples*

ON AVERAGE,

75

USERS PER DAY
BENEFITED FROM THE SERVICE



Projects and achievements

A project was launched to reinforce the active offer of services in English at Jeffery Hale – Saint Brigid's, so that English speakers can receive services in their language from the moment they arrive.



Jeffery Hale – Saint Brigid's Friends' Foundation

The Foundation continued to provide essential support by financing several projects that enhance the comfort, dignity and well-being of users, in particular seniors in long-term care and their families. (<https://www.amisdujhsb.ca/en/donate>)

Saint Brigid's Home

New team momentum

End of dependence on private agencies: **more than 45 new hires, including eight nurses.** Renovations, a community garden, and inter-generational projects enrich residents' lives.



Jeffery Hale Residence

An animated living environment

More leisure activities: music, animal-assisted therapy, cultural and sports outings. New technological tools (Obie projector, jukebox) stimulate and improve residents' daily lives.



Community geriatrics and palliative care

Compassionate and tailored care

Several changes and decorative mural creations enhance the palliative care units. Furthermore, many efforts have been made to increase linguistic accessibility through international recruitment and bilingual training.



Minor Emergency Clinic

Growth and innovation

A revamped organization with faster user assessment has made it possible to reduce wait times and increase safety. Thanks to support from the Foundation, **the acquisition of new equipment is ensuring** better patient care.

Community Services in English

Work processes have been revised to better understand and meet Anglophone users' needs. These concrete adjustments now make it possible to offer faster, more coherent services that are better adapted to their reality.

Health and social services network (RSSS) Interpreter Bank



The Capitale-Nationale and CIUSSS du Centre-Sud-de-l'Île-de-Montréal Interpreter Banks merged to create one province-wide service, making the RSSS Interpreter Bank indispensable in improving access all over Québec province. More than 90 languages are now available.

CE-ACCESS

An active network

The first conference by the Centre of Expertise on the Adaptation for English-Speaking Communities in Health and Social Services (CE-ACCESS) brought together around 100 participants to discuss inclusive access to health care and services.

The team continues to work on analyzing data related to young people, sustainable health at Saint Brigid's Home, and an assessment of interpreting support tools in the health system.

Logistics

Care right to the plate

A new gluten-free menu and options tailored to users' needs mean an improved food offering.

Other changes, such as the securing of laundry chutes and new equipment, have made it possible to reduce employees' risk of injury.

Technical services

Upgraded environments

As part of the **Sustainable Health project, CE-ACCESS, technical services** and the **Université Laval research team** have collaborated to rethink living environments.

In collaboration with the living environment's managers and workers, they have created more welcoming, safer spaces that are more suitable for people with memory impairment.



Energy-efficiency improvements

Major work has been undertaken to make our facilities more energy efficient. In improving systems, the objective is to reduce energy usage while providing more comfortable, sustainable environments for users and staff.

This involves improving care spaces (minor emergency and refugee and asylum-seeker clinics) and renovations that increase comfort and efficiency.